

Happy 1st Birthday EnhanceAble Living!

EnhanceAble Living, the community support service from EnhanceAble, recently celebrated its 1st birthday.

Congratulations from the Chief Executive Officer of EnhanceAble, the Kingston-based charity working for disabled people.

“As CEO of EnhanceAble I am always excited and inspired to see how the different parts of our charity work together and complement each other.

In its first year EnhanceAble Living, our community support service registered with the Care Quality Commission, has very successfully established itself as part of the EnhanceAble family.

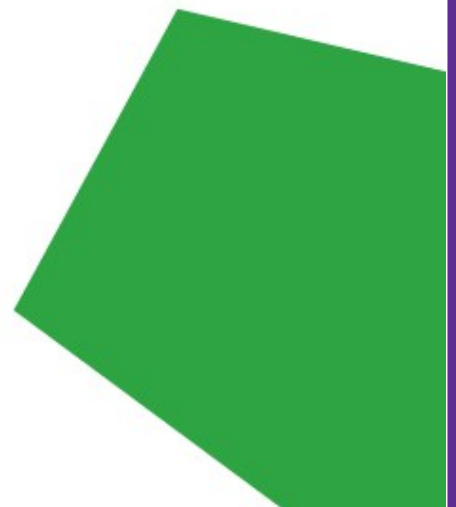
I am so proud of the achievements that Manager Lynda East and her team have made:

- Becoming an approved provider for the Royal Borough of Kingston upon Thames
- Significantly contributing to the rarely awarded Investors in People Gold Standard achieved by EnhanceAble
- Committing themselves to the provision of excellent service provision and always giving extra when needed
- Establishing themselves as a dynamic and skilled team
- Making a real difference to so many peoples lives

It has been an absolute pleasure to see EnhanceAble Living flourish and attract new referrals and new service users. They really deserved their birthday cake!!”



Birthday cake treat



Investors In People Gold Award

Quality assurance is one of the first things a values-led charity like EnhanceAble has to think about when launching a new service.

We chose to work with Investors in People (IIP), recognised in the UK as a proven framework for business improvement.

Believing that total staff support and training is essential for excellent service provision we are continually investing in our people. We are aiming for the highest quality service through benchmarking, staff engagement and service user consultation.



Earlier this year we measured all parts of the charity against the IIP criteria.

To our absolute delight we were awarded the Gold Standard of IIP. This is the highest standard possible and is gained by only 1% of those who hold IIP standard. It's a huge boost to our quality assurance and a proud achievement for our team.

EnhanceAble Living played a significant part in achieving the Gold Standard. Well done everyone!



The IIP Assessor Laura Ashley meets our CEO Julie Hagarty

A Year of Growth

Lynda East, EnhanceAble Living Manager

When I became manager of the newly registered EnhanceAble Living in May 2010 I was excited, enthusiastic and a little nervous. EnhanceAble Living was a brand new part of the EnhanceAble charity and I was entrusted with bringing it into the EnhanceAble family, providing a service to make everyone proud.

One of my priorities was to employ staff that could deliver a first class service, be inventive and proactive. I have every confidence in the team that we have established. We invest a great deal of time and energy in our induction and training programme and this has reaped benefits with our current team. I am particularly proud of them for their enthusiasm and willingness to train, not only as part of



EnhanceAble's intensive training programme and ongoing relevant client based training, but also with their own personal development.

Our service users have very different complex and challenging needs ranging from: regaining lost independence and enjoying life more; securing tenancy agreements under threat due to behavioural issues to complex financial issues. The team has shown great skill in working towards meeting such needs with a curiosity and desire to solve problems which has greatly impressed me.



Reflecting on the last year I feel a great sense of learning. I am proud that I have been able to use these new skills and discoveries to bring better services to peoples' lives.

Read about how EnhanceAble Living helped change a service user's life for the better.....



Real Stories

One of our service users has an acquired brain injury with additional health issues. Their savings were rapidly diminishing until EnhanceAble Living took over the support of managing their finances.

The Challenge

This individual had a reputation for being extremely reluctant to allow anyone to view their personal papers. At the same time their savings were being used up but not replenished, and they were not receiving a State pension due to conflicting advice about entitlement.

The Solution

Our team spent a lot of time with the service user showing patience and belief that their claim for a State pension could be made. Following this approach the service user felt encouraged and allowed us to search for documentation to support their claim.

EnhanceAble Living is very experienced in supporting people to manage finance and access benefits so we were easily able to suggest and manage a positive way forward.

The Results

After just three weeks of us taking over support, the Department for Work and Pensions confirmed the claim, for around £15,000, was successful and would include back payments. With EnhanceAble Living's help the impact of receiving a pension has significantly improved our service user's life – something previously thought to be unachievable.

Real Stories

EnhanceAble Living recently took over the support of an individual in turmoil. This person has a physical disability and learning difficulties.

The Challenge

This service user needed support to avoid eviction and regain control of their neglected finances and chaotic, living environment. They felt distressed and threatened by visitors to their home who caused problems such as breeding illegal dogs at the property and jeopardising the tenancy. Personal finances were ignored resulting in severe debt because the service user felt unable to cope.

The Solution

Our team worked hard to quickly gain the trust and confidence of the service user and encouraged them to alert the relevant authorities about the dogs and report subsequent threats from the breeders. Building on that significant success we supported them to address their financial problems. We arranged for the involvement of Citizen's Advice, supported them to gain a Bankruptcy Order and are providing ongoing support.

The Results

Our service user is now less stressed and much happier living a more settled life in their calmer, organised home. With our support they are feeling able to cope and have resumed activities that they enjoy such as swimming and going to the cinema. With EnhanceAble Living's help our service user is now living their life the way they want to.



The team at EnhanceAble Living

Any social care service is only as good as the team it employs. Recruitment and retention of staff in the social care sector can be very challenging.

An important decision for us was to employ only high-quality and skilled staff for permanent positions. We want our service users to receive only the best service from the best people. We always try hard to match service users with a worker who will best suit their needs. Our team is highly skilled, well-trained and invested in by EnhanceAble.

This decision reflects our charity's values and philosophy of care and our promise that we will always do what we say we will. All members of our team receive training to enable them to do their job to the excellent standards we set, for example: diversity, medication, personal safety, lone working, first aid, moving and handling, key working, Makaton, data recording, health and safety, and food hygiene. In addition to this each person receives further training to support them in work areas such as: mental health awareness, mental health first aid, learning disability awareness, Autism and Asperger's awareness, Epilepsy, Diabetes, dementia. All staff keep portfolios to demonstrate their growing experience and competency.

The team meets together every week to discuss common issues and to support each other, and have regular direct one-to-one support with the manager.

So far our team's achievements include: supporting cancer patients, supporting a service user to get the correct benefit entitlements, supporting a service user to go swimming for the first time for 40 years, and helping a service user to fulfil their dream to learn French. We love making the extra effort.

At EnhanceAble Living our team is a very important investment!

Would you like to get involved? Check our vacancies or volunteer with us www.enhanceable.org/vacancies

Meet the team



Lynda East, Manager



Katerina Kopečna, Senior Support Worker

**Talk to us for a
free confidential
consultation**

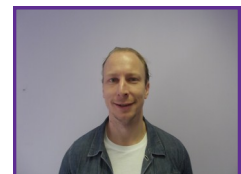
T: 020 8541 3334

living@enhanceable.org



Nana Adams, Support Worker

The EnhanceAble Living Service can be purchased through an individual budget, self-funding or via a third party such as social services.



Mark Penney, Support Worker

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