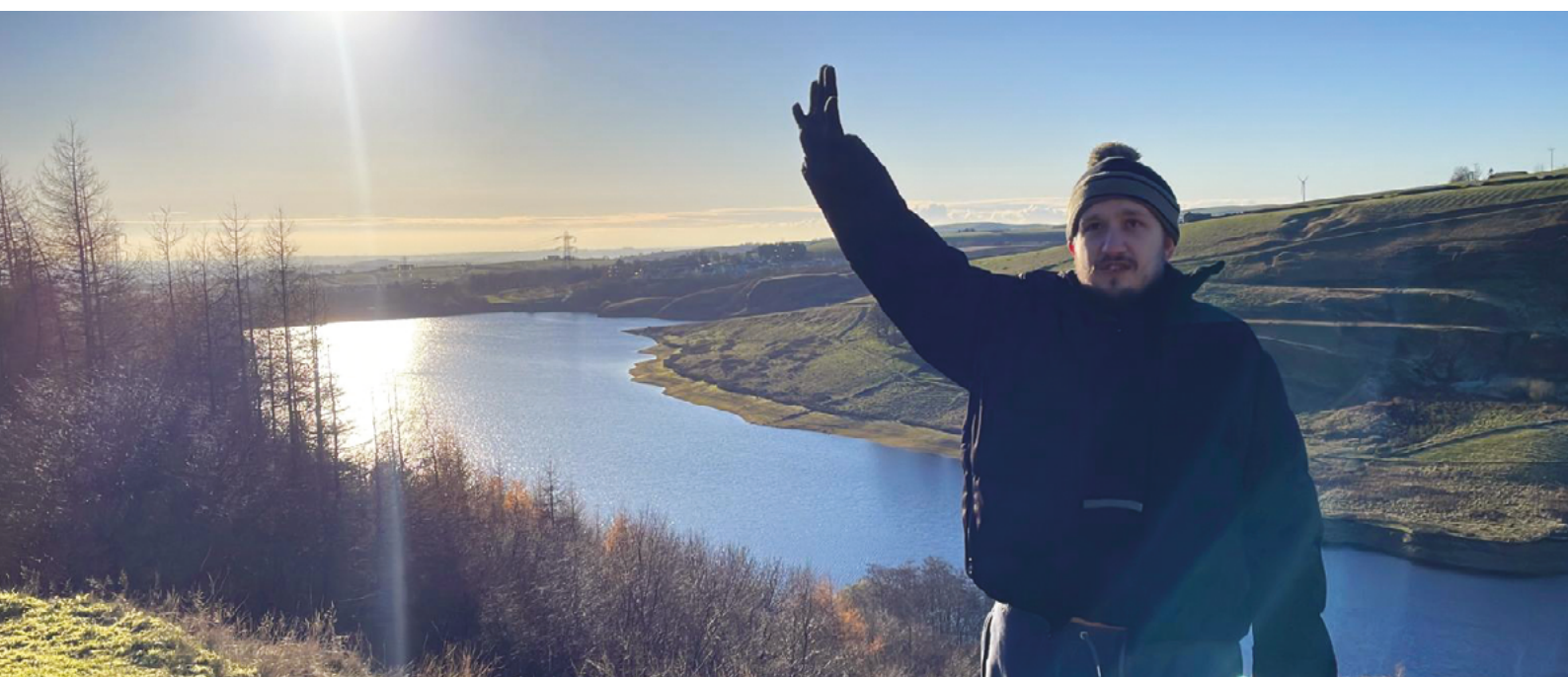


# THE zone




 @ZENOLtd

**February 2023**



With the year now started, rather than look backwards, or to focus on what appears to be doom and gloom in terms of the wider market and economy, we want to look forwards and we feel a sense of optimism for the year ahead, with some of the global challenges of 2021 and 2022 now behind us and a new focus to press on and move forwards.

We are really close now to opening our latest service, "Dickenson Road". It's been a real journey through lockdown to achieve this project, but as it starts to be furnished, we feel really optimistic that it will be a great home. It has been adopted by Greater Manchester as their next service. This will mean that a number of individuals stuck in hospital, will be able finally step down in to the community and restart their lives. It is designed as 4 apartments within an overall home with the ability to help individuals who cannot share spaces easily to have a place where they can have a greater level of control of their space and to retract to, when they really need

to. With the building operating as a single home, we hope the tenants will also all benefit from opportunities to grow their world and to socialise together. It's a far cry from the isolated single apartment in the community we have seen commissioned more recently in the sector and in many cases, their current hospital setting.

In December we reviewed our employee remuneration for all support workers, both against the market and also against the competing pressures of wider industries. Whilst we felt we remained competitive in the market overall, we also then took a further step to look at the challenges faced by our employees, in a world where inflation has had a material impact on the cost of living, and rents have been increasing at an unprecedented rate. Whilst the local authority and ICB processes will not finalise their uplift processes until April, we felt that waiting for their responses would be the wrong

decision and that we needed to act now to support our workforce. The rate changes for 2023 are significant, the largest in our history and go beyond the proposals suggested by the living wage foundation. They represent our ambition to support our workforce, to keep our workforce, so we have consistency of support for the Zeno family, equally we want to reach out and attract talented individuals working in healthcare across the Greater Manchester area as we continue to work together to deliver the best possible care for our supported people.

We hope you all feel the same level of optimism that we do, and whilst 2023 will not be without its challenges, as a team and a family we feel we are well placed for this year to be a great year for everyone.

**Best wishes,**  
*Pete and Andy*



**P3** ▶ **ASDAN**  
**P4-17** ▶ **House News**  
**P18-19** ▶ **Training Dates**



# Registered Manager's Corner Feb 2023

## I hope you all had a great festive period and New Year.

Resolutions are the common theme for most of us at this time of year, as we are full of hope and expectation of the coming year, and I am sure you are all the same as me in making several resolutions for 2023. Unfortunately, these resolutions can sometimes only last a few weeks, but I am determined that 2023 will be a brighter and more engaging year than 2022, which I am glad to see the back of.

The year of 2022 will always be identified within healthcare as the year that the government attempted to mandate vaccinations for all healthcare workers and then swiftly removed this mandate, and all restrictions and lockdowns ended. It also ended with a cost-of-living crisis, that continues, high fuel costs, inflation topping 11%, and we saw interest rates start to rise for the first time in over a decade.

Regardless, we are determined that we can now start to get back onto the development path we were on before March 2020, which will start with the reintroduction of the cultural reviews, annual open days in May and family days in September. These latter events have been missed by all of us, as they have always provided an opportunity for families, Support Workers, Managers, and the people we support to come together safely and enjoy each other's company.

Growing the organisation over the next 12 months is vital to ensure that we provide employment opportunities for those people who are ambitious to develop within their career. With this in mind, we have already increased Support Workers and Managers hourly rates in January to ensure that we are rewarding our fantastic teams, as well as demonstrating our continued investment and loyalty. This will ensure that we are more than competitive within the healthcare industry to attract new and experienced candidates and allow us to recruit for gaps in staff teams.

Service growth will come from filling our current voids across our nineteen services, as well as opening new services, including Dickenson Road.

With this desired growth, we have had to make changes to the management team to ensure that we grow safely and professionally. I have been the only Registered Manager of the supported services for several years now and I have taken the decision to promote Liz Done, James Brown and Darren Watmough to the position of Registered Manager with the CQC.

Liz, James, and Darren will be accountable for managing several services each, which I have already communicated to everyone, and they will have their own Deputies to support them. We have promoted Cat Germaney, Paul Steel-Smith, and Paul Edwards to the Deputy Registered Managers team, who will join the current DRM's, Matt Bryan, and Andrew Bardsley.

The change to the RM team will allow greater accountability for each RM and allow me to visit services more periodically to meet staff and supported people and to ensure that the ethos and values of ZENO are maintained. For clarity, I will still be around and will manage and support the new Registered Managers to ensure that our lofty standards continue.

Andrew Bardsley, who has been a manager for ZENO for many years is due to retire in April 2023, which will be a sad loss to the ZENO family, his services, teams, families, and the people he supports. However, I have been able to persuade him to return in the summer in another role, supporting the auditing process and engaging with services and staff, so this will provide another layer of reassurance and accountability to our services.

Helen Troup, the ASDAN Co-ordinator will also be retiring in March 2023, which will be a major change for the ASDAN programme and a personal loss for me. Helen and I go back almost a quarter of a century when we both worked as Support Workers and she was my first recruit when we started ZENO. Helen was the Registered Manager for over a decade and supported me and Andy to grow the business and develop a culture of transparency, robustness and dedication. More recently, Helen has supported us to plan, design and manage the ASDAN centre, which has massively improved the lives of our Supported People. I will always be in her debt for the courage and support she showed me during various challenging periods in the early and later years. We all wish Helen well with her new adventures.

Please let me take this opportunity to wish every one of you a fantastic new year, I look forward to seeing more of you over the next 12 months.

*Peter Cammack,*  
**Registered Manager**

## LONG SERVICE AWARDS

This is a significant year for some staff as we celebrate an important service anniversary with Zeno Limited. Your abilities and contributions are an important part of our continued success.



Joe has enjoyed making collage out of paper and stickers, he has made several pictures that he has taken home with him, and some are kept in his college book.



Richard has created some pictures for his father. He enjoys his time at ASDAN exploring the environment and loves to listen to musical instruments when he is here.



Michael B has been a lot more settled this term, he has enjoyed his time and maths is one of his interests especially counting money.



Sayon enjoys his time at ASDAN and has been making pictures for autumn and Christmas, he has improved his picture identification and number work.



In August we had ASDAN Day at the Community Hub, a great success where people were able to drop in to ASDAN. We opened the big hall and had different activities for people to engage with, a delicious buffet was provided as well as outdoor games.

Students have been working hard at ASDAN over the past months, which has been rewarded by students receiving ASDAN certificates.

We have covered many areas of study one being autumn, we have been looking at the different colours of the leaves as they turn golden, students made a display in the ASDAN classroom with the work they created and took some of their work home with them.

Christmas approached and we designed cards, wreaths and decorations. All of these were either given as Christmas presents to parents or taken home and put onto the Christmas tree.

Billy has been helping to draw pictures of his favourite things, such as meals in the pub, beer, biscuits and cups of tea. He has found helping to draw these very amusing and has taken them home with him and put them on his wall.



Sophie has come on leaps and bounds and is much more settled when she is at ASDAN. At one session she brought her Mum with her and they were able to work together to create a collage based around Halloween that Mum took home with her.



Chris is another student who has wonderful creative skills. He has his own signature style when he is painting, he loves to paint with yellow and he created a fantastic canvas for his Father for Christmas.



George created a booklet on the Solar System learning the positions of the planets in our universe. He coloured each planet to a high standard. George has a wonderful sense of colour and he is able to create wonderfully balanced pictures every time.

Jade has over the last few weeks been using the Community Hub kitchen. This is a great step for Jade who loves to cook. She cooked a wonderful curry and rice, cheesy pasta and a delicious fruit salad.



Gary loves to write and read - this term he has completed his CV about his life. Gary's handwriting is very good, and his CV is an interesting read.



Josh really enjoys his time at ASDAN and looks forward to it each week. He has been much more focused on work when he attends - working on his Maths and English, plus working through his workbooks which he has completed and moved on to the next level. Also, some wonderful canvas paintings that Josh has taken home to put on the walls in his apartment.



# BEECHPARK

WR has been engaging well at the ASDAN college with Helen and appears to be enjoying this. He has continued to enjoy his walks and shown improvement in his independence by making his own tea at the Martin Mere site. WR also enjoyed visiting his Mum over the Christmas period.



*william loves a roast dinner!*

JB has enjoyed going on holiday to the Ribby Valley resort and spent time visiting Blackpool whilst on his holiday. JB is very settled in the service and completed his induction to start going to the gym. He enjoyed going home over the Christmas period and seeing his family.

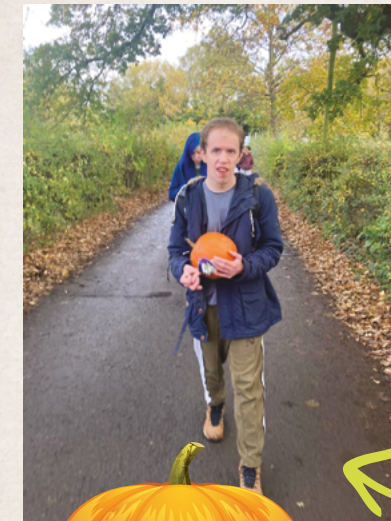


*taking a walk in Alderley*

IJT was welcomed into the Beechpark service over the last quarter and has settled well. He has started to engage in a range of activities and spent time walking. He enjoyed seeing his family over the Christmas period and went to see an Elton John tribute act, which he thoroughly enjoyed.



# BELLE VUE



It's been a busy time at Belle Vue. The whole service joined in with Halloween celebrations by visiting Reddish Vale Country Park to feed the animals and join in with the Halloween fun. Simon became particularly attached to a pumpkin he picked out.



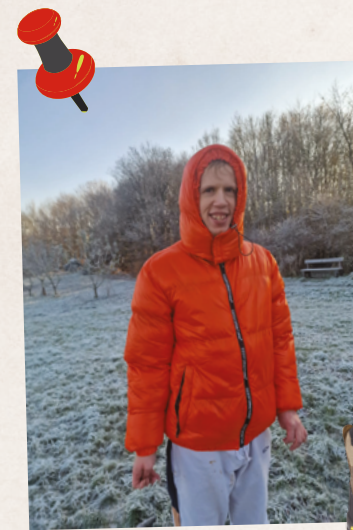
Both Carey and George have become regulars at the cinema this quarter and this will become a regular new activity for them. Carey recently enjoyed the big screen version of the Nutcracker.



A spot of retail therapy at The Trafford Centre for Carey



Carey with a monster truck at the Trafford Centre



Simon has been enjoying the great outdoors despite the weather, visiting Heaton Park and other snowy countryside locations. All the residents were looking forward to spending some time with their families over the festive period and opening their presents on Christmas day.



Colins and George have been doing their bit for the local community by donating food at Longsight and Ardwick's local food bank and both have been exploring their local areas with George visiting Manchester Cathedral and Colins enjoying the architecture at Gorton Monastery. All of our residents are regular visitors to their local pet shop "Manchester Pets and Aquatics" in Ardwick.



Following the closure of Vestacare's Hydro pool, the Belle Vue residents decided to check out the facilities at Twinkle House in Skelmersdale. Carey and Simon really enjoyed splashing in the hydro pool there.





## BUCKLOW

Over the last quarter Philip has enjoyed a number of activities including going for drives and walks. The colder indoor days have been spent playing games and doing jigsaw puzzles. Philip has weekly visits from his dad, and he really looks forward to this. At Christmas, Bucklow staff enjoyed a day with Philip opening presents and having a Christmas meal.



*snowy walks in the countryside*

## DENHOLM

Sophie has had a fun-filled time over the festive period, helping decorate her home and giving some gingerbread biscuits their smiling faces in anticipation of the big day!

Sophie has also gone about her regular routine, swimming and walking with her staff team around the many parks of Manchester. There was also a big day out for Zeno visiting the arcades in Blackpool before driving through the Christmas lights with belly's full of fish and chips.

There has also been some time spent at home, away from some of the colder winter days and keeping busy with activities like making pizza with her staff team. As always, there has been an abundance of teasing and chuckling.



## CHRETIEN

DT has discovered a new passion for flowers and plants and uses most of his free days to choose between garden centres such as Bents and RHS, to enjoy quiet walks whilst smelling the flowers. DT has enjoyed Zeno parties at the community centre in Ladybarn and continues to socialise and engage well with other residents. DT stayed with his family over Christmas and came back with lots of presents!



PSH has continued to enjoy the company of his favourite staff and can often be seen on walk routes around Altrincham, Blackley and areas of Cheshire often feeding the ducks. He has completed an ASDAN challenge set for him of creating a poster of his favourite soap with information about the characters, and plans to visit the Coronation Street set for a tour this year. He went home on Christmas day to visit his mum for the first time in a couple of years.



Chretien has had a busy last quarter, experiencing new things, as well as the more traditional activities. PH and DT continue to join with other houses for group walks to lovely places such as Delemere Forest and Rudyard Lake, where PH loves to find a good bench for tea and snacks. DT has formed friendships with other residents and discovered new cafés for cake!

PSH has been more creative, showing interest in creating a Coronation Street poster for his bedroom and using the internet. RB has discovered a new hobby of buying masks from the new 'Quirky' coffee shop, and SG recently celebrated his birthday by enjoying Manchester's night life with a couple of 'zombie' drinks!

The guys have also enjoyed indoor activities during the colder months, celebrated Romanian day with staff and saw the New Year in with a party!

PH loves his outdoor activities and continues to excel in his cycling and walking - now completing full walks and many laps of Alexandria Park with great enthusiasm. Paul has recently discovered a new sensory room for those wet or very cold days, where he would prefer somewhere dry and warm. He continues to visit his favourite pub for Friday fish and chips with other residents and even has a cheeky pint....or 3!!



*paul loves to get out and about*

RB has recovered well from recent illness and has begun his usual activities of bargain hunting for cheap records and record players around Northenden, Withington and even branching to Altrincham with great success. He has built up quite a collection in the run up to Christmas! Roger has even been to the cinema, an activity he has not been to in years and really enjoyed himself. If you can't find him around the house listening to his favourite radio shows or at his favourite coffee shop socialising, you will be guaranteed to find him at the pub (often with other residents) enjoying a pub lunch and joking around.

SG has had a busy few months and can often be found working out in the gym or swimming! SG continues to strive for his independence and has helped staff plan meals and help with the weekly shopping. SG recently went to watch the latest Avatar movie which he enjoyed, followed by arcades. SG has enjoyed a day at go-karting and even beat his staff member in a race! He recently celebrated his birthday in Manchester city centre with lots of drinks of course, and has his sights on experiencing theme parks for 2023!



# PANKHURST

Pankhurst has been enjoying accessing the community on a regular basis. We have been going to pub lunches (a firm favourite), cycling, walks, swimming, Jumpspace and sensory rooms.

We have been, as always, working on our life skills in service, helping with cleaning, washing but also having lots of fun. We have been playing lots of games and baking, preparing vegetables for our evening meals.

We are all very much excited for 2023 and what adventures we can go to next.

Daniel has found a new love for an old game called PacMan. He has his little gaming device and has been playing with it whilst waiting. This has helped him cope with long waits which is amazing.

Dan really enjoys his family time and put his tree up with his mum, sister and brother, he absolutely loved the festive fun! He has been going on walks, to Jumpspace and his favourite activity of community lunch! Dan has been requesting to go to various places, which is great!



Joshua has been loving going to new parks and exploring whilst making his excellent videos on his iPad. He loves running around and filming himself and staff, his editing skills are exceptional.

Josh has been engaging so well with ASDAN, he really has such an artistic flare which is so wonderful to see. He has been going to a sensory room for a few months now, which is also a favourite location to play and make videos.

2022 has been full of adventure and fun, new skills have been learnt and everyone has developed in their own way! Thank you to all the staff at Pankhurst the service is a wonderful place because that's how you make it!



*Aden with his giant teddy!*



Aden has been struggling with physical contact and really wants some more, staff have found he loves this giant heavy teddy as he can give it a big squeeze! Sensory input to the max! Aden has been going to charity shops and buying his favourite things which are VHS videos. He is hoping the charity shop he goes to will allow him to volunteer there one day in the near future.



David has been loving his household chores, he loves mopping floors, folding laundry and chopping vegetables!

He always has the most giggles when folding laundry. He has been accessing cycling, walks and doing the weekly shop at a supermarket. He is really loving pub lunches too!

# ETCHELLS

Allan has been really happy this year, he loves the visits from his family at the service and now meets his mother once a month for lunch.

Throughout the year Allan has been going to different activities such as Zeno walks, parties, swimming, shopping, cycling, pub lunches and bowling.

Allan is also a religious man who loves to attend church.



*Allan out for a walk with new staff member Zubair*



Jade has been really happy in the past few months, she has been going to different activities such as swimming, family visits, ASDAN, Zeno parties, shopping, cycling, pub lunch, bowling, hiking and parks. Jade has been doing so well at ASDAN by starting her cooking class, and achieving several certificates for daily life activities, which is improving her independence. Jade also had a great Christmas.

Michael has been enjoying getting to know the new staff at Etchells. Through the year Michael has been going on bus and tram tours around Manchester, cycling, pub lunches, Zeno parties and bowling, all things he loves to do. Sometimes he would go on a family visit as well and he had a great Christmas.



Michael W is doing really well. He loves playing football with staff and other Supported People. He also enjoys shopping, Zeno parties, pub lunches and bowling. He loves the visits from his family at the service and enjoys spending the weekend with them. Michael got a new car in November last year and he is enjoying driving around attending his activities. Michael spent Christmas in his family home and he had a great time.





## HAYBARN

Darren over the last 3 months has been very productive, going out with staff and playing pool which he enjoys and is actually very talented at. He has also been taking more time and effort with his personal care with minimal staff assistance. He has been doing his own laundry and drying and has been sticking to his activity planner with help from his staff.



Over the past three months Ryan has been enjoying new activities at Twinkle House, he loves the sensory room and having a splash in the hydrotherapy pool. He is always smiling and laughing when doing this activity.

Ryan's staff make sure he goes on lots of walks and keeps healthy as well as exploring lots of different places around the UK. Once a week he has been going to different Starbucks for coffee and a slice of cake.

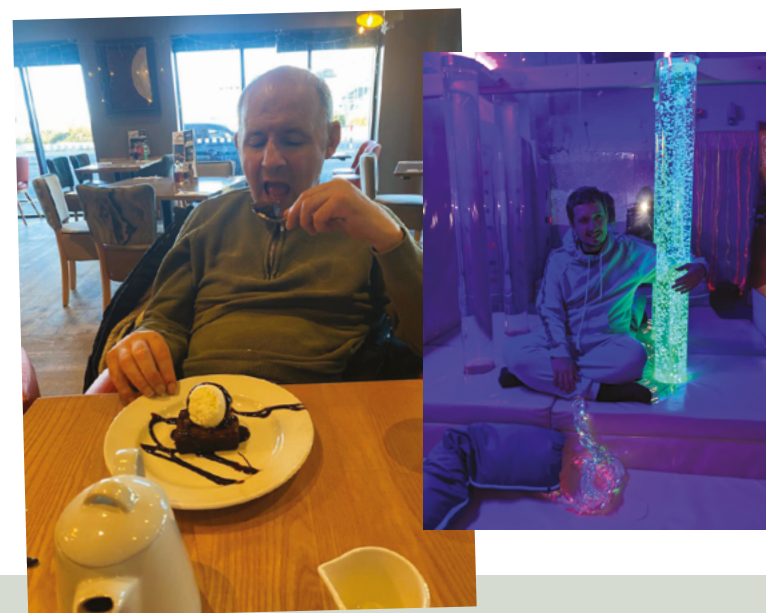


Brian thoroughly enjoys his busy weekly activity schedule. He's been venturing out for nice walks on day trips. He also loves going to Jumpspace which he has really gotten into recently. Brian has also been loving swimming which he does every 2 weeks.



## HILLCREST

Hillcrest have enjoyed a busy three months. The cold weather has meant a few extra trips to indoor places like The Trafford Centre for window shopping and nice lunches and use of the sensory room at Benchill Community Centre. During the warmer days, walks around Rhyl, Warrington, nature reserves and Delamere have provided plenty of exercise to work off all those mince pies and chocolates!



Prior to Christmas, there had been some new activities introduced including ten-pin bowling, and the guys also joined the Zeno group trip to Blackpool where they spent time in the arcades before a chippy tea and visiting the illuminations.



In October, we had a Halloween party with a piñata full of goodies and baked cakes to recognise Mental Health Awareness Day, as EDI events have really taken off and become a proud addition to life at Hillcrest. Pub lunches, evening foot spas and long walks with the guys from Chretien have topped off a really nice three months.



Paul enjoyed staying with his parents for ten days over Christmas and New Year, where he had a fantastic time and returned to Hillcrest at the start of the year in great spirits.

John had a visit from family on Christmas Day and enjoyed his typical festive routine, whilst Neil spent the full day with family, not returning until midnight!

## SHENTON

The end of autumn and beginning of winter is an exciting time for the Shenton service.

Both LM and RC's favourite events in the year all arrive in the space of two exciting months! They chose to celebrate Halloween together by decorating their home and dressing up as Count Dracula and a skeleton while watching some Halloween films. They looked very spooky!

If there's an event LM and RC like better than Halloween, it's Christmas! Both enjoyed festive food, movies and music throughout the week in anticipation of the big day. On the day itself they tucked into Christmas dinner together, after opening all their presents.

As always, LM loved speaking to his Mum on Christmas day. It was an enjoyable day for both them and the team.



*christmas festivities at shenton*



# OAKLANDS

It has been a busy few months at the Oaklands service, with celebrations of Halloween and Christmas! The cold weather has not deterred the supported people getting out and about. Family members have visited the service over the festive period to visit their loved ones.



LG was out doing some shopping when she came across this giant pumpkin and had to get a photo with it. She helped the team put decorations up around the service for both Halloween and Christmas.



LP has recently been on a trip to Liverpool, here is a photo of her enjoying a McDonalds on the way there.



WK recently went on a day trip to Wales, here is a photo of him enjoying some of the lovely scenery on offer.

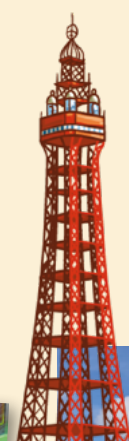


CJB has started to utilise a new sensory room in Skelmersdale, here is a photo of him taking it easy & relaxing.

# LAPWING

The last three months have been full of change at Lapwing. SC has moved on to a new placement, and the other lads have been keeping themselves occupied.

KF enjoyed the driving range at the Trafford Centre and whilst he was there, he also spent an hour on the various games in the arcade.



LC went to Blackpool on holiday. He really enjoyed the change of scenery. He visited the zoo, and Madame Tussauds as well as enjoying walks along the prom and dining out on fish and chips.



JG is still enjoying watching Liverpool, and enjoyed a visit to the city, but he finished his year by spending Christmas with his family.



# OSBORNE

The supported people at Osborne have had an enjoyable end to 2022, celebrating several birthdays within the service and a number of events around the end of the year, which everyone has enjoyed.

JA enjoyed the festive period and the extra in-house events around the World Cup. He has also recently celebrated his 30th birthday just before Christmas.

He had contact with his mum and was very happy with all his new clothes. He continues to enjoy visiting the airport viewing gallery and the café there whilst watching the planes land and take off, as well as his walks in the community.

Round his home he has been assisting in house tasks like recycling; helping to complete the laundry and is doing very well planning his day using his communication board.



JA at Jump Space

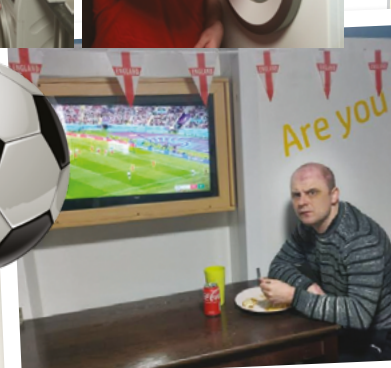


SA's fatigue and fitness is slowly improving after struggling with side effects of long Covid-19. He is linking with staff on the walk when tired and has been able to direct staff when he needs to rest. But he is still his happy and positive self when walking. He has had some family visits in the last few months, meeting some members of his family he has not been able to meet during lockdown.

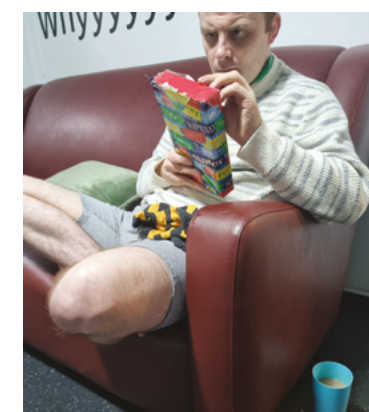
In his home he continues to assist with house tasks, and seems to be getting to understand which items go in which bins when recycling. He enjoyed the Christmas period and really took a liking to his Christmas jumper and coped well with the decorations added around the service.

JD has been keeping up with his local and further afield walks in the community. He has been visiting the pub for lunches and keeping in touch with his family. He has done very well with changes to his routine while maintenance work was completed in his flat. James has been doing well with his ASDAN objectives and keeping up-to-date with his laundry and assisting in making meals.

He enjoyed celebrating Halloween at the end of October, and even more so, the World Cup in November and Christmas.



JD enjoying the england game



At the start of January he also celebrated his 36th birthday, having an evening takeaway meal with his mum, receiving lots of gifts and cards.

FP has been enjoying her usual activities at Jump Space with the swing and trampoline, and swimming while the Hydrotherapy pool was still open. She continues to do daily walks in various parks around Manchester and been completing her ASDAN objectives daily, such as preparing her own breakfast, making her bed and assisting to clean her home. She has had nightly phone communication with her mum and a few home visits from her mum and brother, which she always enjoys. In house she has been having foot spa's, her nails painted and been doing a lot of art and crafts over the past months.





## KENNY HOUSE & DAISY BANK



*dinner time at  
kenny*

The past few months have been about exploring Greater Manchester and doing the things that we all love the most. We have celebrated birthdays and accessing the community.

Chris has been loving his family visits and has also been going for community lunch, he has loved sitting with his drink and reading the paper. He has been using the new treadmill in the training room to get his exercise level up. Chris has also been on trips to the shops, supported by the staff.



**DAILY NEWS**

## KENNY HOUSE & DAISY BANK



Adam celebrated his birthday in September, there was a party and plenty of cake! Adam has been accessing the community on a regular basis and really enjoyed the Halloween party which was celebrated at the service. He enjoyed dressing up as a devil!



# Boo!

Scott J has been engaging with arts and crafts especially around Halloween. He really enjoyed using his skills to create decorations which were used at the Halloween party. He seemed to really enjoy the party too! Scott has been going to the cinema and watching some great films.



Scott B has been enjoying going to the gym and accessing the community regularly. He really enjoys sitting at the communal dining table with all the other service users especially for pizza!

Scott has been going for walks and community lunches. He is also really good at preparing his own meals independently in the kitchen.

## RINGWAY

To celebrate International Food Day, Ringway visited an "all you can eat" restaurant. Fariana in particular enjoyed the variety of foods that were available.



Fariana enjoys regular trips to Knowsley Safari Park, taking in all the sounds and smells that the park has to offer.



*dinner time at  
kenny*



Gary continued his sport related activities by following up mini golf with bowling. Again, Gary really enjoyed the day out and expressed he would like to do more of this in the near future..



Gary visited Dino Mini Golf located at Trafford Park to try a new activity following a long interest in golf. Gary thoroughly enjoyed his day and ended it with victory over the member of staff who accompanied him!

Management at the Daisy/Kenny site would like to thank all of the staff and families for their support. We are excited to see what new adventures and fun 2023 brings.



Lee visited a sensory room where he enjoyed time in a ball pit, swings, slides, sensory items and much, much more.



Lee likes to maintain a well-groomed appearance and visits his local barber on a regular basis.

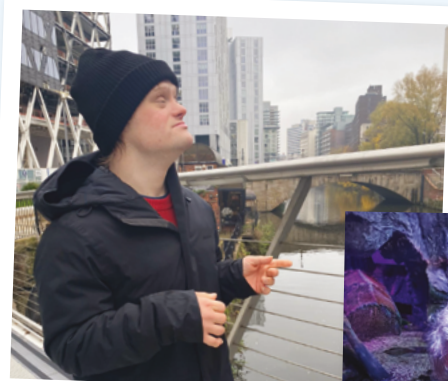


# ROBINSON

Darren trying out his new activity at the cinema, he thoroughly enjoyed 'Black Panther' with his keyworker Carl!



Darren having fun, helping staff with the grocery shopping.



Johnny enjoying the Manchester Christmas markets with his mother and staff.



Johnny enjoying the fish at Blackpool Sea Life Centre.



GOOD JOB !!

Richard enjoying a winter walk around Chorlton waterpark. Well done Ricky!!!

Richard wearing his Christmas glasses from Robinson's team meeting, HO HO HO!!!



Daniel thoroughly enjoyed himself in Blackpool, walking up the promenade and seeing the tower!!

Daniel getting into the world cup spirit wearing his personalised England T-shirt!!



FIFA WORLD CUP Qatar 2022



Jonathon, Richard, Daniel and Darren enjoying their Christmas dinner after opening all the presents!



Charles (FREDIE champion) organised printed England shirts for all the supported people for the World Cup. All staff members got involved and it was a great event (unlucky England).

# WINCHESTER

Winchester has been regularly going out on walks and accessing different activities in the community. Adam and the other resident at Winchester have been going out in the community to restaurants for lunches, which they both thoroughly enjoy.

Adam enjoys rides and rollercoasters, so has been making the most of his Merlin Pass and going to Alton Towers and Sea Life. Adam has also started going to Wythenshawe green houses for a walk and appears to enjoy interacting with the birds and fish.



At Blackpool arcades on a VR game



Adam enjoying the rides at Alton Towers



Adam making a haunted house for halloween



Adam loves his crafts



Adam loving the amusements at Blackpool



At Sea Life



The other resident at Winchester has enjoyed new walks near Saddleworth at Digley Reservoir and walking to Costa for a hot chocolate. They have been taking part in cooking activities with their staff team and sharing a class with another service user at ASDAN where they interact and create art to display in service.



# Training

## Safety Interventions Training

Over the past year we have been moving from the training that was known as Management Actual & Potential Physical Aggression (MAPPA) and we are now solely training Safety Interventions Training.

You will have noticed that the delivery format has changed with the theory now predominantly being delivered online and face to face now becoming shorter bespoke sessions.

The face-to-face training runs as a three hour training session with the morning session starting at 9am, finishing at 12pm and the afternoon session starting at 1pm, finishing at 4pm.



## Restraint Reduction Network

The Restraint Reduction Network has a set of ethical training standards that protect and support human rights and support the minimisation of restrictive practices.

The standards have a strong focus on the best interest of the individuals supported by the staff and therapeutic approaches to supporting people when they are distressed.

The standard focus on improving the quality of life of those being restrained and the staff / others supporting them. It has a Strong PBS focus and reduces reliance on restrictive practices by promoting positive culture and practice that focuses on prevention, de-escalation and reflective practice. Increase understanding of the root causes of behaviour and recognition that many behaviours are the result of distress due to unmet needs.

[www.restraintreductionnetwork.org](http://www.restraintreductionnetwork.org)

## Training Dates 2023

### CPI Trainer Meeting Head Office

20th February	2.30 PM
23rd May	2.30 PM
21st August	2.30 PM
20th November	2.30 PM

### Zeno Induction Day Mess Café

21st February	1 Day
24th March	1 Day
28th April	1 Day
26th May	1 Day
23rd June	1 Day
28th July	1 Day
25th August	1 Day
29th September	1 Day
27th October	1 Day
24th November	1 Day

### Safety Interventions Induction Mess Café

24th February	1 Day
23rd March	1 Day
1st April	1 Day
27th April	1 Day
25th May	1 Day
22nd June	1 Day
27th July	1 Day
24th August	1 Day
28th September	1 Day
26th October	1 Day
23rd November	1 Day



## Safety Interventions Refresher Training - Mess Café

9th February - 9am & 1pm	1/2 Day	DH, BUCK, OAK, LAP
28th March - 9am & 1pm	1/2 Day	OSN, ROB, BV, DK, PH
13th April - 9am & 1pm	1/2 Day	OSN, ROB, BV, DK, PH
18th April - 9am & 1pm	1/2 Day	OSN, ROB, BV, DK, PH
11th May - 9am & 1pm	1/2 Day	OSN, ROB, BV, DK, PH
23rd May - 9am & 1pm	1/2 Day	CHR, HILL, WIN, BUCK
8th June - 9am & 1pm	1/2 Day	CHR, HILL, WIN, BUCK
13th June - 9am & 1pm	1/2 Day	BP, SHEN, RW, ETC, LW, HAY, RRR
20th June - 9am & 1pm	1/2 Day	OSN, ROB, BV, DK, PH
18th July - 9am & 1pm	1/2 Day	BP, SHEN, RW, ETC, LW, HAY, RRR
25th July - 9am & 1pm	1/2 Day	OSN, ROB, BV, DK, PH
15th August - 9am & 1pm	1/2 Day	BP, SHEN, RW, ETC, LW, HAY, RRR
15th September - 9am & 1pm	1/2 Day	BP, SHEN, RW, ETC, LW, HAY, RRR
12th October - 9am	1/2 Day	OSB
12th October - 1pm	1/2 Day	BP, SHEN, RW, ETC, LW, HAY, RRR
24th October - 9am	1/2 Day	OSB
24th October - 1pm	1/2 Day	BP, SHEN, RW, ETC, LW, HAY, RRR
2nd November - 9am & 1pm	1/2 Day	LAP, ETC, RW, ROB
9th November - 9am & 1pm	1/2 Day	LAP, ETC, RW, ROB
16th November - 9am & 1pm	1/2 Day	LAP, ETC, RW, ROB



Dates for your diary

## HealthInvestor Awards 2023

07 June 2023 | Grosvenor House Hotel, London

### We're a finalist!

Complex Care Provider of the Year

FINALIST

**zeno**  
LIMITED

[healthinvestorawards.com/finalists](http://healthinvestorawards.com/finalists) | #HIAwards23

Congratulations to the Rapid Review & Resettlement Service who have made it to the final of the Health Investor Awards 2023 in the Complex Care Provider category!



# welcome to the world....



Congratulations to  
Andy Milne who  
welcomed baby  
Valentina Ferreira  
Milne in October.

Her big brother is  
ecstatic... well at  
least he is for now!

**congrats**

Congratulations to  
James Brown who  
welcomed baby Finn.

Born 28th November  
and weighed 8lb 1  
ounce. His big brother  
thinks he's very  
cuddly but that he  
cries too much (and  
wakes him up early in  
the mornings!)



*Cuddle time for Finn  
and his big brother*

## Upcoming Dates to Celebrate

8th March 2023

International Women's Day

27th March - 2nd April 2023

World Autism Acceptance Week

## Deepest condolences

Unfortunately, the ZENO family  
lost two very dedicated and loyal  
mothers of Supported People at  
the start of February.

Kath Whitmore and Deidre Boyle  
have been supporting their sons  
whilst at ZENO for over a decade  
and were always proactive and  
dedicated to their sons.

They will both be sadly missed by  
Lee, John, their families and ZENO.

## Getting to know James from Payroll



As the Payroll and Accounts Clerk I am  
responsible for running Payroll for all staff,  
processing timesheets and dealing with  
queries along with managing the pension  
and benefit schemes. Additionally, I assist  
Head of Finance with accounting duties  
involving the month end process.

I spend most of my spare time looking  
after my two energetic girls and enjoy  
brewing my own beer.



**ZENO Limited**

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