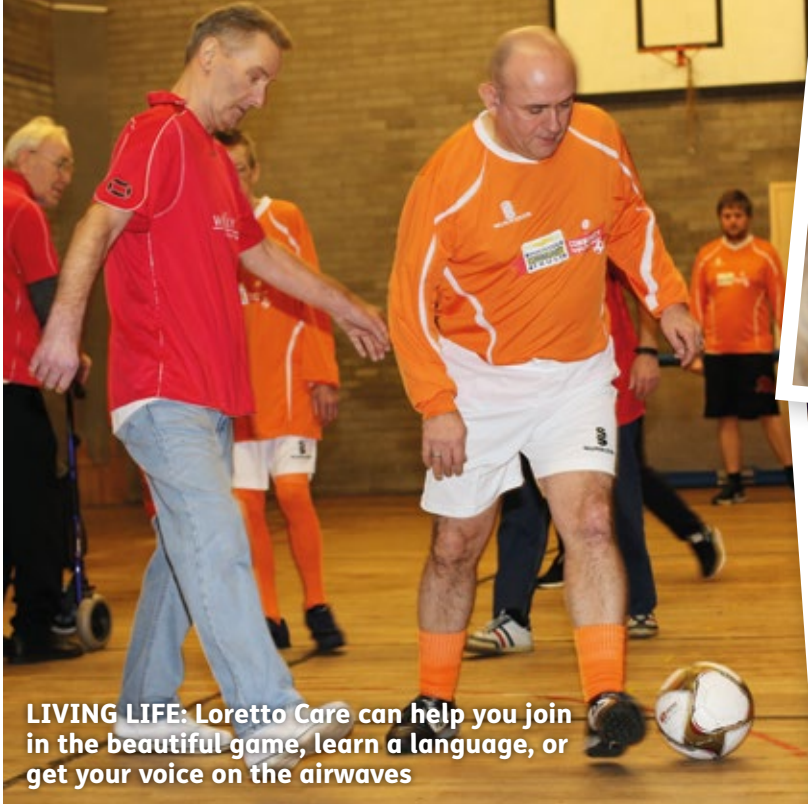


YOUR NEWS



LIVING LIFE: Loretto Care can help you join in the beautiful game, learn a language, or get your voice on the airwaves

Living life to the full

From songs to sports, there's lots to enjoy

AT Loretto Care, we are all about putting the people we work for at the centre of the support they receive.

And from songwriting to Spanish, gardening to games, there's a whole host of activities that you can get involved with.

We've helped people to discover their talents for acting, get sporty and have their voices heard on the issues that matter to them.

There are lots of events happening throughout Loretto Care, so look inside to find out more about how you can get involved.



HIGH FIVES: Loretto Care's drama group is finding new talent

Welcome

HERE'S what's inside the summer issue of *Your News*



Hands up for the Lens
p4 and 5



Community café is open
p4 and 5



Hola to senõr citizens
p7

How to get involved

If you are inspired to get involved with any of the activities featured in this magazine, speak to your service, call us on 0800 952 9292 or visit www.lorettoha.co.uk

Looking to the future of care

LORETTO Care brought senior figures from across the care sector together for a conference to improve services for people in Scotland.

They looked at how innovation in care can make life better for vulnerable people.

Cathy Fallon, Loretto Director, said: "We were delighted to welcome so many people along to what was a fascinating event, highlighting the potential of the people we work for to become leaders in their lives."



INNOVATION: Linda Gauld, Loretto Care Board Member, George Fraser, Director, Cathy Fallon and Head of Care Martin Glackin

CARE INSPECTORATE REPORT

Support for young homeless praised

THE support that Loretto Care provides for young homeless people has been hailed as "exemplary" by inspectors.

The Care Inspectorate – the body that regulates and inspects care services in Scotland to make sure they meet the right standards – carried out an inspection of Loretto Care's South Lanarkshire Young Persons' Intensive Outreach Service in January this year.

The inspector interviewed the staff

team of six as well as some of the 23 young people who were using the service at the time.

The service was described as "exemplary" and the inspector said she found "excellent examples of innovative practice" in the care and support provided. The report also described Loretto Care staff as "exceptional in all aspects of their practice".

Acting Area Care Manager Sharon Fleming said she and the team were delighted with the glowing report.

Sharon said: "The service makes a big difference to the lives of young people – and we're really happy the Care Inspectorate recognised this.

"The young people are in control. They guide us as to the outcomes they want to achieve – whether it's becoming settled into permanent accommodation, getting help into jobs and training, or developing their living skills."



HIGH PRAISE: Sharon Fleming and the South Lanarkshire Intensive Outreach Team

Loretto Care



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ENSEMBLE PROJECT

Music to Jodie's ears!

Ensemble project gives her the skills to write her own powerful song

A YEAR ago, Jodie Shaw had never played a note. Now, she has had a song she wrote played to an audience of thousands, thanks to Loretto Care's Ensemble project.

Her song, *How Am Ur*, has been played live at a sell-out Glasgow gig and been named single of the week on the popular Janice Forsyth show on BBC Radio Scotland.

Jodie, 26, took part in the Ensemble's song-writing sessions and used the experience to come up with a powerful song about her experiences of mental health.

Jodie, from Grangemouth, took to the BBC airwaves to talk about her song and her life.

She said: "My friends were amazed when they realised I'd written a song and it was on the radio.

"It's the first time I've written a song, I have never done anything like that before. I felt happy after the



ON THE AIRWAVES: Jodie, centre, at the BBC

interview but it was quite challenging.

"I think it was really good, especially for mental health, for folk to actually understand it and know a bit more about it, know what it's like for other people. I'd like to write more songs with the help from musicians. It was really fun."

The Ensemble was funded by See

Me Scotland to create new music to challenge the stigma of mental health.

People we work for from across Scotland took part, and three songs were eventually recorded and released by professional musicians.

A brand new Ensemble video has also been released to mark Mental Health Awareness week.

Short plays turn the spotlight on people's experiences of care

PEOPLE we work for are always centre stage at Loretto Care.

And now we are using the theatre to find the best way to support people to live life to the full.

We ran a series of drama workshops for staff and the people we work for to get together and explore different issues through short plays.

We made short pieces based on real experiences of care, and acted them out. We also talked about what the characters could have done

differently. The groups were run by theatre group Diversity Matters to improve the way we train staff and bring you services.

Training Manager David Roxburgh said: "It is a different approach to training. It helps bring staff and the people we work for together."

Paul McManus, who took part, said it had boosted his confidence, helped him discover new skills and made new friends.

He said: "I really enjoyed it. The acting has been good, and I want to keep doing drama."



HANDS UP: Staff and people we work for came together for the drama workshop

GREAT EXPERIENCE: Paul McManus



TASTY SPREAD: Brew 'n' a Chew in Hamilton

Brew 'n' a Chew café offers fresh fo

A COMMUNITY internet café, run by and for young people who have been homeless or who face homelessness, has opened.

The Brew 'n' a Chew café offers fresh, healthy food and free internet access to

the people we work for. It is funded by a £5000 grant by the Lens.

Brew 'n' a Chew, in Hamilton, will be open for two hours, twice a week, and volunteer chefs from our Mill Road and Hamilton Road

LENS CHARITY FUNDING

Power to unleash talent

Cash for innovative and inspiring projects to make life better in our communities

L ORETTO is bringing you new ways to get involved, find new hobbies and make friends.

Our staff have come up with four new projects, thanks to funding from the Lens charity.

Loretto Director Cathy Fallon said: "The Lens has helped us unleash the talents and ideas in Loretto.

"It means we can do more to encourage innovation and develop people and their ideas. We can't wait to see where the

new projects will take us."

Here, we give you the low-down on the new projects our partnership with the Lens will bring you.

Do Rey Mi Community Choir

Do Rey Mi is a new choir for older people in Glasgow.

Louise Brennan came up with the idea to combat loneliness often faced by older people. She said: "Music brings people together. Whatever

your musical ability, you are welcome to join in."

Men's Shed

The Men's Shed, in



SOMETHING TO SING ABOUT: Louise Brennan



THAT WINNING FEELING: Olga Clayton, Wheatley's Director of Housing and Care, far left, and Loretto Director Cathy Fallon, fourth from right, with judges, finalists, and current and previous winners of the Lens

Edinburgh, will provide a space for men over the age of 50 to get together and enjoy woodwork and gardening.

It will tackle loneliness and isolation, and help people develop new skills.

Christopher Cousins, who made the pitch, said: "It really will make a difference."

Home from Home

The Lens will pay for a new respite flat in Grangemouth.

Loretto Care's Susan Paton, who developed the idea,

said: "Local people will really benefit, and everyone will get personalised support."

Employabuddy

Employabuddy is a new work experience scheme for people with disabilities so everyone can excel in the workplace.

Maureen Grant, Health and Wellbeing Manager, said: "People we work for will experience encouragement and support, and our mentors will get more leadership skills."

Good and fresh life opportunities for young people

services will make the food. Connor McSorley, 16, who is supported by Loretto Care's Carlisle Road service, is one of the volunteers.

He said the opportunity would give him the chance to build his skills and

experiences, meet new people and boost his confidence as he applies for jobs and training posts.

He added: "This is a good thing to have on my CV. I am a real people person so it is good to come along and

meet people and help out."

Loretto Director Cathy Fallon said: "It is wonderful to see the café open. It has taken a lot of hard work."

The café will be open on a Tuesday and Wednesday from noon until 3pm.



KICKABOUT: Everyone can join in sessions

Walk, don't run – and have football fun

LORETTO Care and the people we work for have been getting a kick out of walking football – and we want more of our customers to get involved.

Sessions of the slower-paced take on the beautiful game run twice a week, and is one of the projects that was funded by the Lens last year.

Andy Balmer, 67, is one person who has been taking part.

He said: "It helps keep you fit and is a good way of meeting people."

Loretto Director Cathy Fallon said: "Walking football is really beneficial for the people we work for.

"It's also a great example of housing staff and care staff working together to improve people's lives."

Sessions are outdoors at Dennis Donnelly Park, Corkehill Place, Glasgow, on Mondays 1pm to 3pm, and indoors at the YMCA in Tollcross Road on Thursdays from 1pm to 3pm. For more details, phone 0141 274 8664.



BRIGHT STARS: Wheatley's Olga Clayton, Maureen Grant, Rosalene Keogh and Loretto's Cathy Fallon

COMMUNITY GARDENING

Everything's coming up roses, William!



DIG IN: William loves the garden

William shares his top tips at our community garden

GREEN-FINGERED William Coyle is helping us get our hands dirty in the garden.

The 83-year-old is sharing his knowledge of planting with people we work for and staff, as we get our community garden in Grangemouth off the ground.

Volunteers are already growing vegetables and plants at the garden in Inchyra under William's expert eye.

William said he had a new sense of purpose, and loved making a difference to his community. He said: "I can't keep away from the place.

"When you retire, you need to have a purpose. With gardening, once you do a little bit, you see the potential and want to keep going and do that wee bit more. I like working with people and it's good to meet people and share what I know."

Loretto Director Cathy Fallon said: "William has been sharing tips and

experience with everyone, and has done so much already. We hope he inspires other people to get involved."

The garden projects have been funded with the help of a £4000 grant from charity Grow Wild.

Tesco's Community Champion volunteers have also stepped in to help and the supermarket has also donated gardening materials.



EVERY LITTLE HELPS: Tesco staff are lending a hand

AWARDS SUCCESS



WINNERS: Jim, left, with Loretto Care's Glenn Harrold and Marshall McDowall

Jim's award is a real team effort

LORETTO Care's Jim Duffy had his achievements recognised at a national award ceremony.

Jim, from the Fullarton Project in Glasgow, was given the Service User Achievement of the Year award at the Scottish Care National Care Home Awards in December.

He has produced art, got involved in the Ensemble project, and completed charity bike rides.

Jim said: "If I can achieve this, then anyone can with the right support."

Alcohol Related Brain Damage Care Manager, Marshall McDowall also won an award.

Loretto glitters at Care 'Oscars'

LORETTO Care was one of the big winners at the Scottish Care Awards.

We won two awards at the glittering ceremony, nicknamed the Oscars of the care sector, at the end of May.

Sharon Fleming, Area Care Manager for South Lanarkshire, won an award for being an inspirational leader who is helping to transform lives.

The support service team at Fordneuk was also named Carer of the Year award for going above and beyond in their day-to-day work.

Championship chance to promote volunteering cause

PEOPLE we work for will be at the heart of the action at one of Glasgow's biggest ever sporting events.

Nicola McCuaig has been chosen as a Volunteers Champion for the European Championships next year.

She'll help organisers find 3000 volunteers to be the face of the

event. Nicola, 22, from Whiteinch in Glasgow, said it was a great opportunity for people to get involved, meet new people and take a front row seat.

She said: "It is a really big event, and as Volunteer Champion, I'll be promoting volunteering and the opportunities it brings.

"The experience will be really

good – it will be a great atmosphere – it is going to be huge, and I can't wait."

Volunteers have to be over 16 and the closing date to apply is 31 July.

i For more information on volunteering, visit: www.glasgow2018.com/volunteering/apply



VOLUNTEER LAUNCH: Nicola, fourth from right, launched the hunt with Still Game star Sanjeev Kohli

LINGO FLAMINGO

The accent's on learning

Older people benefit from fun of Spanish lessons

SENIOR citizens became señor citizens thanks to Spanish lessons. Customers at St John's Court in Glasgow's west end took an eight-week Spanish course, taught by native speaker Aleix Tura from Lingo Flamingo.

The not-for-profit company provides language classes to older people, as it helps to keep the brain active, and prevents loneliness – as well as giving people new skills.

The group celebrated completing the course with a special tapas lunch,



SAY HOLA: Maureen and Aleix enjoy a Spanish chat

with traditional Spanish specialities including stuffed eggs, tortillas, olives and Magdalena cakes.

Maureen Harper, 65, who took part, said: "It was very interesting and lots

of fun. We have had such laughter and it is good for the soul – as well as learning Spanish.

"We like to speak Spanish to each other when we see each other. Instead of saying hello, we say 'Hola!'"

Their teacher, Aleix Tura, was full of praise for his pupils. He said: "They are all so good at the language and we had good times together."

Loretto Director Cathy Fallon said: "Research shows that learning a language is an incredible work out for the mind – as well as being lots of fun.

"The Lingo Flamingo course means our customers are empowered, learning new skills and making new friends."

Fullarton service in line for national award

LORETTO Care's service for adults with alcohol-related brain damage has been shortlisted for a national award.

The Fullarton service, based in Glasgow, has made the final of

the Scottish Social Services Awards.

The awards recognise the people making a real difference to the lives of the people they help to support.

The final takes place at the start of June.



QUALITY OF CARE

We're helping to improve your lives

WE are committed to giving the people we work for the best possible support.

Our aim is to put people in control of their own lives, through truly personalised care, encourage them to follow their interests, and shape the care they receive.

One of the ways we measure the difference we make is through the positive journeys people make in their mental and physical health, and the progress they make in the skills they need to get a job.

In the past year:

- Around 70 per cent of the people

we work for reported a positive distance travelled in relation to their mental health

- Just over 68 per cent reported a positive distance travelled in relation to their physical health. We aim to make sure that 60 per cent of the people we work for make a positive journey in these areas

- A total of 43 per cent of people said they had made a positive journey in relation to work and employability. We aim for 30 per cent.

There were 13 Care Inspections throughout the year. Each of these services was awarded grades of 5 or 6.

COMPLAINTS



Make your voice heard and help us to improve

WE want to hear what you think about the things we do well, and where we can improve.

If we don't get things right first time, we will listen so we can stop it happening again.

This year, we received 22 complaints, and of these, 17 were about staff practice.

Ten of the complaints were upheld, and we responded to all complaints within the recommended guidelines.

Three complaints were also made directly to the Care Inspectorate. Two of these were partially upheld.

So far this year, we have reported 301 accidents or incidents to Care Inspectorate.

Everyone has a right to make a complaint about the service we provide.

To make a complaint:

- Speak to a member of our team
- Call us on 0800 952 9292
- Write to us at Lipton House, 170 Crown Street, Glasgow G5 9XD.

