



Involved

Spring 2018

Five-star Fife!

Our Fife Support Service was visited by the Care Inspectorate in December 2017.

The service includes the flats in West Bridge Mill and the support we deliver in the community.

The Care Inspectorate looks at the quality of care in Scotland to make sure it meets high standards. If improvements are needed it will support services to make positive changes.

We received the following grades:

- Quality of care and support - Very Good (5)
- Quality of staffing - Very Good (5)

The best grade a service can get is Excellent (6). The worst grade a service can get is Unsatisfactory (1).

The inspectorate also gave us some suggestions for improvement. It told us that:

- We could improve the quality of information in people's support plans.
- We could improve how we think about people's support needs and if they have changed. Our notes about this could be better.
- We could give people better information when they move from one service to another. For example when people leave West Bridge Mill but keep getting support in their own home.
- We could do more training on emotional support and mental health.

We are setting up an Improvement Group to work on these ideas. If you would like to take part, please speak to a member of staff.



Get to know the new Health and Social Care Standards

New Health and Social Care standards have been introduced which outline acceptable standards for health, social care and support services in Scotland.

They say that:

- People should treat you with respect
- People should be nice and caring to you
- You should have your say on how you are cared for
- You should have the right support at the right time
- You get support to feel happy and well

The Standards will also help LinkLiving staff provide you the highest levels of support.

The standards set out five principles:

Standard 1

I get good care and support that is right for me

Standard 2

I am involved in my care and support

Standard 3

I trust the people who support and care for me

Standard 4

I trust the organisation I get care and support from

Standard 5

If I go to a service in a building, it is high quality

If you want to find out more or if you feel we are not meeting the standards, please contact us on 0330 303 0302 or enquiries@linkliving.org.uk



Health and Social Care Standards

My support, my life.

Saltire Success!

We recently celebrated the achievements of seven of our volunteers, who between them have completed more than 2,234 hours of volunteer work.

The young volunteers were presented with certificates signed by Scottish Government Ministers at a Saltire Awards presentation at West Bridge Mill, Kirkcaldy.

The Saltire Awards celebrate, recognise and reward the commitment, contribution and achievements of young volunteers between the ages of 12 and 25.

They help volunteers reflect on the skills and knowledge they have gained throughout their volunteering projects.

The achievement comes during the Scottish Government's Year of Young People campaign – a year-long event celebrating the achievements and contributions of young people across Scotland.

Sarah Smith, Director of LinkLiving said: "We are so proud of our volunteers. To complete over 2,234 hours of volunteering work is an amazing achievement, and speaks volumes about their levels of dedication."

"We work with around 80 volunteers each year. They come from a range of backgrounds but they have one thing in common – they help us make a positive impact in our local communities."



Photo: Volunteers receiving their certificates!



No Bystanders at LinkLiving!

We are proud to support *No Bystanders* - an anti-hate campaign created by Stonewall to call for an end to all types of bullying and abuse.

Being a bystander means standing back and not taking action when others are being bullied, discriminated against or harassed. This doesn't help us or the person who is being bullied or treated unfairly.

By challenging unacceptable behaviour when we hear or see it, we can support people who are being treated badly and make our communities better for everyone.

If you want to know more about this campaign and what it means, please speak to a member of staff.



Get on Board

Like all charities, we have a Management Board which ensures our organisation is well run, financially stable and does the things it is supposed to do.

Our Board would like to include more of the people we support. By bringing first-hand experience of our

services, the people we support can help us make improvements which will enable us deliver a more effective service.

Joining our Board can also help you develop existing skills, learn new ones and meet more people.

If you are interesting in joining our Board, please tell the person you work with most closely.

We will then arrange to meet you to talk about the role and what it involves.

The snow must go on...!

The cold weather at the start of March was the worst we've had for many years.

Although we had to cancel some of our support, some of our staff were still able to help people who would have been at risk without our help.

We would like to thank all our staff who went the extra mile!

We would also like to thank The Co-op in Lochore and McQueens Dairies in Kirkcaldy for their kind support.

They donated food and milk to some of the people we work with.



Photo: It's snow bother for Pete!

Better than Well Service Launches in Fife

We launched Better than Well – a new service in Fife for people over the age of 16 who have been affected by childhood trauma.

The service, which is funded by the Scottish Government’s Survivor Support and Development fund, helps people living in the Kirkcaldy and Levenmouth areas who have found it difficult to engage with other services.

People who access the service receive eight one-to-one sessions with a self-help coach while they learn useful coping strategies for managing the effects of trauma. The self-help coaches also work with them to access new opportunities and additional services.

If you would like help from the Better Than Well service, or for more information please contact us on 0330 303 0302 or enquiries@linkliving.org.uk.

£2,000 donation from TK Maxx

We were delighted to receive a donation of £2,000 from TK Maxx’s St Andrews Square store in Edinburgh.

The donation was made as part of the company’s Community Fund Foundation which supports smaller charities that matter to TK Maxx’s employees and customers – either through personal experiences or due to support they deliver in local communities.

Sarah Smith said: “We are very grateful to TK Maxx for its generous donation. The money we have received will help us make a real difference to the lives of the people we support in Fife.”

Photos: Sarah Smith receiving the cheque from TK Maxx’s Lyakat Sattar



Step On Project SURFs to Success

Our Step On project was named 'Youth Employability Project of the Year 2017' at the SURF Awards in December.

The project received its award from Kevin Stewart, Minister for Local Government and Housing.

The SURF Awards recognise and reward best practice and innovation in community regeneration, promote and disseminate best practice across Scotland and highlights the role that regeneration projects have in improving the wellbeing of individuals and communities.

Step On is an employability course aimed at young people between the ages of 16 and 25 which stimulates and enhances personal development and provides practical employability support for those most vulnerable.

Through group activities and volunteering opportunities, Step On helps young people improve their confidence and learn new skills such as team working, leadership and communication.

It also supports participants to identify their goals and aspirations, such as training, further education or a potential career path.

Over the past year, Step On has supported over 107 young people into the employability pipeline, with 34 moving into employment or training, 58 registering as volunteers and the remainder moving onto stage three employability training.

Photo: Step On staff receiving their award!



LinkGiving to our communities

LinkGiving gives all Link employees the opportunity to go the extra mile to help make a difference to the communities in which Link has a presence.

It involves giving up time from work to take part in voluntary activities to benefit the local community.

Link staff helped out at:

- LinkLiving's social cafés in Rosyth and Torryburn where they put on a range of activities
- Comely Green where they helped improve the garden area for service users

Feedback from staff was that they thoroughly enjoyed getting involved and that everyone they met were very friendly and welcoming.



Sing with Link Toon Choir!

The Link Toon Choir is looking for new members!

It meets every Tuesday between 4.00pm and 6.00pm at West Bridge Mill and is free to attend, although a £1 donation is encouraged if people can afford it.

Any money raised will be used for food, refreshments and social event for the choir.

If you want to get involved, please contact the person you know best at LinkLiving.

The Choir recently won a photography competition run by The Housing Support Enabling Unit which celebrates the achievements and the experiences of people who receive housing support services in Scotland.

Service Manager, Selina Grieve along with Support Worker, Ann Marie Crombie and two choir members Graham Easton and Ellie Croslegh attended an event in Edinburgh and were presented with a certificate and a cheque for £100.

Below: The Choir's winning photo



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



HAPPY TO TRANSLATE

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INVESTORS IN PEOPLE | Gold

