

MAXLIFE

MAGAZINE OF
CITY CARE
PARTNERSHIP

ISSUE 13

THIS YEAR'S FESTIVAL WAS A GLOW-STICK
SWINGING, RAVE-TASTIC DAY FULL OF...

MUSICAL MAGIC!

CITY CARE GOES GREEN • DIVING FOR BRONZE • EQUAL RIGHTS
TO HEALTH • MILESTONE BIRTHDAYS • DIDSBURY FESTIVAL •
DERRION KEEPS US SAFE • WELCOME TO CHRIS (& PARIS!)

MAXLIFE

 City Care Partnership, The Care Management Office
Fourways, Cleworth Hall Lane, Tyldesley, M29 8WS
 enquiries@citycarepartnership.co.uk
 www.citycarepartnership.co.uk
 0161 428 1086

Registered in England: 04386239

MAGAZINE OF CITY CARE PARTNERSHIP

www.citycarepartnership.co.uk

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FROM THE EDITOR



Hi and welcome to the latest edition of MaxLife! We have lots of great news and updates to share with you.

This year's annual festival took on a new theme, and what an incredible event it was! Music Fest featured stalls and games with a range of musical themes, from Grease and Rock 'n' Roll to 90s hits and Rave. The costumes were fantastic, showcasing

everything from The Village People to the Spice Girls, Pink Ladies and T-Birds.

It was a fantastic day for everyone who attended and an important step toward City Care's environmental goals. We focused on reducing Avoidable Single-Use Plastics (A-SUP); cutting them out wherever possible. This is the first step toward banning A-SUP across all areas of City Care Partnership, as part of our commitment to the plastic-free pledge and our goal to significantly reduce waste by 2038. In this issue, we introduce environmental consultant Vinnie Waldock and our environmental policy. We'll be sharing regular updates so you can track our progress and see how City Care is making a difference, both as an organisation and through the efforts of individuals.

We're always looking to improve, and your feedback is vital. Our recent family survey was encouraging. While we're thrilled with the praise for our staff and services, we've also taken note of your suggestions for improvement. Thank you for your input!

A standout mention goes to the team at Heaton Vale North; praised for their dedication to providing equal access to healthcare and their successful partnership with a provider to achieve great results for someone they support. This is a perfect example of the commitment to equality we strive for.

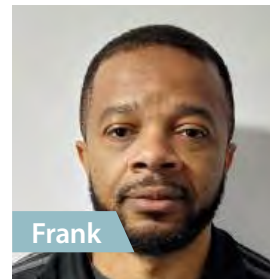
We have some big birthdays and 10-year anniversaries to celebrate this year, and we're excited to welcome new faces both moving in and joining our teams.

Finally, don't miss our Christmas party on 13th December – details are on the back page. We look forward to seeing you there!



CELEBRATING A DECADE OF DEDICATION & MEMORIES

Celebrating 10 year of memories: 10 Years of Living and Working Together at City Care – Special Shoutout to Broom Lane! Join us in honouring the shared milestones, cherished moments and commitment to each other.



DIVING INTO BRONZE!

Exciting News: Ellen's sister Lois wins Olympic Bronze!

We are thrilled to share some fantastic news from the Olympic Games! Ellen Toulson's (Team Leader, 8 Broom Lane) sister, Lois, won a bronze medal in the 10m synchronized platform diving event at the Olympic Games!

This incredible achievement showcases her exceptional talent and serves as an inspiration to aspiring athletes everywhere.

Ellen was in Paris and she said



"I am so proud of her; it took 17 years of hard work to get to where she is. She now has a medal at every level of competition"

"I am so proud of her; it took 17 years of hard work to get to where

she is. She now has a medal at every level of competition" (Nationals, Europeans, Worlds, Commonwealths and Olympics!) and she deserves all the success she has achieved. As a family we are over the moon for her, it's not always been easy for her, there has been plenty of ups and downs, but it's all worth it in the end. Just incredible! "

Please join us in congratulating Lois on this remarkable accomplishment. Her success not only brings pride to Ellen and her family but also to all of us who support and cheer for her. Way to go, Lois!

DIDSBURY FESTIVAL

43rd Annual Didsbury Festival

Didsbury Festival was a day to remember, as our vibrant community came together once again under the warm, sunny skies to celebrate unity, creativity, and a shared purpose.

This year, our handcrafted items took centre stage, proudly showcasing the incredible talent and imagination of those we support. Each piece reflected not just skill, but the heart and soul of our community.

We were thrilled to raise an impressive £402.17 for the Tree of Life Foundation, a cause close to our hearts that provides essential support to families in need. A highlight of the day was Soheil's meeting with the Mayor, Councillor Paul Andrews, where they shared a moment of connection and mutual appreciation for the festival's impact.

Sheila O'Neill, Managing Director, spoke passionately about the



▲ Katie, Muna and Laura enjoying the Didsbury Fest sunshine!

festival's broader purpose, emphasising its message of parity, inclusivity and equality:

"The festival is more than just a celebration - it's a statement about our values. It's about promoting parity, ensuring that everyone, regardless of their

background or circumstances, has equal opportunity and recognition. This event serves as a powerful reminder of our continued focus and commitment to inclusivity, co-production and community spirit."

▼ **We raised £402.17 for Manchester charity the Tree of Life Foundation**





PHOTO COMPETITIONS



Anthony S

▲ 1st Place "Sam Pose" by Anthony S

• 2nd Place "Ali's Easter Bonnet" by Angela B

• 3rd Place "Kieran rises high" by Lauren J



▲ Soheil talks with The Mayor

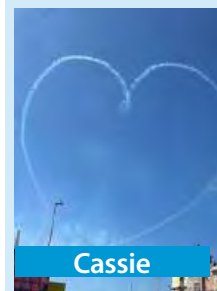


▼ Our stall this year full of handcrafted goodies!

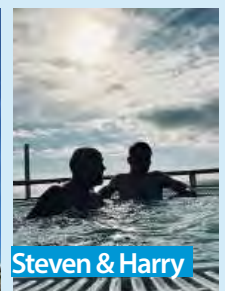


Angela G

▲ 1st Place Angela G, Portrait of Michael on the beach!



▲ 2nd Place Cassie, Loving the summer blue sky!



▲ 3rd Place Steven G & Harry, Self portrait in the hot tub!

EVENTS REMINDER

Get involved this Autumn/Winter



Halloween &
Fireworks Night
Friday 1st
November 2024



Christmas
Carolling &
Secret Santa
December 2024



Christmas
Party
Friday 13th
December 2024

FAMILY SURVEYS & FEEDBACK



At City Care, we are committed to providing the highest quality care for the people we support. Maintaining and improving our standards is always a priority, and we strive to meet and exceed the expectations of the Care Quality Commission (CQC) and, as equally as important, you.

As part of this commitment, we recently conducted mock inspections across our services. These mirror CQC assessments and help us identify areas for improvement to maintain our high standards.

"We sincerely thank you for your ongoing trust and support. Together, we will ensure City Care remains a leader in providing compassionate, high-quality care."

In July, we sent out our annual Family Feedback Survey to hear directly from those who know our services best – the families and friends of the people we support. We are pleased to share that the feedback was overwhelmingly

Go to our Website



to give us Feedback

positive. Some constructive comments were specific to individual services and have been passed to the appropriate managers for follow-up.

This process helps us celebrate our successes and identify areas for growth. Your feedback is invaluable in helping us continue delivering the best possible support.

BREAKING DOWN BARRIERS: THE STRUGGLE FOR FAIR NHS HEALTHCARE FOR PEOPLE WITH LEARNING DISABILITIES

Accessing fair healthcare is a basic right, but for people with learning disabilities, navigating the NHS is often difficult. Complex processes, communication barriers, and misunderstandings lead to delayed treatments, inadequate care, or denial of services, worsening health conditions and increasing distress.

Discrimination is common, with healthcare providers often misunderstanding or underestimating their needs, resulting in a lack of appropriate adjustments and support. This leaves them more vulnerable and likely to suffer from preventable conditions.

A Story of Determination: Heaton Vale's Relentless Advocacy

Despite these challenges, the team at Heaton Vale fought tirelessly to secure necessary investigations under general anaesthetic for an individual. Their journey was filled by delays and misunderstandings, but their persistence paid off.



Abbey Jenkins, a PBS practitioner, played a crucial role by gathering data and creating reports to highlight the urgency. When the individual faced a 52-week wait, Nelia Silva, Associate Registered Manager, escalated the issue to the safeguarding team, who quickly provided support. Community Nurse Sarah Hood offered guidance and represented the individual at key meetings, ensuring all necessary investigations were done under anaesthetic to avoid repeat procedures.

The team encountered numerous obstacles, including new healthcare professionals unfamiliar with the case and missing notes. Despite this, they found compassionate hospital

staff who understood the situation and made necessary adjustments to minimise risks.

A Lesson in Advocacy and Persistence

The success of this effort was a collaborative achievement, involving dedication from many individuals. Famous Osiboko, Franklin Okonkwo, John Sleigh, Lisa Williamson and Thomas Renshaw were key people who brought light to this situation. Staff showed great flexibility, rearranging shifts and using their skills to ensure everything ran smoothly, even resolving last-minute issues with missing paperwork.

Promote Parity, Champion diversity & challenge inequality

Heaton Vale's story highlights the power of persistence and advocacy. It proves that dedicated teams can make a difference by refusing to accept "no." This isn't just a victory but a call for a more inclusive healthcare system for people with learning disabilities.

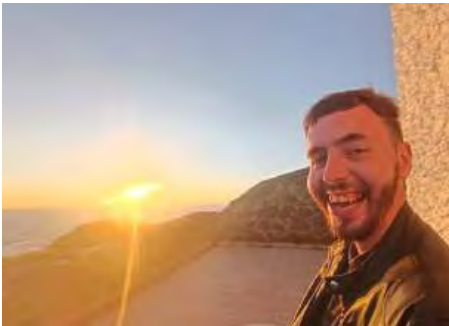


HOLIDAYS & TRIPS 2024

Here are just a few snapshots of the fantastic holidays and trips people have enjoyed this summer!



▲ Seun enjoys a trip to the Lakes with his brother



▲ Sam enjoys the Welsh sunset!

▼ Andrew ready to start his Centre Parcs adventure!



▼ Brad and 10 Broom Lane enjoyed Lytham St Annes

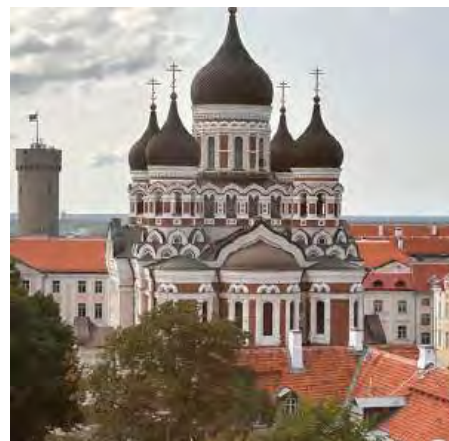


► Katie, in the Flight Simulator, preparing for her holiday

▼ Matthew enjoys a spa experience at Ribby Hall



▼ Sheila shares her views from Tallin, Estonia



▲ Daiquiri's for Lee as he relaxes in the sun



▲ Laura takes on London exploring iconic landmarks!



▲ Steven and Harry enjoying a Nordic cruise!

*The world
is yours
to explore*



MUSIC FEST 24

IT'S JAMMIN'



▲ Steven and Mike having a blast!

With prizes for Michael 'Matt' Jackson, The "Broom Bunch" Spice Girls and a procession led by "MC" Elton John, this year's festival had a magical musical theme. We raved... we were mad for it... we went to the YMCA, but most of all we had the best festival yet, truly groovy baby!"



▲ Three legged race under way!



▼ Fiona and Claire enjoying the day!



◀ Khurram and Angela race together!

▼ Alan rockin' on his guitar!







▲ Polefield bringing back the 90's!

▲ Prize stall in full swing!
▼ Wellington Road looking 'dye-lighted' to be there!



◀ Andrew celebrates his bake-off win!



▼ Thank you to Sahar & family for a delicious feast!





Heaton Vale's Pink Ladies & T-Birds show off their trophy!



▼ Sam & Chris get their selfie!



▲ Thumbs up from Matthew and Alistair!



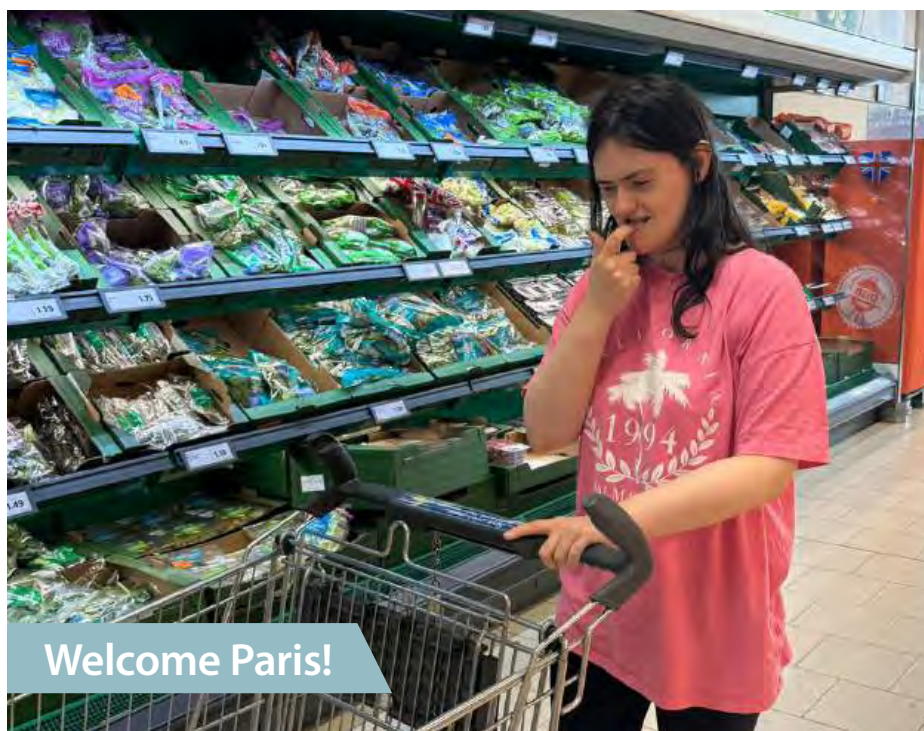
▼ Andrew and Angela all smiles!



► Sam is always a showman



WELCOME to City Care!



A BIG WELCOME TO CHRIS AND PARIS!

We're excited to give a warm welcome to Chris, who moved into Fourways back in May, and Paris, who joined him at the beginning of September. It's great to see them both settling in and making the space their own.

How are Chris and Paris settling in?

Chris has settled in brilliantly! It's hard to believe it's not even been five months yet—he's really found his place here. He's getting along with the staff like he's known them for ages and is already getting stuck into daily activities with everyone.

Paris has also had a fantastic start. In just a few weeks, she's been out and about every day, trying loads of new things! She even went shopping for the first

time, confidently picking out all her own food and steering the trolley like a pro.

Tell us about Chris and Paris

Chris has a cheeky sense of humour and loves to keep everyone on their toes with a playful grin.

Paris is still getting settled, but one thing's for sure—she's full of energy and ready to take on new adventures!

What do they love to do?

Chris is all about the old school clubland tunes! He loves a good drive, swimming, walking, bowling, and getting involved in education programs with the team.

Paris is a big Taylor Swift fan - she loves dancing to her favourite songs. She's also enjoying exploring the farmland and saying hello to the horses.



INTERVIEW WITH DERRION

OUR NEW HEALTH & SAFETY OFFICER



Derrion talks to Phillip about his roles and responsibilities as City Care's Health & Safety Officer at Yew Tree Community Hub!

Phillip: I hear that you have got a new job. Can you tell me what it is?

Derrion: I'm the Health and Safety Officer.

Phillip: That's Brilliant. Did you apply for that job?

Derrion: Yes, I like to help people.

Phillip: Fantastic. As a Health and Safety Officer, you are going to be able to help people. You work on a Wednesday, what do you have to do?

Derrion: I clock in when I get there, I get my file folder. It's got my list of jobs I tick off, then I check the sensory room. I have to turn on the lights in the sensory room so everyone's safe.

Phillip: What do you do next?

Derrion: I go and get the blue paper & toilet rolls from the kennels.



"It's a very responsible job. I keep everyone safe."

Phillip: "You remember everything, even without your tick list. That's impressive as you haven't been doing the job long. What do you do next?"

Derrion: Check if the rolls are empty and put the new ones in so everyone can dry their hands.

Phillip: Yes, that's very important in health and safety. Once you have replaced all your rolls what's your next job?

Derrion: Oh, then I have to check all the names and tick my jobs and who is in the building and then tell John Westbury I've finished. He's the boss so I meet with him and we go through my jobs.

Phillip: What if you spot something that's not right?

Derrion: Then I will report it to John. He fixes everything.

Phillip: What do you do after you have finished?

Derrion: I do arts and crafts after I clock out.

Phillip: Thank you for taking me through your work day.



MILESTONE BIRTHDAYS

18, 21, 30, 40... Not bingo numbers, but milestone birthdays celebrated this year at City Care!



▲ Cheers to 30 Years for Katie with a Yew Tree Party!



▲ Derrion's first birthday with us was a big one – 30 years!



▲ ...and Chris moved in just in time for his 18th!



▲ Thumbs up for Saul's 30th celebrations!



▲ Kieran celebrated his 40th with great presents!



▲ Jonathan spends the day on the boat for his 30th!

▼ Blue Moon birthday celebrations for Wayne!



▼ Tyrese had a fabulous time on his big day!



▼ Hats off to Eddie on his 30th Birthday!



Big Birthdays still to come - Matthew's 40th and Joshua's 30th
Congratulations to you all for these milestone birthdays!

OUR RACE TO ZERO WASTE

As a leading social care organisation in Greater Manchester, we understand the importance of environmental sustainability. Our commitment is not just about compliance - it's about contributing to a healthier planet for future generations.



Aligning with Global and Local Goals

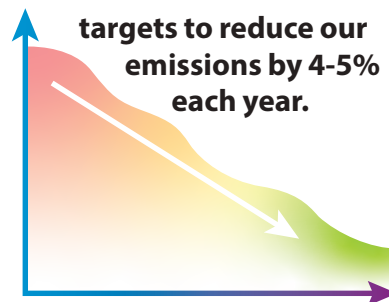
City Care are proudly aligning with the United Nations' Race to Zero campaign, a global initiative aimed at achieving net-zero carbon emissions, and are fully committed to embracing new strategies and methods to support this. In support also of Manchester's ambitious goal to achieve zero carbon by 2038, we are fully committed to making meaningful changes in how we work.

To achieve these objectives, we've partnered with The Carbon Sea Garden and their visionary CEO, Vinnie Waldoock to develop a comprehensive carbon reduction strategy tailored to our needs. Vinnie and his team are at the forefront of this initiative, offering their expertise to guide us through the process and there will be more insights from Vinnie in future editions, as we continue to share our progress.

We are setting ambitious targets to reduce our emissions by 4-5% each year. Our initial focus includes reducing fuel use in heating, vehicles, and air conditioning, and lowering

electricity consumption across all our services.

In addition to our carbon reduction efforts, we are determined to eliminate Avoidable Single Use Plastics (A-SUP) from our operations. Our approach includes closely monitoring our current plastic usage and setting clear reduction targets.



We are actively sourcing sustainable, eco-friendly alternatives to replace single-use plastics and everyone at City Care will receive comprehensive

Our key Commitments:

-  **Race to Zero Campaign**
 -  **Manchester's Zero Carbon Target**
 -  **Staff Training on waste reduction**
 -  **Expert Consultation**
 -  **Plastic Use Monitoring**
 -  **Avoid Single Use Plastics**
 -  **Energy Conservation**
- training on our A-SUP policy. We welcome your input to achieve these targets.

We will continue to consult with environmental experts to ensure our practices remain sustainable and forward-thinking. By integrating these strategies into our daily lives, we are contributing to a greener future, together, we can make a significant impact on the environment while continuing to provide high-quality care.

REPAIR, REVIVE, REUSE

REPAIR CAFE

Did you know that there are 5 Repair Cafés across Manchester?

Here at City Care, we have a passion to promote a sustainable environment. So instead of throwing out your broken items and buying new, why not try and fix it for free?

Not only is it saving you money, but it's also preventing your item going to landfill.

What's great about these Repair Cafés is you could walk away with a working item as well as new skills, so it's win win!

-  **Boothstown Repair Café**
Vicars Hall Lane, Salford, M28 1JF
First Saturday of each month 9:30am - 11:30am
-  **Stretford Repair Café**
Stretford Public Hall, Chester Rd, Stretford, M32 0LG
First Sunday of each month 10am - 12pm
-  **Chorlton Repair Café**
St Margaret's Centre and Playing Field, Brantingham Rd, Chorlton-cum-Hardy, M21 0TT
Third Saturday of (almost) each month 10am - 12pm
-  **Levenshulme Repair Café**
Levenshulme Old Library, Cromwell Grove, Levenshulme, M19 3QE
Third Saturday of each month 10am - 12pm
-  **Moss Side Repair Café**
9 Wilcock Street, M16 7DA
Last Saturday of each month 10am - 12pm



CITY CARE
PRESENTS

Xmas PARTY

FRI. 13TH DECEMBER

FEATURING

HOT FOOD & LIVE MUSIC

LIVE PA KEVIN & PERRY, KIMMIE SMITH

15 WESTBOURNE ROAD,
URMSTON, MCR, M41 0XQ

7:30PM - 11PM

FRIENDS AND FAMILY WELCOME!