



Involved!

AUTUMN 2016

Welcome!

Welcome to *Involved*, the latest edition of LinkLiving's newsletter for the people we work with.

We want you to have the opportunity to get involved in all aspects of our work and hope you like the new name of our newsletter and the stories that are in it!



What you had to say about us

Earlier in the year, we asked people who receive support from LinkLiving to tell us what they think of us. Here is what you had to say:

92% of people who responded felt that their support workers were professional and respectful when working with them.

92% felt that they have choice and control over what happens during their support

92% felt that they always had choice and control over what happens during their support

You also told us about some areas for improvement:

Only **78%** of people who responded knew how to make a complaint about LinkLiving if they needed to. To address this, we will work to increase awareness and understanding of our complaints process.

Only **68%** felt their support planning paperwork was excellent or very good. To address this, our new Carista system will improve the quality and value of our support planning records.

Thank you to everyone who took the time to share their views with us!



SmartLiving fun day!

At the end of July SmartLiving held a Fun Day at the Meadows for all service users across the Falkirk, Fife and Edinburgh programmes.

An action packed day brought everyone together to reward volunteers and service users for their hard work. The day included a scavenger hunt, BBQ and numerous competitive games of rounders.

We were joined, by Craig from Total Health - specialists in the art and science of living well, working to improve happiness, wellbeing and performance) - who took a warm up to start the vigorous rounders action.

A huge thanks to the staff members from Private Sector Leasing team and Edinburgh Young Person's Service who attended and helped out (or hindered with regards to ball catching).

The young people thoroughly enjoyed their sunny day out in Edinburgh, with one volunteer, Ollie posting on our Facebook page:

"Thanks to all the staff for the great time at the SmartLiving fun day out at the meadows was great!!!!!"

Picture: The SmartLiving Volunteers with the staff from PSL, the Young Persons services and the Employability Project worker, Natalie Graham



Excellent! – Edinburgh Young Person's Service

Edinburgh Young Person's Service (EYPS) has been assessed as "excellent" by the Care Inspectorate for the quality of its care and support and its management and leadership. This is the highest possible rating.

The Care Inspectorate regulates and inspects care services in Scotland to make sure that they meet the right standard.

Staff from the Care Inspectorate looked at 13 questionnaires from people supported by the EYPS. They also met two people supported by the service, as well as two people supported by the Positive Transitions Project.

Thanks to everyone who took part!



Low cost WiFi launched at WBM

A low-cost WiFi service has been launched for people who stay at West Bridge Mill, Kirkcaldy.

An internet connection system has been installed through Happus, in partnership with TalkTalk, and cost tenants only £1 per month.

Until this service went live the tenants of West Bridge Mill relied on mobile phone data when they needed to access the internet within the building

Due to its success we are in the process of seeing whether this could be replicated for the tenants at the Positive Transitions service at Bonnington Road in Edinburgh.



Radio star!

Joe Clark, one of our service users in the Midlothian Visiting Support Service, has been a regular attendee of the Hearing Voices group held at the Hive in the Royal Edinburgh Hospital each Wednesday. He was selected to take part in a Radio 4 programme - Borders of Insanity.

The programme went out on air on Monday 13th June at 8pm.

Joe was interviewed about the voices he hears in his everyday life. The issues they raise for him and their effects were used to prompt debate on the programme.

Joe was quite nervous about going on the programme to discuss such personal issues but he was supported and encouraged by his colleagues and the facilitator at the Hive. He enjoyed the experience.

Well done Joe!

Wednesday job club in Fife

The Employability Service in Fife runs a job club every Wednesday between 10.00am and 1.00pm. It is held in the training suite in West Bridge Mill where there is WiFi and access to a computer.

The club is open to anyone who would like support in their job search. There are representatives from SmartLiving and Fife Council on hand each week to support participants.



Fife Housing Support afternoon tea

The Fife Housing Support Service held an afternoon tea on 28 April 2016 to help improve service user involvement.

14 service users came along and provided a number of suggestions on ways they would like to get involved, including:

- Involvement in service development and recruitment
- Cooking workshops
- Involvement in volunteer befriending

- Choir
- Community events
- Complementary therapies
- Social outing/groups – summer BBQ/ quiz nights.

If you have other ideas or ways you would like to become more involved, please contact your support worker.



Big Fit Walk 2016

Over the month of June some of the LinkLiving services took part in the *Big Fit Walk 2016*.

The aim of the Big Fit Walk is to inspire communities across Scotland to come together for a short walk to celebrate the benefits of being active.

The volunteers from North Lanarkshire Care and Repair went to Chatelherault Country Park in Hamilton on a big fit heritage walk on 9 June 2016.

The guided walk lasted around two hours taking the volunteers back in time to some of Chatelheraults historical jewels including The Duke's Bridge and the ancient oaks. The walk concluded with a light lunch at the oaks visitor centre.

SmartLiving Edinburgh & Fife and RealLiving volunteers, members and staff have all taken part in their own Big Fit Walks, pounding the streets, local beaches and parks and enjoying getting active!



Picture: Irene Blackburn, Involvement and Participation Manager and North Lanarkshire Volunteers before they set off on the Big Fit Walk.

National Involvement Network

LinkLiving is proud to be member of the National Involvement Network, which promotes and supports the ongoing involvement of people who use services in the organisations that provide support for them.

If you would like to find out more about the National Involvement Network or would like to attend one of its meetings or events, please speak to the person you know best at LinkLiving or send an email to irene.blackburn@linkliving.org.uk



Hats off to Robbie and Shauny!

Congratulations to Robbie Gallagher and Shauny Hampson, who were runners-up in Fife Voluntary Action's 2016 Awards.

Robbie, who is a long-serving ambassador and volunteer for RealLiving, was nominated for Volunteer of the Year for his befriending work and his key role in the social cafes in Rosyth and Torryburn

Shauny, who was nominated for the Most Inspirational Volunteer Award, makes a key contribution to Step On, taking part in job fairs as well as providing encouragement and support to new volunteers.



Picture from left: Robbie and Shauny

Thanks and well done to both!

Full steam ahead for RealLiving Volunteers

Around 70 members, staff and volunteers from RealLiving's social cafes in Rosyth and Torryburn visited Bo'ness and Kinneil Railway in August. The trip, which involved a visit to the museum, lunch and journey by steam train, was a great success.

Photo: Some of the RealLiving Members



LinkLiving EMHS annual summer party

The Edinburgh Mental Health Service held its annual summer party on 3 June 2016 at the RAF Club in Edinburgh. The venue has proven a real favourite among the service users.

It was attended by 40 people, which was an excellent turnout. The evening was filled with talent and performances from the service users and staff.

There was a viola solo performed by Roy Gibson and a drum solo by Alan Friend both service users from the EMHS. Later in the evening Alan was accompanied by LinkLiving's Jordan Moncrieff on the electric guitar. The duet went down a storm with the party guests.

Tom Nimmo from the Edinburgh Young Persons Service provided DJ, karaoke and MC skills to keep the atmosphere alight.

The party was a huge success, with the service users saying: "This has been one of the best ever parties".



Picture from left: Jordan Moncrieff and Alan Friend performing their duet!



Picture above: Roy Gibson performing his viola solo.

Lost in music!

A group of staff and service users from Fife have launched a new music initiative, *Lost in Music*, which brings people together to build their confidence and make new friends through singing. One of the first songs the group has worked on is *I won't give up* by Jason Mraz.

The *Lost in Music* group meets in West Bridge Mill, Kirkcaldy, from 5.00pm on Wednesdays.

To get involved or discuss setting up a similar group in your area, please speak to the person you know best in LinkLiving or send an email to Stephen.mccabe@linkliving.org.uk



Picture above: Jason Mraz

Spliff Richard and the Snapping Turtles

Spliff Richard and the Snapping Turtles – described as "Scotland's most badass funk/soul party band" – will headline a benefit concert for LinkLiving on 25 November 2016.

The band, which features Jamie Steele from our Fife accommodation team on bass,

will perform free of charge.

If you would like to attend the concert, which will be held in Kirkcaldy, or would like to get involved in ensuring the success of the night, please speak to the person you know best at LinkLiving or send an email to jamie.steele@linkliving.org.uk



Picture above: Jamie playing with the Snapping Turtles.

B for barbeque

We held a number of BBQ's over the summer months, with the aim of encouraging people to enjoy good company, good food and (fingers crossed) good weather.

BBQ's were held in Comely Green in Edinburgh and in Fife.

Meanwhile, staff and Board members from across the Link Group attended a fundraising BBQ for LinkLiving, raising £500 in the process.



WBM Re-furbishment

West Bridge Mill has had a makeover! With help from Link's In-house Trades Team the LinkLiving offices in Fife have had a much needed re-furbishment.

There has been new and improved kitchen facilities installed, decorating of the whole building to freshen it up and even a computer suite set up that can be used by tenants and service users.

The building was officially re-launched by Sarah Smith, Director of LinkLiving on Thursday 15 June 2016.

The improvements at West Bridge Mill aim to improve the quality of living for the 30 people who live there and the experience for the others who use our services.



Picture: West Bridge Mill

Design a Christmas card and raise funds for LinkLiving

If you're a budding artist or just want to express yourself, why not think about designing a Christmas card for LinkLiving? We are also looking for a number of designs which will feature in a pack of cards which will be sold to raise fund for our charity.

If you are interested in getting involved, please speak to the person you know best at LinkLiving or send an email to irene.blackburn@linkliving.org.uk





Help us improve our newsletter

If you enjoy reading our newsletter but have some thoughts on how we can improve it, why not get involved in our new editorial team?

We would like a small group of people we work with to help us develop the newsletter and make it as relevant as possible to their interests and needs.

Get on Board!

Are you interested in influencing what LinkLiving does and helping us to grow and improve our services? If you are, why not think about joining our Board?

The Board ensures LinkLiving is well run, financially stable and achieves its objectives. It meets every two months and is made up of volunteers who share our organisation's values.

The Board is keen to involve people who have experience of receiving the services we offer or who have experiences and skills which can bring fresh thinking to our approach.

The role will include meeting once every three months to discuss the content of the newsletter and the stories which matter most.

If you would like to join the team, please speak to the person you know best at LinkLiving or send an email to claire.moffat@linkhaltd.co.uk

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Link will produce this information on request in Braille, Audio Tape, Large Print and Community Languages.



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