

THE

August 2022



Finally the sunshine is out and it starts to feel like Summer is finally upon us. It's been a great start to the new year with plans starting finally to come to fruition, and real progress across the organisation starting to be visible. Activity programmes are back on, and whilst there are some changes to group activities to limit some cross overs, it's great to see the pictures and images from the various activities and celebrations as we look to capture these moments.

Full employment in the UK has led to resourcing shortages across all sectors. These continue to challenge the care sectors and it's a key industry topic in all the various boards and groups we attend. That said we have been really successful in bringing in new recruits, so a huge thank you to all the teams for their refer a friend referrals, to the recruitment teams and all services for their dedication to manage these processes efficiently to success in what is a challenging market place. We are very close to being fully resourced across the

business, which is an exceptional position to be in. The ethos where we will not use agency staff remains in place and is central to providing the types of services we offer successfully over time.

So far, we have held back on opening any new services until the position on resources was clearer. That said we feel we are now in a good position, and in September we will be opening a new service, Dickenson, which will provide some much-needed capacity to provide care for individuals who need self-contained accommodation, within a robust environmental setting. This is a particularly difficult type of accommodation to identify in the market, and one which has been identified by the Greater Manchester LD and Autism programme as key to enabling individuals inappropriately placed in hospital to step back down in to a community setting.

We have always embraced change, and we continue to look to make improvements across the organisation, and to adapt to

meet the ever-changing regulations within the sector. We continue to work closely with Greater Manchester to prioritise new services to those most vulnerable or most at risk of inappropriate hospital entry. We continue to chair Manchester's learning disability provider forum, a partnership between providers and the local authority, aimed at sharing information and best practice, for the good of the overall sector. We continue to partner with landlords, including registered social landlords, to look to identify best in class housing, to provide long term security of tenure for the people we support. Collaboration between parents, local authorities, healthcare professionals and our own work force, remains key if we are to really deliver seamless services for the benefit of the people we have the pleasure of supporting.

Best wishes,

Pete and Andy







P2 Awards Finalists

P3-11 House News

P12 🐤 Asdan

Registered **Manager's Corner July 2022**

The summer is always an interesting season for healthcare, as we can get out into the community more often, the days and evenings are longer and there are always social events arranged at services that we can attend.

This year is no different, as the FREDIE champions have already arranged several social events for the people we support and staff teams to participate within and we have the ASDAN open day on the 30th of August to look forward to.

We had some very sad news in April, unfortunately, we lost Sandra from our Ringway service. She will be a huge loss to the service, the staff team, and the ZENO family. A number of us attended the funeral to celebrate Sandra's life and it was a wonderful service in Northwich. When we lose someone, it enables us all to re-valuate our own lives and ensure that we focus on the ones that we love, ensuring that we spend quality time with them. Sandra was well loved and will be sorely missed by all who knew her, from listening to her favourite band ABBA to her famous comments.

It's been pleasing that two of our Senior Support Workers, have now been promoted to the role of Team Manager at Bucklow and Hillcrest, demonstrating the organisations commitment to organic growth and to our staff teams.

The first 6 months of the vear have already flown by, and we are well into the summer months, hoping for warmer weather.

I have visited several services in the first 6 months of 2022 and its always pleasing to see the energy, passion and commitment of the people who work with us and its vital that we now get back to where we were before the pandemic. ZENO has always been a culture of positive risk taking, community access and positive behaviour support (PBS) approaches, so it's vital that we all pull together and start to embrace the values of ZENO within our day to day activities.

In closing, the Dual Service Manager position was reintroduced in January and we now have four DSM's across the services. The DSM is responsible for overseeing their own service, as well as manging a Team Manager of another service and should enable the person to develop and acquire the necessary skills to progress them to the next level of management, including a Deputy Registered Manager role. Having four DSM's demonstrates the commitment of the organisation to continue to develop to create opportunities for all people and reinforces the organic growth we have become known for.

Have a great summer

Peter Cammack.

Registered Manager



Award Finalists

Congratulations to Azra Bhatti for being a finalist in the Great British Care Awards and Katie Groves who was a finalist of the National Diversity Awards.





BEECHPARK

Over the past few months at the Beechpark service our SP's have been enjoying trips out into the community and attending new activities.

William has experienced walks out and about and has started at the ASDAN college. He has engaged well at college and appears to enjoy it.





William making friends!







Joe has been venturing into the community and has tried a new activity. He went down to a golf driving range for the first time and appeared to really enjoy it. Joe has had a great time over the last few months, celebrating his birthday and spending time with his family too.

BELLE VUE

It's been an eventful time at Belle Vue over the past few months. We organised an Eid celebration involving traditional Islamic dress. delicious food, and socialising with staff and supported people from Kenny House and Pankhurst. Our supported people had a fantastic time, particularly when it came to consuming the food!

Our newest supported person, George, has fit in seamlessly to the service. He loves his bedroom, and has a great range of activities that he enjoys, from walking, ASDAN, cycling and going to the hydrotherapy pool.

Carey has enjoyed staying with her mother frequently, in addition to her activities of walking, hydrotherapy and cycling.

Colins has been as energetic as ever, and has been on lots of walks in the sun. He also loves to help out staff with cleaning tasks, which he takes great joy in participating in!



Simon has recently got a new vehicle, which he loves. And he delights in going swimming each week, and going on walks in beautiful places.



BUCKLOW

Hey everyone, this month has been amazing! I saw some monkeys at Knowsley Safari Park, one pooped on my bonnet which was hilarious!

I've been having loads of fun playing in the garden and enjoying the weather, my favourite thing to do is kick the paddling pool and splash members of staff, exercises are great too, but I always need a snack halfway through.

The ball I have is super bouncy which is really entertaining, especially when I "accidentally" throw it at people:)

Philips



CHRETIEN

Chretien has enjoyed the resumption of some old activities as well as some new. We have been using the canal boats again this summer, and PH and DT have enjoyed joining the Zeno group walks on Thursdays since they started again. RB has also been aboard the canal boat twice so far this year.





PH has benefitted from much improved mental health since the start of the year and spends most of his time walking or cycling. He prefers these outdoor activities and has relished in the opportunity to find more benches for a picnic whilst out walking. He recently visited Haigh Woodland Park for the first time and showed great temperament in sticking with the long walk route.

RB has been getting the bus to Withington and doing his usual charity shopping. He often joins DT and PH for a pub lunch on a Friday, which has become a bit of an essential outing in the weekly schedule at Chretien. It is always sociable, and when the weather allows us to use the beer garden, it is a great afternoon. Fridays aside, RB can often be seen in a local pub through the week having half a Carling.





KENNY HOUSE

What a very busy few months at Kenny house, with lots of activities for everyone!

Scott has had a busy few months too, he enjoys a trip to the barbers on a 3 weekly basis, attending the cinema every Friday and regularly going out for lunch.



enjoying life

Adam has been enjoying attending all his preferred activities like going to the cinema, lunches out, visits to charity shops, drives and walks with staff including group walks every Thursday!

Scott has been busy these last couple of months, starting off with joining in the celebrations of the Holi Festival. Holi is a Hindu Festival that celebrates spring, love and new life.



se bli

Scott has shown his caring side whilst cycling at Simply Cycling, rushing to get plasters for a girl who fell off her bike and hurt herself. Scott offered reassurance and impressed all that were around so much that he was offered a job of putting the bikes away every Tuesday when he attends.

Well done Scott!

Christopher has been walking a lot between Birchfield's Park and Plattfields as well as around the local area. He has also been using the treadmill during his family visits for over an hour at a time, one time managing to do a FULL 6K!!

DENHOLME

Denholm is finally able to enjoy freedom and we are so excited for outside group activities! We are accessing community more and we are enjoying activities such as, Jump Space, ASDAN, swimming, group walks, cycling, Knowsley Safari Park, and more! We are keeping ourselves busy at the service doing a lot of baking, cooking, arts and crafts, dancing, yoga activities and we even managed to get the pool out!

We have celebrated Sophie's, Aidan's and Marek's Birthday at the service with some yummy chocolates. On Sophie's Birthday we hosted a discoparty for staff and her family members. Sophie loved her party and got a lot of instruments and outfits to play with.



Sophie loves water. Her sensory needs are met on the Wednesday pool activity.

What a day - pool, balls and many more attractions! In the sunshine, Sophie is cooling herself down with her favourite water can. Sophie loves baking, and now we can proudly say she also loves to make her own pizza!



Sophie loves to go cycling and is always excited to meet new people and to give her staff opportunity to burn some calories! Look at this smile!

Thursdays is the best day to meet new friends. Sophie and her baby Gertrud on the group walks enjoying meeting new people.

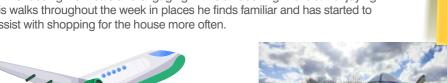




OSBORNE

JA has been doing really well using his communication board and planning out his day with PEC's. He has started to return to sitting inside cafés again and going back to the airport viewing gallery to watch the planes landing and taking off.

He has enjoyed the in-house celebrations and has been getting involved with choosing his meals and engaging with staff cooking. He is still enjoying his walks throughout the week in places he finds familiar and has started to assist with shopping for the house more often.







SA has been focusing on his ASDAN

each day helping to recycle and keep the house tidy, he also continues to assist with his laundry daily. He has been enjoying his swimming sessions,

and engaging more at Jump Space,

and is increasing his exercise with daily

community walks in various parks and

locations around Manchester. In the house over the last few months he has

enjoyed the recent celebrations such

as the Jubilee, as well as Eid and St

Georges Day.







Manchester Airport

JD has relished in returning to enjoy a pub lunch again, which is by far one of his favourite activities in his week. JD enjoyed celebrating St Georges Day, plus he has been planning out his day, assisting in preparing his own meals and doing his laundry with staff for ASDAN.

He is still enjoying his walks, meeting up with his mum and he has been making the most of the better weather by sitting and relaxing in the garden more.







FP has been enjoying her regular activity such as swimming and Jump Space weekly, the sunshine is very welcome and she has been making the most of getting outside to enjoy it on walks. In house she is still doing well with her independence helping to make her own breakfast and cleaning, she has also been enjoying some in house activities and games. FP celebrated Eid in April and her Birthday in June by having a pamper day with foot spa and having her nails painted, after her cake and presents of course.

ROBINSON HOUSE



Richard enjoying the BBQ at his birthday party.



and his lunch at the Flying Horse pub.



Richard enjoying the planes Enjoying a day out together at St Anne's beach.



service in May.



Daniel helping with grocery shopping activity.



Jonathon enjoying space centre sensory room.



Jonathan interacting well and enjoying a home visit with his mother.



and BBQ during Richard's

WINCHESTER

Recently Adam and the other residents at Winchester have been making the most of the sun and going out to the beach as a household every other Friday.

Adam has also recently discovered a new long walk around Plattfields Park - he particularly likes this walk as there are plenty of geese and swans to feed and Adam appears to enjoy this interaction.

Adam has also started cycling at Ability Wheels. During this activity Adam cycles and then stops at the café for a drink whilst taking in the scene before finishing his

Our other resident has been enjoying the Chill Factore, cinema and loves going to Costa for a bite to eat.









HAYBARNS

Hey everybody! So I have really been having a blast the last few months. My key worker found a great new activity for me, I have been attending Pet Therapy sessions once a week. It's great to get to pat all the cute, friendly animals they have there! Last week I went out shopping with my team for some new clothes which I really enjoyed!



I've been really enjoying myself over the past few months! I have a great new van that I love using. We go for beautiful scenic drives and wonderful walks in the nice quiet countryside surroundings.

My Mum and Dad came to visit me, and I showed them all my new toys and we had a little picnic in my garden.

My staff have also found me a great new swimming pool to swim in. Watch out Tom Daley, I'm coming for ya!



Decisions, decisions!



As you may already know, I am a massive MUFC fan, so my key worker organised for a huge MUFC bouncy castle for my garden as a surprise. Thanks guys!





Hillcrest have been using shared staffing to achieve group walks over the past few months and have enjoyed locations across the North and into Wales. Despite some pain in his leg from time to time, John has been good at making the effort to walk and continues to spend time out of the service.

John has enjoyed trips out to Knowsley Safari Park, Chester Zoo and Liverpool, as well as his regular activities such as horse riding. He has been getting to know some new staff and introducing them to his poems, songs and piano skills. He has been a little disrupted by ongoing maintenance to the house, but over all his engagement in activities and willingness to be out and about is great.









Neil has been enjoying the group walks, plus more shared walks with Paul, and tends to engage really well with these. He has also been using a local sensory room on a regular basis. Paul enjoyed his birthday party along with joining John at Chester Zoo and meeting some four-legged friends at the stables!

All three lads continue to enjoy regular family visits. We are looking at getting memberships to a new gym and hopefully looking to arrange a small trip away in the coming months.

OAKLANDS



Waris found himself a regular at the local bike park this year. Not so much during the colder months, but as summer rolled in he was excited to zoom around the track as fast as him and his staff could go! He even found himself in a few races with supported people from some of our other houses.

Waris certainly has a competitive spirit. You'll have to be quick to spot him at Wythenshawe bike track but if you can manage it, say "hi".

Laura went for her second successful trip abroad this year. Laura had previously visited Majorca with her Oaklands team and this year decided she'd like to sample a taste of Tenerife. Laura enjoyed all the delights of holidaying from days at the beach and getting her hair braided to heading out for food and even staying out until 1am! Laura's initial excitement began when she started shopping for new holiday clothes, something she is sure to revisit sometime soon. Watch this space to be updated with her next holiday destination, no doubt it will be somewhere warm!



Charles loves a good pub lunch

Charles, not wanting to pass up the opportunity of a hearty lunch took a break from eating in the big garden at Oaklands or out on a picnic and instead headed for some fine indoor dining with his staff.

Rest assured he was wearing the colours of his favourite football team Manchester United!





PANKHURST

Pankhurst has been making the most of the better weather, we have been accessing the community, taking part in cycling, Jump Space, community lunches, gardening, skate parks and local walks. We have also been doing lots of in-house activities such as Lego, arts and crafts and cooking. Our skills are developing very well, we can make our own lunches, mop floors and we help do our own laundry. Having this independence is really important to all of us.



Daniel has been enjoying getting

out into the community, he really

loves his pub lunches and always

chooses his favourite meals from the menu when he goes. He has

been going cycling and on lots of

walks. Dan has been making his

own fun food at service, he really

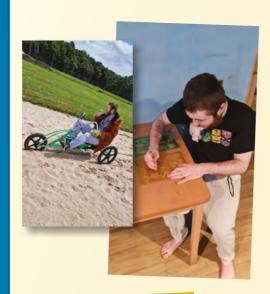
enjoyed making his own pizza.

David has been doing a lot of work at the allotment with his Dad, he is now beginning to transfer the skills learnt at the allotment into the back garden!

He has also been enjoying the fruits of his labour, returning to service with vegetables picked and preparing them for meals.



Joshua has been accessing Jump Space and ASDAN on a weekly basis, he really loves going to ASDAN and engages well with arts and crafts. The staff team are transferring these skills to engage with him in service, he especially loves stencils. Joshua enjoyed having his bouncy castle for his birthday and is always a fan of tickles and positive staff interaction.



Pankhurst has been loving getting involved in the community and enjoying what the world has to offer. All of our activities are person centred and that way we can make sure each individual has a great day. The staff team at Pankhurst are always up for trying new activities with the supported people and we cannot wait for summer to enjoy nice weather and new things.



Aden has been accessing the community, his new love is to go and feed ducks. Aden knows that bread is not good for them so he prepares lettuce and seeds to take on the activity. Aden has been going to local skate parks. He has also been seen by a nutritional therapist and is really on board with all the healthy foods that have been suggested to him, even going to the shops to buy them himself.

RINGWAY

Ringway is as busy as ever and they have been trying to keep spirits high, after losing Sandra in April, by going on days out to various locations and hosting FREDIE events, the most recent being Eid.

Gary has been enjoying days out to different national trust parks, which he is a member of, pictured are Dunham Massey and Bramhall Hall. Gary really enjoys going for walks, interacting with the community and seeing all the different wildlife.

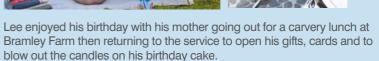
Clarks

PATRICKS

Gary celebrated St. Patrick's Day with other service users by visiting a pub for lunch and having an Irish tea at dinner time. Gary helped to decorate the house to get everyone in the spirit.

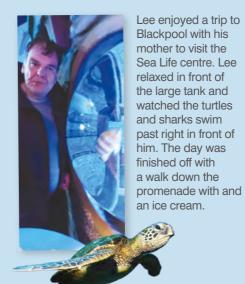
n tea to get







Lee is always looking smart, and the Zeno staff assist him to do this by taking him to the hairdressers. Lee is always giggling when the hair dryer comes out.



Fariana had a great time at Ringways Eid party, enjoying food and music. She wore traditional clothing, tried on bangles and twirled around the house to music!

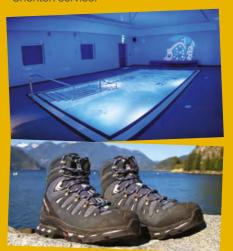




Fariana is getting used to being back out in public now after Covid restrictions. She has been going on lots of walks and making the most out of the sensory gardens and parks.

SHENTON

The big man RC has been really well recently, going for activities such as swimming, cycling and going on walks out in the countryside when he can. He appears very settled in the Shenton service.



LMM has settled into the service well since he moved into Shenton. He appears happy and interacts positively with staff. He's accessing the community almost daily and keeping healthy by going on walks.

Well done to both!



Hello, how happy we all are to see the summer approaching so that we can get outside and enjoy-the local parks.

Students have become familiar with Ladybarn Community Hub, and now feel relaxed in the ASDAN Classroom. There are a body of regular students who have been attending since opening. New students are Billy, Richard and Gary. I am hoping that eventually students will be able to share the classroom with some of the other attendees, which has proved successful in the past.

Over the last 6 months, we have been busy creating work to celebrate our usual celebrations such as Christmas, Easter, Chinese New Year and Eid.

In the Spring we started learning about the importance of Biodiversity, how to look after the planet and the animals that live on it. We did this by learning about the different types of bumble bees, butterflies and other insects that share the planet with us. Everyone made a Bee Hotel, to take home and put them into their back gardens for the bees to make a nest.

Students were encouraged to buy some plants rich in nectar and pollen for the bees and insects to feed from, and plant them in their back gardens or anywhere that was available for them. Dean did a fantastic job of this in his back garden.

We also created a display of Insects in the classroom by colouring and painting various insects and creepy crawlies. One of our students George has a special interest in insects and has created a wonderful poster of the insects and coloured it in. Roy decided to tackle an unused flower bed at the community hub, he planted it up with wildflowers and some bulbs, great work by Roy, as it's now looking fantastic and attracting lots of pollinators. Christopher has been creating some of his one-off artistic pictures he has taken back and put them up in his house.



We have started a new project "Our Wonderful Oceans" in celebration of World Ocean Day. Students have been learning about the different animals that live in our Oceans and creating wall art in the classroom.





Laura has gained skills on her laptop and has been communicating via email. Sophie is a lot more settled at college now and is able to engage for longer periods of time. Carey has still got a love of books and has been using the identification cards of different objects. Collins has been settled and has discovered soft clay, he has been totally absorbed making different shapes with it. Josh has been completing his literacy skills each week along with his artistic flare. Both Michaels have been working hard on their literacy and arithmetic. Jade has been really settled and fully engaged, she has produced lots of different arts and crafts.

In loving memory of Sandya

In April, the ZENO family lost one of our most loved people, Sandra, who lived at the Ringway Service. Sandra was the first person to move into the Greenbrow scheme and was a pleasure to support and care for over the years. Sandra was a great personality, full of fun and adventure and will be a massive loss to her family. Fariana, Gary, Lee and the team will miss her.















Jobs & Training

FREDIE

The FREDIE champions (previously the EDI champions) have already met twice this year as a group and have demonstrated ambition, clarity and energy when discussing FREDIE events. Each FREDIE champion has access to a collection of events that will be celebrated through the year, and have already celebrated several events, including Nelson Mandela Day, Pancake Day, Easter, International Women's Day, HOLI Festival, Chinese New Year etc. The FREDIE group have decided to raise funds for cancer charities, raising over £800 at a local car boot and from service donations (Thanks Katie).

Cleanliness

The most challenging of roles, however, quite possibly the most important role within healthcare, especially with the recent pandemic still fresh in our memories. Infection control and the use of PPE masks, gloves and LFT are still in place and regulated by the government and the cleanliness champions ensure that their services are compliant within these areas. They are also responsible for ensuring that environments and vehicles are kept clean, the COSSH cupboards are maintained, cleaning products are ordered and purchased and ensuring that bedding and towels are fresh and laundered. Please continue to support your cleanliness champions for the remainder of the year.

Senior Support Worker

DIARY

In January, we interviewed candidates for the Senior Support Worker role, which is a role that supports the Team/Service Manager. It's been great to see the SSW role develop, and it's been a huge success across the services where they are based. It is the intention to have an SSW in each service, with some services requiring two SSW's. Each SSW is fully involved in the service, taking on various responsibilities, such as Maxtime, VIS, coaching, meeting with champions and keyworkers etc, which are all skills that will enable them to develop and progress. Indeed, we have had two SSW move to the position of Team Manager at Bucklow and Hillcrest recently, so this demonstrates that the SSW role can be used as a bridge between the Support Workers and the first step into management. It is hoped that Support Workers can see the evidence for themselves that the SSW role is an integral role, that provides the opportunity for the candidate to grow and develop and we hope to see more people apply for the role moving forward.



The keyworkers have continued to be an instrumental part of each service, advocating for the people they support. Keyworkers approach the role differently, however, they have all been committed to the role this year and have been involved in arranging family visits, holidays, day trips, health appointments, reviewing budgets, reviewing strategies, and completing quarterly reports. It's fantastic to see the commitment of keyworkers this year, as we have seen the majority of keyworkers remain in the role during the year, which enables the person supported to have predictability and consistency, as well as the families.

MAPA Training Dates 2022

19th August	AM	Daisybank
	PM	Osborne/Winchester/Hillcrest
12th August	AM	Daisybank
	PM	Daisybank
16th September	AM	RRR/Haybarns/Shenton
	PM	Denholm/Bucklow/Oaklands
23rd September	AM	RRR/Haybarns/Shenton
	PM	RRR/Haybarns/Shenton
14th October	AM	Daisybank
	PM	RRR/Haybarns/Shenton
21st October	AM	RRR/Haybarns/Shenton
	PM	RRR/Haybarns/Shenton
11th November	AM	Daisybank
	PM	Daisybank



Refer a friend



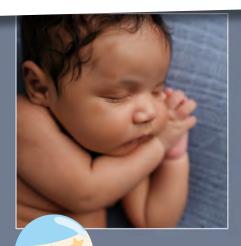
If you have friends or family looking to make a difference, pleaes have them email their CV to

recruitment@zenoltd.co.uk













Welcome to the World Kenzo Onorihewe! Born 6th May at Stepping Hill weighing 7lb 8 oz. Just as grumpy as his dad and as happy as his mum! Congratulations Leah and Jude!





I have returned to Head Office after a year on Maternity Leave. This time has flown by, and I feel very blessed to have had time to spend with my little ones, I even managed to fly home to NZ to spend a month with my family. It's good to see the ever-growing Zeno is still striving for excellence and I will be here to help develop admin procedures, assist in housing management, spreading our successes on social media and aid in other company wide projects. It's good to be back!





Jen Carrysbell

Upcoming Dates to Celebrate

Manchester Pride Weekend 27th - 30th August

McMillian Coffee Morning 24th September

World Sight Day 13th October

Black History Month 1st - 30th November



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