

The magazine for supporters
of Community Integrated Care

Community
Integrated
Care

AUTUMN
2024

You

FIRST



Welcome

ASHBY ROAD

We say a big hello to
our brand-new service
in Leicestershire!

Linda's Living The Dream



Scaling new heights at Mill Point!

WE INCLUDE • WE DELIVER • WE ASPIRE • WE RESPECT • WE ENABLE



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WELCOME

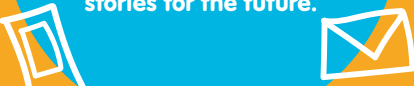
You First is a magazine for all colleagues and customers of Community Integrated Care. It is written by our Communications Team with the help of our guest contributors across the charity.

Shout out to guest photographer and member of our Support Squad, Katie Richardson, who snapped the team at Mill Point to celebrate Linda's big achievement. Thank you Katie!



SHARE YOUR THOUGHTS

We're always interested in hearing your thoughts on You First and any ideas you have on stories for the future.



Email us at youfirst@c-i-c.co.uk

Share a post on Viva Engage using the hashtag [#youfirst](https://www.viva.com/hashtag/youfirst)

AN INSPIRING UNION

A huge development for our charity has been the welcome and integration of Inspire, who merged with Community Integrated Care in August 2023.

The merger represented a huge step for our charity, in terms of growth, as well as learning from an organisation with an incredible reputation for high quality support and excellent community engagement. For Inspire, it was a step into new possibilities in areas such as technology, partnership-working and influencing the direction of the social care sector.



Hello all,

Welcome to the September 2024 edition of You First Magazine. As always, I'm delighted to share this, and the incredible people and stories that made it possible.

There's a clear thread running through this edition of You First - and that's people's dreams coming true. Whether that's our cover star, Linda, who scaled her very first mountain, or Service Leader, Wayne who has made his career ambitions come true.

This is just a small selection of the thousands of stories I know exist throughout the charity. We talked at our 2024 Best Lives Possible Roadshow about the importance of Never Standing Still - clearly that's something that resonates with you all!

There's a collective desire and drive to make our world a better place at Community Integrated Care - our Unfair to Care campaign, which launched its third instalment in March in advance of the general election. This has led to a significant amount of political engagement with our charity involved in some key conversations on the future of social care. We'll continue to use our place in the sector as an influence for positive change.

As an Executive Team, we have the brilliant job of looking ahead to what the next chapter for our charity, and what life is like beyond Best Lives Possible. When we're reflecting on what's gone well and what our plans for the future should be, we'll never lose sight of the ethos of Best Lives Possible - which is now a part of the fabric of who we are. I'm really excited to build on its great work as we write our next chapter.

I hope you enjoy reading this edition of You First - please do share your feedback with the team and if you've got a great story to tell, let us know!



Jim Kane
Chief Executive



Most importantly though, this move embodied a determination from both to deliver the Best Lives Possible for the people we support and our colleagues as a collective force for change and for good in the social care sector. To many more happy years!





Tauseef Stands Up for Social Care!

Tauseef from York House in Stockport campaigned for change on a national scale, when he supported the launch of our 2024 Unfair to Care in parliament back in March!

To amplify the important messages of the campaign ahead of the General Election, Tauseef then proudly represented the charity on BBC Radio Manchester and welcomed former Shadow Minister for Social Care, Andrew Gwynne, to his home in May.



Introducing Super Lee!

In April, comic book superfan, Lee, was so excited to travel up, up and away to Comic-Con North East! Marveling at the merch, and meeting some of his biggest idols, Lee had the experience of a lifetime!



Andrew Meets Bake Off Hero

Cookery king, Andrew from Aberdeen was dough-lighted to meet Bake Off Winner, Nadia Hussain at a local food festival!

Catching up with the star and getting his cookbook signed was the cherry on top of a wonderful day.



SO social!

We love using our #social channels to shout about all the life-changing things the people we support and our colleagues are getting up to, across our incredible charity. Here are just a couple of our highlights!

Voices for Change at TEC!

People supported by our Technology Enabled Care team

have been getting together for Voice Groups this year, to tell us about their experiences and how our innovative solutions could support them even more!

The people we support were delighted to go behind the scenes and meet the remote teams that empower them to feel safe and independent in their homes.



Carol's Major Milestone!

Congratulations to Carol Naylor, Support Worker in the North West who has celebrated an incredible 30 years with Community Integrated Care! Carol joined our charity in 1994 and we've been blessed to have her as part of the team since then. From all of us, thank you!



Emma's Hitting the Track and Raising Cash!

This summer, Emma and her Support Worker ran in their local Race for Life in Basingstoke, drumming up almost £2000 in sponsorships! The terrific tag team were overjoyed to complete the race, accept their medals and award the funds to a cause close to their hearts.



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Doors Open at

ASHBY ROAD




The clue is in our name – our charity is so proud of the incredible *communities* we work in and the powerful difference we make when we *integrate* with the groups we work with. That’s exactly what’s unfolding in Coalville in Leicestershire – home to Ashby Road, a brand-new purpose-built Community Integrated Care service.

Developed in partnership with Leicestershire County Council, Blue Square Residential, and Specialist Supported Living, this state-of-the-art building is a testament to the power of collaboration in making a positive difference in the lives of its 15 tenants.

Thoughtfully and carefully designed from the ground up, Ashby Road embodies the principles of independence and wellbeing. Its innovative features, such as adjustable kitchen work surfaces and cutting-edge assistive technologies, ensure that each person can live as independently as possible, in a space tailored to their unique needs.

The sense of community was palpable during the opening day in July. Local residents, colleagues from the local authority, housing partners and local community groups joined the team, people supported at the service, and fellow local Community Integrated Care colleagues to celebrate. Local MP, Amanda Hack, was given the honour of cutting the ribbon alongside Ben, a person we support at Ashby Road, to declare the service officially open!



“Jo Mead, Service Leader, expressed her enthusiasm about how tenants are embracing their new home:

“It’s truly heartwarming to see the people we support making this space their own, infusing each room with their unique personality, and realising they have the freedom to do so. In just a short time, we’ve created a vibrant and supportive community at Ashby, where wonderful new friendships are forming, and people

are finding the confidence to connect with their local community – often for the first time! This month, colleagues and several residents enjoyed gathering at a local charity event, meeting their neighbours, and really beginning to feel part of their new area. We’re excited to welcome even more people in the future!”



BEST LIVES POSSIBLE

IN MOTION

Best Lives Possible – it’s an ambition we’re all behind. We all have that in common at Community Integrated Care – we want the very best life for each other and the people we support.

For us though, our plans for the future goes a step beyond. It’s not just a destination, but how we’re going to get there. Let’s look at some of our big priorities for this year, focussing on some of the more ‘behind the scenes’ work that will set us on our path to success...



PUTTING CONTINUOUS IMPROVEMENT ON YOUR RADAR!

At every level of our charity, we should all think every day about the little things we can do better for our colleagues and the people we support.

There’s a brand-new system on the horizon to transform how our

frontline teams do this. Radar is designed to streamline many of the processes that currently exist in our services across different platforms – such as Continuous Improvement Plans, incidents, events and audits and put these into one place.

As well as making life easier for our Service Leaders, Radar enables our regional and senior leaders to provide better oversight and support, by giving them access to more information about trends and bottlenecks in particular areas. So not only does it help on the ground, but in how we provide leadership support too!

LOOK OUT FOR
RADAR
COMING YOUR
WAY SOON!



We spoke to Rachel Robins, Service Leader in the North East who is part of our Radar trial...

"Being part of this process has been a game-changer. Radar has made my work so much easier, saving time and empowering my teams to take charge. The system is so user-friendly, and the ability to quickly dive into important details is incredible. My teams now access live information instantly, letting them focus on delivering top-quality care and support."



BEST LIVES POSSIBLE ROADSHOW

In May this year, we marked the latest chapter of our strategy at our Best Lives Possible Roadshow. Bringing together our leaders from throughout our charity, the event explored the theme of 'Never Standing Still' - an embodiment of our pursuit to always strive to do better in everything that we do.



Highlights of the day included a powerful panel featuring people we support, loved ones of people with care needs and advocates, an inspirational speech from Olympic boxer, Natasha Jonas, and the launch of a special project designed to make people's dreams come true (find out more on pages 14-15)!

RECRUITING THE RIGHT WAY

A clear priority for our strategy is our Right People, Right Place, Right Time programme – which does exactly what it says on the tin. It ensures that we recruit great people to work for us, in the right roles, and retain and develop our talent from within.

There have been some incredible developments in how we attract and recruit the best people, thanks to the fireless work of our Recruitment Team. Most notably, in recent months, the team introduced a new Digital ID Check process, taking away one of the most time-consuming manual tasks that our managers had to deal with when recruiting – verifying candidate documentation.



Also making strides for our people are our Systems Team, who have helped turn a real corner on a key issue for our charity – our agency usage.

Regular use of agency staffing not only comes at a huge premium to us as a charity but can also compromise the quality of the support we provide too. So by helping managers understand their agency needs and being a one-stop-shop for any queries, Sarah Sharp, Relief Staffing Manager, and her team are making a difference... with the numbers to back it up!

Garry Leach, Director of Strategic Delivery, Data and Process shared his thoughts on the importance of using data to drive improvement in this area...

"This year, we've been focused on advancing our data and process improvement work, and the Data and Process Team has truly delivered. By streamlining agency processes, our operational leaders now have sharper oversight, cutting agency monthly spend by 50% in just six months and increasing timesheet approval efficiency to over 99%. Most importantly, this has led to more consistent, high-quality service delivery, enhancing the lives of people we support. And there is much more to come."

Service Leader, Aimee Murray, really benefitted from this new approach:

"I recently needed to recruit 18 team members quickly for a new service, ensuring they had the right skills and values to offer specialist, life-changing support. The new recruitment process made this much slicker. Within three weeks, we had staff in place, something that used to take months. Knowing recruitment were supporting with the documents and admin side allowed me to focus more on the finer details of identifying the very best candidates, like recruiting a Gujarati-speaking Support Worker for someone we support who prefers to communicate in this language."



A SPOTLIGHT ON...

AGE EXCHANGE

In 2018, our charity proudly partnered with leading art reminiscence charity, Age Exchange. Throughout October, the London-based team will kick off a series of powerful and thought-provoking art exhibitions with a display to mark Black History Month.



On display will be a hand-crafted Caribbean quilt, crafted over 15 years ago by participants in a Caribbean Day Centre in Charlton, London – a project facilitated by Age Exchange. This initiative aimed to preserve and celebrate the rich cultural heritage and personal stories of the people who took part.

Containing the stories and memories of members of the Caribbean community, the quilt is a poignant emblem of preserved stories that will be told for a lifetime.

Jeanette Durrel was one of the participants who worked on the quilt all those years ago. She shared:

"Whilst working on the quilt, we exchanged stories and experiences with the participants, many had memories of coming over to England on Windrush and working for the NHS and many other government jobs. Working on the quilt brought back special memories of my late husband, who came over from Jamaica – it will always be precious to me."



B:IM2024
DIG DEEPER, LOOK CLOSER, THINK BIGGER



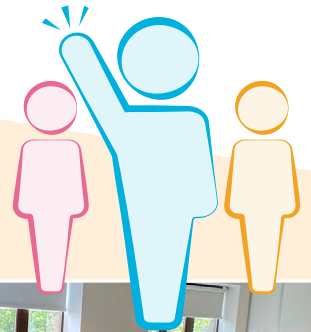
To find out more about the origins of the quilt and Age Exchange's work with the Caribbean community, follow our social media channels throughout Black History Month.



With thanks to the team at Age Exchange for sharing this very special piece of artwork.



Speak Up For Society



At Community Integrated Care, one of our key strategic aims is engaging the people we support. This is so much more than simply getting people's feedback and evidencing our great support - it's about truly encouraging people we support to lead the way. We promote a culture of listening and learning - giving the people at the heart of our charity the chance to influence the direction of our organisation.

Voice Groups provides a platform for the people we support to stand alongside our leaders, sharing unique experiences and passions - to drive positive change across our charity.

Over the past year, our Voice Groups' participants have not only been reflecting on the change they would like to see within Community Integrated Care - they've been investigating the issues affecting our society and how we can build a more accessible, inclusive future for people who access care and support.



Supporting People to Vote

With a General Election on the horizon earlier this year, we used our Voice Groups to ensure the people we support understood their rights as citizens and had all the information to make an informed choice.

Our incredible Voice Group participants also took the opportunity to contribute to our Promoting our Voting materials, and share their perspectives with the National Care Forum's Speak Up for Care campaign - both giving the opportunity to provide inspiration to other people with support needs.

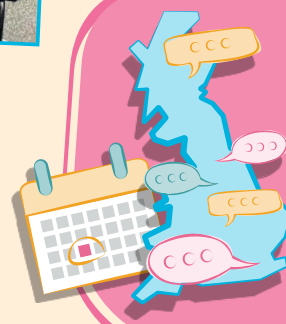


This has ignited a political passion with some of our Voice Group members, who proudly cast their vote in July - and some even engaged with their local MPs and candidates on the issues that mattered most to them.

Tackling Hate Crime

Our next Voice Groups will tackle the issue of hate crime, and it's impact on people with support needs. These discussions will directly contribute to our charity's initiatives to address hate crime in our society, so it's a great time for the people we support to influence such an important topic.

Our Voice Groups happen quarterly in every region, and new members are always welcome! If you know someone who'd be a perfect fit, email voicegroups@c-i-c.co.uk today and support them to get involved!



We're also on the look-out for incredible Quality Advisors to join our Quality Team and support on this, and many more great initiatives. If someone you support would be interested in this paid opportunity, please contact your local Quality Business Partner!

SUPERSTAR DJs



Stephen & Gav are Never Standing Still!

A huge part of a life filled with choice and opportunity is being able to pursue the passions that bring you joy and fulfillment. For Steven and Gav, this is a shared love of radio!

You may even recognise this dynamic duo from our Never Standing Still video, when they told the world about their incredible achievements. We managed to catch up with them both to find out more about their special talents.

Meet Stephen

Stephen started his radio career on Hailsham FM in 2018, after he met fellow presenter, Simon, at a local festival. Since then they have presented a weekly Saturday morning show together.

During his time presenting on Hailsham FM, Stephen has learnt so many amazing technical skills, as well as gaining the confidence to speak to guests live on air. Most importantly, Stephen gets to embrace his love of all things 80s, 90s and 00s, playing his favourite nostalgic tracks on his own special show.

Speaking about his radio show, Stephen told us: "Music is a big passion of mine, so being a radio DJ at Hailsham FM is a dream come true. The team are so friendly, and I love playing my favourite music for everyone who tunes in."

Stephen always makes sure to give a shout-out to our Community Integrated Care colleagues and the people we support at Burfield Court.



Go Gav!

Gav, a budding DJ who has previously shown off his skills to live crowds at St James Park in Newcastle, recently completed a placement at Middlesborough-based station, The Red. During this time, Gav has learnt all sorts – from recording voiceovers to all the behind-the-scenes production that brings the magic to listeners.

Gav is really excited about what he's accomplished and what the future holds. He said: "The placement was amazing, I got to make some great new friends and I really want to grow my own business and keep DJ'ing."

Gav's placement may have ended but the confidence he has unlocked so many new doors. He's now acting in amateur dramatic productions alongside exploring new DJ'ing opportunities.



Stephen and Gav personify what Never Standing Still is all about – challenging negative assumptions about what people with care and support needs can achieve, and removing barriers for people to live fuller, happier lives. Don't forget to share the amazing achievements of the people you support on Viva Engage using [#NeverStandingStill](#).



Check Stephen, Gav and other amazing people we support in action on our Never Standing Still video.

Wayne's

LEADING THE WA

In December 2021, Wayne Watson was determined to advance his career and work for an organisation that could empower him to do this. Inspired by his partner's positive experience of Community Integrated Care, Wayne took the plunge and followed suit. Less than three years on, he's now a Service Leader for a trio of services in northern Scotland, and motivating his teams to chase their dreams, too!

When Wayne started with the charity as a Support Worker, he had set his sights high and wanted to advance his professional skills. For Wayne, this meant completing his SVQ Level 3 qualification, something he'd been keen to do for many years.

We spoke to Wayne about his whirlwind journey to success within our charity...

Wayne told us "Within just two months of joining the charity, I was fully supported to enrol onto the SVQ qualification – which was a breath of fresh air. I knew I was in the right place!"





WAY!

While Wayne completed his SVQ, we announced the first-ever intake for Learn to LEAD – our unique training experience, enabling Support Workers to develop leadership skills. Wayne’s Manager saw his potential and supported him to apply for this opportunity.

Wayne showed real commitment to juggling his own professional development, whilst ensuring the best lives possible for the people we support, getting stuck into this exciting opportunity. He told us, “The programme gave me my first real taste of leadership and I got to meet and bond with colleagues all across the organisation!”

Through completing his SVQ and Learn to LEAD, Wayne developed the confidence to apply for more senior roles within the charity. Initially, Wayne pursued an Assessment and Intervention Practitioner (AIP) role, where he knew he could change lives across the charity. He said: “I loved every minute as an Assessment and Intervention Practitioner. I improved my Care & Support Planning insight and working with so many colleagues helped me break out of my shell.”

Leveraging this experience, Wayne applied for a Service Leader role this year and was thrilled to be accepted! He told us, **“It’s fantastic to be back working closely with the people we support, applying the skills I learnt as an Assessment and Intervention Practitioner!”**

Wayne’s words of wisdom to anybody looking to advance their careers?

“Speak to your manager and voice your desire to progress. Our charity offers incredible opportunities, and you can be supported to go in lots of directions, whatever your skills and passions. I would highly recommend Learn to LEAD. It’s helped me and so many others and I don’t plan on slowing down!”

”



AIN'T NO MOUNTAIN HIGH ENOUGH

For Linda!



Earlier this year, at our Best Lives Possible Roadshow, we launched a brilliant new initiative to inspire the people we support to dream big. *Let Your Dreams Take Flight* invites colleagues and people we support to work together to set ambitious targets when making Care & Support Plans.



This is Linda, who lives at Mill Point in St Helens, Merseyside. Linda has embraced letting her dreams take flight... 1,085 metres above sea level to be precise!

She shared her dream of climbing a mountain, and the team stopped at nothing to make it happen...



Reflecting on the experience, Linda shared her joy:

“It was a really brilliant day! I enjoyed spending it with my friends and felt so proud of what we all achieved.”



We spoke to Service Leader Natalie Evans about how the trip came together...

“During a six-month review with Linda, she told us that she would love to climb a mountain, and whilst we knew this was a challenge due to Linda’s mobility issues, it didn’t stop us.

First, we sat down with Linda to talk about how we could support her to accomplish this dream. When we told her it was possible to take the train to the summit of Snowdon, Linda was delighted.

One of our Support Workers at Mill Point, Ann Marie Edwards, was instrumental in making this happen - and got immediately to work on putting plans in place.

Linda’s excitement was palpable, and she couldn’t wait to tell everyone else and invite them along on the adventure. So, we organised a trip for the whole Mill Point gang!

After lots of careful planning, everyone had an amazing day, enjoyed the sunshine and had a glow about them, after helping to make Linda’s dream a reality. Others felt fulfilled too, overcoming barriers in conquering the summit – from mobility issues to a fear of heights.

13 of us enjoyed this epic trip, and we really made a day of it, exploring the lake at the bottom, enjoying the cafe and representing Community Integrated Care in our matching t-shirts.

It was an extraordinary trip for everyone, especially Linda, who was able to achieve something she never thought possible and rally the troops. We have a great community at Mill Point and we really bonded during this experience.”



Let Your Dreams Take Flight isn’t just about empowering people to conquer new frontiers – it’s also an opportunity for our Partnerships and Communities team to create more life-changing partnerships and opportunities. If you’ve embarked on an adventure that might inspire others recently, or have an idea that the team can help make a reality, don’t forget to tell the team about it at www.communityintegratedcare.co.uk/let-your-dreams-take-flight/



Meet your Lead Assessment & Intervention Practitioners

Supporting people to lead full, happy lives is the foundation of what we do, and raising standards with care excellence is the lynchpin to achieving this.

In 2022, we introduced a new team to the charity, focussed on collaborating with our colleagues and the people we support to ensure care and support plans truly reflect the needs, passion and potential of the person.

Our Assessment & Intervention Practitioners offer specialist training and coaching to operational leaders and colleagues to give them the skills and capabilities to unlock peoples' dreams and bring these to life through rich, meaningful Care & Support Planning conversations and collaborations.

We sat down with our Lead Assessment & Intervention Practitioners, Carina Battersby and Emma Hanaghan, to learn more about them and what their role entails...

Hi, I'm *Carina!*

I've worked in health and social care since 1999 – working as a Support Worker, Team Manager, Service Manager, Area Manager and Learning and Development Manager. This has really given me a passion and understanding of the sector!

I get so much from my role – mostly because it's ever-changing and I'm able to develop my own skills, as well

as those across the charity. I relish the opportunity to coach and mentor people throughout the organisation and learn more about the people we support!

Care & Support Planning is so important because it allows us to advocate for and empower the people we support – aligning with our values.

"Care & Support Planning is about getting to know people and making sure we have a 'can do' approach – it's about taking positive risks that pay off for that person."

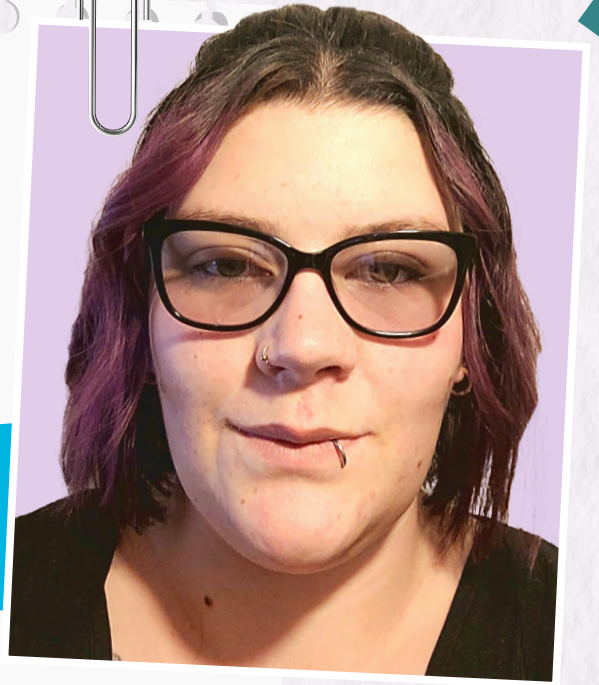


Lovely to meet you, I'm Emma!

I've worked in the sector for 20 years now with specialist roles in childcare, physical and learning disabilities, mental health, rehabilitation and Technology Enabled Care – where I loved seeing how innovative support can be.

What I enjoy most about my job is seeing the impact we can have on people's lives – people we support and colleagues alike.

I really enjoy supporting people, to bring someone's goals to life through amazing conversations, as well as getting evidencing spot on!



"I am really passionate about making sure support plans are owned by the individual. These are not an organisational document, they need to be individualised, and people's personality and unique perspectives need to shine through."



Need more guidance on Care & Support Planning?

Check out the Care & Support Planning page on Click for access to tons of guidance documents - including our in-depth workbook with tips on ensuring plans truly represent the individual.

Here's what some of our Service Leaders have gained from Assessment and Intervention Practitioner Coaching...

" You AIPs are amazing, you made me be a proud person with your help and support. I never knew I had such potential until completing the Care & Support Planning training. The 1:1 sessions are amazing and really helped me with any areas of support planning I was struggling with."

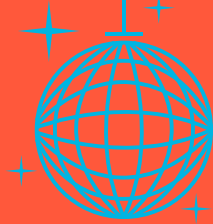
Ibby Fofano



" The Assessment and Intervention Practitioner who worked with me was very patient and gave me practical advice on how to create support plans that are centred around the person's needs. We worked together on some sections, and she gave me really useful coaching. Now I feel more confident myself and in supporting my team."

Nunzia D'Adamo





How Transform

What To Do is more than just an award-winning accessible activity hub; it's been a lifeline for many. Launched in 2020 to combat loneliness during the pandemic, it has grown into a vibrant, thriving community. Built around the passions and dreams of its participants, What To Do's life-changing potential is evident through the aspirational outcomes of the people who access it...



Elle reflects...

"What To Do has helped me enjoy food again — and also the social side of this. My husband Matt and I love going on dates to Mowgli and this year, we're cooking Christmas dinner for our families in our new home — I can't wait!"

Elle's learnt to love food again!

Elle, a member of our awesome Support Squad, has some mobility issues and was attracted by the convenience and accessibility of What To Do — but its impact on her life has gone far beyond all expectations.

For almost ten years, Elle lived with Gastroparesis, a condition that prevented her from eating solid foods, leading to social isolation and a strained relationship with food. But when What To Do promoted a cook-along session to make curry with a professional chef, something changed.

Despite her challenges with eating, the smell of Indian cuisine was always tempting to Elle, her healthy creation reignited her relationship with food. Encouraged by the What To Do community and her medical team, Elle began reintroducing solid foods into her life. Two years later, she's transitioned away from tube feeding completely and is now healthier, happier, and full of energy.



Helen unleashes her star quality

Helen, from the North East, has always loved singing and dancing. Since joining What To Do, she's flourished. Born with cerebral palsy, Helen previously lacked the confidence to attend live events. But through What To Do, she's really embraced her passion for the arts and gained the confidence to live

life centre stage. Whether enjoying a virtual Glastonbury event or going to London for her first West End show, Helen's fabulous life is bringing her so much joy. Helen attends What To Do sessions weekly, lighting up our screens with her glamorous costumes and dazzling smile!



DO is ing Lives

Kevin and Robert: a twin bond growing stronger



Scottish twins, Kevin and Robert, moved out of their family home in 2019 and now live in their own homes, next door to one another, supported by Community Integrated Care. By day, they work hard in local shops, but by night, they're all about fun. Thanks to What To Do, they've joined a network of party-goers, joining DJ sessions hosted by people we support across the UK. This platform keeps their bond strong while helping them develop digital skills and meet new friends. They'll always look out for each other during the session and have a little dance-off!

A word from one of our What To Do supporters, Paralympic table tennis pro, Jack Hunter-Spivey



What To Do is amazing. I love to see people living their dreams, being inspired, and doing things that they could never have imagined possible. To play my part in that and share my story as a Paralympian is a privilege.

Community Integrated Care is close to my heart. It's a charity that overcomes barriers and makes amazing happen. I'm honoured to be part of the Best Lives Possible mission."



Coming up on What To Do...

With exclusive events each week, there's always something on the bill for everyone.

We've got inspirational sessions on self-love and acceptance, mammoth cook-a-thons and even top tips for great accessible travel!

Scan the QR code to see what's in store for the coming weeks and get signed up!



Thanks to the incredible people we support and our wonderful partners, What To Do is a community where everyone can connect, grow, and thrive. Bringing together inspirational VIP guests, once-in-a-lifetime experiences and so much fun – there is something for everyone.



A QUICK CHAT WITH

Jillian Stewart

Support Worker at Edgar Road in Moray!

With an amazing career in social care spanning over 20 years, Support Worker, Jillian has had an exciting 12 months since joining Community Integrated Care as part of our merger with Inspire. We chatted to her about the moments that have made this so magic.



Tell us more about your experience of the merger...

JS It's been hugely positive. One of the main things I practice every day is how we can help the people we support to live their Best Lives Possible. The training I have accessed through Dare to Learn and GROW has been brilliant.

What was the highlight of the trip?

JS For me, it was seeing the genuine smiles of happiness and enjoyment on the faces of Michelle and Sharon. A moment that stands out is going on the Cars ride, whilst both were a little nervous in the queue, they enjoyed every minute of this and really challenged their fears!



We hear that you and a person you support have been on a trip of a lifetime recently...

JS Yes, we have, and it's been years in the making. Michelle, a person I support at Edgar Road, has always had a love for Disney Princesses and it was her greatest dream to go to Disneyland and meet her idols. This year, we were finally able to make this dream a reality, along with her fellow housemate and friend, Sharon, and they had an amazing time!

What have you got lined up next?

JS Sharon loves music and has some shows lined up in Edinburgh - she's really excited! Michelle is going to Elf the Musical in Aberdeen in December for her birthday celebrations too, so it's all go!

