

# Magic Life

## Sharing Experiences

- Podcast Interview With Cheryl
- Things Can Only Get Better
- Valentines
- Pizza Party
- Baking Delight
- Birthday Celebrations
- Chicago Bulls
- The Joys Of Being A Support Worker
- Magnificent Bunch Of Doer's
- Welcome Ryan
- London Calling
- Birthday Basher
- Animal Lovers
- Flying Visit
- Coffee Cup
- Career Focus
- A Careers Guide To Fire Safety
- Don't Delay
- Milo Tour Dates



# Podcast

## Sharing Experiences

At Magic Life we understand the importance our staff play in supporting the people entrusted in our care. Our staff are diverse and come from all walks of life, range in age from the young to old. Some of whom have not had the easiest of journeys in their own lives. Understanding why people start a career in social care is interesting to me and therefore I have decided to create a new series of podcasts to explore their journey.

In this first episode, I interview Cheryl Evans who is a project manager who manages two of our homes in North London. Cheryl's story is one that will take you on a journey of extreme sadness and a quest to find understanding and resolution. Fighting back the tears might be difficult, especially for those of you who have raised a family. So, I hope you can take the time to listen to this insightful podcast. However, before you start the podcast, if you so wish, I would like to extend an invitation to anyone who wishes to tell their story / journey into social care.

interesting and I hope that these series of podcasts will show how amazing care social care can be for everyone involved.

To listen to the podcast please visit the Magic Life website

**<https://magiclifeuk.com/podcast-with-cheryl-evans/>**



Please keep in mind that everyone's story is important and

# Things Can Only Get Better

Song for the month: Things can only get better. D:Ream

I realise that I am late with the message and it had occurred to me last night as I was driving home that there was simply something I forgot you do. Is this a case of my just getting old? Some would say that but I like to think that the focus has been on a short month in which so much has been happening.

This month I want to focus on the quality audits. It may seem an obvious place to go but I feel the need to bring our attention to what is actually going on. When I started their role, I was given the remit to get us to a 'good place' as an

organisation. That was essential given the size of the company as well as our hundreds of employees. Everyone wants to think that the company they work for is at least seen as somewhere where they would want to be. So that

was the challenge I embraced. I sat with the quality assurance manager to ask what we need to be doing in order to get us to being good and the quality manager stated that it starts from the top and filters down. Therefore the onus being on all the service managers being in a position to manage this. There was a lot of pressures on the services to deliver and as well we all know, we are working with some

very complex individuals on a daily basis which is a part of the challenges we face on a day to day basis. So seeing some service achieving a 'Good' rating on their audit created the template for others to follow. At the end of last year we had 3 services hit 90%+ as a score which felt so good because those managers had an idea of what was needed to bringing their services to a standard. We celebrated those successes and incentivised other services in order to get to that level. As I sit and write this epilogue, we now have 8 services sitting in 90%+ and I am convinced that at the end of this quarter, we would have seen at least one service sitting in the 'Outstanding' category. This is purely down to the fact that as managers and teams we have seen the importance of delivering quality to the people we are charged with supporting. I am seeing every day, the efforts that is being made to not just completing paperwork in a timely fashion but seeing videos of people we support riding horses where once upon a time, was never even considered as part of an individuals make up. Moments to be proud of.

I also had the pleasure this month to have an early morning conversation with Mario Michaels (CEO of Paul Simon Homes) I often see Mario around the office and have to admit in awe of his presence in the office. However an ad hoc conversation allowed me to see just how involved he is in making the Magic happen within Magic Life. It might seem a little cliché but I walked away from the conversation simply thinking WOW. I know it is rare to see what happens behind the

scenes of a large organisation, seeing how things tick but there are some fantastic people working in the background in order to making great things happen. I for one continue to be honoured to be a part of the organisation especially as I see how things continue to develop and grow and to hear the news from my colleague Raf that we are now a LARGE organisation is exactly where we need to be and it is the staff that we work with who are responsible for us being where we are.

It is no time to sit and pat ourselves on the back but realise that the emphasis on hard work is getting us where we need to be. My song choice of things can only get better is by seeing what has been achieved in what some may say has been a difficult month.

I want to end my message by stating that we cannot help but note that as we switch on the radio, read newspapers or check our social media accounts, note that the world is in the middle of a difficult time. Thoughts and prayers to those who are experiencing a difficult time for loved ones.

Eamonn Cummings  
Director of Operations





# Valentines

Bruce Grove

## Bruce Grove valentines vibe

We continue to create a peaceful and happy environment at Bruce Grove, if our service users are happy then the staff are happy.

This is was the month of love, Valentine's Day, has been the talk amongst the service users. Generally they have been doing well and there has been very little issues, which is always a good sign

The service users have planned Movie Nights, Sunday Roast Night, Karaoke Night, which will start during the course of the March,

Depending on accessibility of the Karaoke machine, it will be so much fun, as we have a two keen singers in the service, so it would be nice for them to express themselves through music. RB is an excellent singer and felt that by enabling to express himself through music might help him with confidence and to spend more time engaging with the service users and keeping safe by not being on the street. It really has been a good month all round.





# Pizza Party

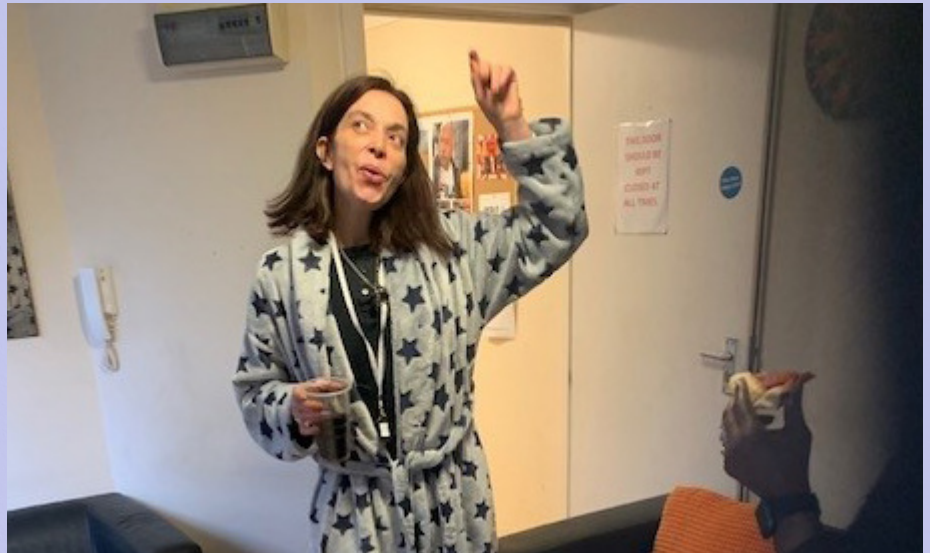
171 Harringey Road

The residents from Harringey Road have been busy making and decorating valentines cards.

I'm sure the lucky recipient of the card will be really happy, as the cards are so lovely.

As usual food plays a major role at Harringey Road. Residents have enjoyed lots of communal cooking day's and a pizza party to boot.

Residents have also been busy out shopping and visiting the local hair salon.





# Baking Delight

Grove Park Road

Grove Park Road enjoy baking a wonderful chocolate Topped cake with icing sugar and topped with treat's. In addition to the baking the ladies are busy with their day to day lives, going shopping and visiting family.

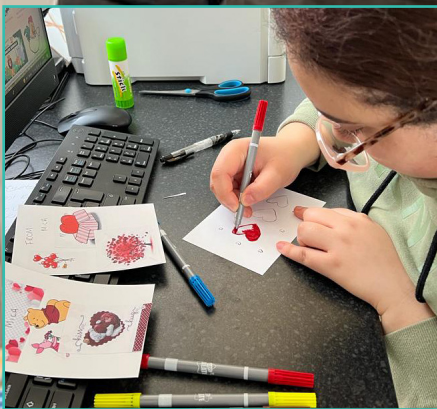




# Birthday Celebration

672 High Road

What a month it has been at 672. They enjoyed a Birthday Party which included bowling party, Valentine card making, African drum playing and even a spot of plane spotting. Its been super packed and looks to be great fun.





# Chicago Bulls

## Burlington Lodge



Burlington Lodge have been busy out about with trips to the Wood Green Shopping centre where Gabriel purchased a Chicago Bulls top which he loves and has not stopped wearing it. He also enjoyed going to Mac Donald's

Michael is now using his standing frame which he enjoys whilst playing piano and watching TV.

Meanwhile there have been trips to the barber shop and trips to Woodbury downs.





# The joys of being a support worker

I have not always worked in the social care sector - I used to make cardboard tubes.

Someone I used to work with at the tube factory seemed to need a confidence boost. When I worked with them, they worked well and got more done.

When others, who were less patient, worked with them, they struggled and seemed to get upset. Without realising it, I was 'supporting' them.

This made me think if there was a career in that sort of work, so I looked online and found there were actually a lot of jobs I could do! So I applied for a role and I started working for another organisation, working in the community. Once I began my new job as a support worker I was surprised to find that not only did I enjoy my job, I excelled at it. I haven't looked back since!

I started looking to work for another organisation, I enjoyed my previous job but there was very little chance for professional growth. I used to volunteer at Mencap and Gateway in Doncaster and I met some support workers who worked for Mencap. They told me about the work they did and how they're supported and were encouraged to push themselves. I was also told about the great array of different roles available within Mencap.

I support two amazing gentlemen. One is 24 and the other is 43. They're a bit like chalk and cheese really. One's

quite lively and the other's so laid back he's nearly horizontal; but it works. Both require 24 hour support, and sometimes an encouraging nudge - But who doesn't?! I also sometimes do relief work at different services.

Last September, the people I support, myself and another staff member went to Majorca. It was a big responsibility and at times quite intense, but it was amazing and so rewarding to see how much the people we support enjoyed their holiday.

The best thing about my job is seeing the people I support getting to do something they've always wanted to do, and being part of the process that made it happen.

It can be quite difficult seeing the people I support struggle with their emotions. Recently, one of the people I support had a relationship end - he took it really hard and it's been a huge adjustment for him.

If I had to pick a most memorable moment since working at Mencap, it would be when someone I was supporting opened up to me and told me what was upsetting him. He'd been showing challenging behaviour for a while but no one knew why. I felt so proud that he'd picked me to confide in and, because he'd told me what was upsetting him, the staff that work with him and myself could support him through it.

I think a lot of organisations that provide services overlook the fact that the staff who provide

support, need support too. It might be training staff, listening, or just being there for us. I've found that Mencap have been supportive since I first started.

There's never been a point where I've felt that there's no one there to support me when I've needed it.

I expressed my interest in possibly doing some work in advocacy to my service manager. Since then, she did everything she could to see this happen - I am now a sessional advocacy worker as well as a support worker; I'm loving the new challenges that it brings, as well as the great feeling of accomplishment when I've helped someone to make a difference in their life.

I think to become a support worker you need to be calm, positive, trustworthy, show empathy, have initiative, be able to ask for help, be able to challenge people's narrow minded views, be caring but remembering the importance of personal boundaries and the ability to take your ego out of the equation.

If someone wanted to become a support worker I would say go for it - be up for a challenge and ready for a rewarding job. If you've had an easy shift where not much as happened, chances are, you've not supported someone well. I love my job; it's been life-changing!

Story taken from Mencap

<https://www.mencap.org.uk/blog/ joys-being-support-worker>



# Magnificent bunch of doers!!

## Devonshire Lodge

I usually do not like to sign or write messages as it often feels awkward and unnatural. I am very irregular and frankly awful with cards, wishes, anniversaries etc. Verbally praise, recognition or a simple pat on the shoulder of a staff member that stands out it my preferred way of acknowledging hard work that has been completed. At the same time there were so many good things happening at Devonshire Lodge this month that I wanted to write a big, massive thank you to the entire team working at the project.

The pinnacle of good work completed took place on last Sunday in February during an activity visit to Milton Keynes' inflatable park. It was a great day out with some challenges to be tackled but the one that can be summarized as a success. It was shortly after returning from the trip, I have spoken to a staff member; Tilda, who has just recently started her career at Magic Life. It was not easy day for her as she was paired with people with challenges, but still managed to contribute and make this time exciting for our residents. When I asked her to share thoughts around her experiences she said; *"It was just good to see so many people, working together as a team but being happy, communicating within seconds in a busy place, to ensure happiness of people supported. It was good experience to be part of such team"*.

It was during this conversation it hit me, that what has been achieved at Devonshire Lodge is not easy and I wanted to take my time to recognize this

positive attitude, but also name few people for their ongoing commitment to providing excellent service.

When we came to the activity it was obvious the venue was slightly different to what was advertised. We booked tickets for autism friendly session but the environment was not friendly to say the least. The music was blasting, kids were laughing not too mention high number of toddlers freely crawling on the floors our clients meant to enjoy. This was not how we imagined SEN session providing for those with sensory needs. It was easy at this point to take step back, go back to the car, return to safe space, perhaps opt for a lunch at local McDonalds, but this even did not cross minds of **Magnificent Bunch of Doers** from the Lodge. Everyone just went ahead and committed themselves to supporting someone. There were no allocations, there were no strict rules, there was no need for management to be involved.

Whilst one of the residents found the environment overwhelming team communicated with each other within seconds. Person who meant to be on 2-1 was on 3-1 and a lady who should have two staff with her was supported by one person only. This requires massive amount of trust between colleagues, this requires for people to have skills and positivity and be available to step up when minor crisis starts. Having this in mind I wanted to take my time and say a massive thank you to those who thought outside of the box on the day; Michael, MD, Tilda, Mulki, Osbourne.

I would like to make it clear that I am aware that it was not one of and your hard work continues on a daily bases.

This attitude of togetherness and respect spreads across entire team into support of every resident. Having this in mind I would like to say a massive thank you to Christian for arranging England National Team Tickets for Perry and taking lead on many other activities. Big thanks to; Sundus, Sahra, Aimee and Kenny for arranging horse riding, ice skating and swimming. I tip my hat to the entire team of ladies supporting Donjeta; Dana, Aimee, Rutendo and even though she still refuses to go out your consistency, effort and patience are recognized and appreciated. Special thanks to MD and Sham for offering Jamal activities linked to his cultural needs and background. Massive respect goes to Wilton for being flexible and openminded during transition of Gio. Last but not least; I would like to reach out to all the night staff who actively participate in preparing people for those activities by making sure they are rested and prepared to attend community. Thank you very much for all your hard work!





### Benefits of Equine Therapy

Equine therapy helps build:

Emotional awareness

Confidence

Social skills

Trust and empathy

Impulse control

Problem-solving skills

verywell





## Welcome Ryan

The chapel would like to welcome their first young person who has recently moved in, Ryan....

Ryan enjoyed exploring his new home and unpacking all his things. Once settled Ryan took a trip to the local pub here he had a lemonade, Ryan is found of the new park he can visit .

Ryan has been making cakes with staff, practicing his letter writing to friends and family and been getting to know his new staff team.





# London Calling

Hale End

We have had a couple of work promotions with Julie Fawz who has now been made Deputy manager and Vivian Allen has now been made night senior, also I would like to welcome one of our newest members of staff Prosenjit Halder and 3 more in the pipeline joining very soon, We held a lovely staff party that we won for achievement of highest audit 2021, and our lovely Joe come to take photos and grab some food and cake, to be honest staff was taking most of the photos, I think he just come for the grub like our Eamonn did, everyone was invited but it was very short notice, but we sent some cake and food for all of them hard workers at head office.

We also done a valentine's disco for our residents as their valentine's disco got cancelled due to high winds at club 84, it was a lovely evening staff and residents had a lovely time.

Michelle returned to the home after a spell in hospital and is Mum and Dad come to visit her. We all missed her joyful laughter and happy to see is doing a lot better.

Raphael has also been enjoying his self-playing with his keyboard and playing with his best friend Sunday. He is also enjoying his new sensory light that staff and mum put on in the lounge for him to look at and really enjoys.

Irfan has been enjoying his exercises in our garden gym, and chilling in the garden with staff, he also likes going out doing his bit of shopping and stopping of at his favourite chicken shop in Walthamstow

Toby has been very busy this month again with his weekly days out with his mum which he looks forward to as they do lots of cake baking. He has also been swimming twice a week and loves his trips to London.

Sarah has been enjoying her music lessons at hale end and her weekly day out going swimming with her mum. She also enjoys her shopping trips.

Rebekah is now going Wednesday girls club after collage where they do pamper evenings. She also enjoys the disco nights at club 84.

We welcome Anjan who has joined. He has settled in well and enjoys arts and craft and playing his drums





# Birthday Basher

Manor Lodge



Michael celebrated his 20th Birthday this month. He was joined by his house mates staff who wished him many happy returns of the day. Later that day house enjoyed a karaoke night and everyone had a lot of fun. Manor Lodge residents have also been enjoying the outdoors with trips to the park and local eateries.





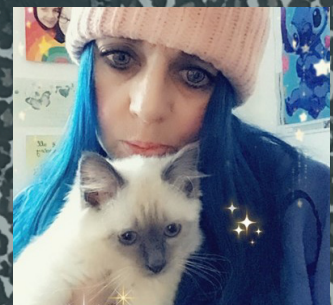
# Animal Lovers

## Northlands

Northlands residents love their pets. Thunder, the rabbit joined the other rabbits this month and is enjoy his new home. I am sure they are spoiling him too . They also welcomed Lilly the Rag doll kitten who is being loved to bits. In a month packed with animals Northlands also had a visit from Milo the English Sheep dog. Milo enjoyed a walk with residents which i am sure he enjoyed

The residents also enjoyed the fresh with lots of trips out in the local Oakmere Park and Cedar Park and of course saying hello to the local horses.

Northlands also love show their talents with cake making and the very talented artists showing her artistic painting of a ballerina. Amazing..





# Flying Visit

Park Lodge



A visit to the Royal Air Force museum left Shomari in high spirits as he enjoyed spending time looking at the planes and trying out some of the interactive games they have. He also went to Finsbury Park Bowling alley and had a go knocking down the pins

He like to be busy and enjoys paint and colouring.





# Coffee Cup

## Park Side



Although there are no pictures for the month of February for park side, there has been quite a few activities going on in house, where the services users have been enjoying Karaoke sing along with staff, to music on You Tube, playing bingo sessions, colouring, and cross words and connect4.

Derek went out for his weekly shopping and stopping to enjoy a cup of coffee with staff, which was a big achievement, getting him out and about again doing his shopping.

Errol also went out with staff for a walk around Edmonton green and having lunch which he utterly enjoyed. He also still enjoys his days at day centre.

## Career Focus

### Winns Mews

We have been focusing on positive experiences for each individual and establishing where they want to be in the next three months. An amazing outcome is that two of our service users wish to enter into the care sector and support others who have been through similar experiences to themselves. The manager has made contact with a lady recommended by Raf, who can help them to complete their care certificate, and in time move onto completing some volunteering hours, this could open many doors for them.





# A Carers Guide to Home Fire Safety

Sadly, around one third of people who die or are severely injured by fire were in receipt of some form of care or support. If you are a formal (e.g. domiciliary care worker, support worker or clinician) or informal carer (e.g. family member, friend or neighbour) and are caring for someone in their own home, our Carers Guide to Home Fire Safety will help you identify fire risks and show you what you can do to reduce them

What you will learn

The video will show you:

- How to recognise people who are at risk of having a fire
- Identify key high risk factors
- Show what actions can reduce these risks
- Describe what to do in the event of a fire

Who is the video for?

This video can also be a useful resource for:

Carers (both formal and informal)

- Clinicians
- Social or Support Workers
- Occupational or Physiotherapists
- Other relevant professionals
- Anyone providing a caring role in someone's own home



LONDON FIRE BRIGADE





# Don't Delay

## Get Booking Your Trips Today

With the weather improving the rush to book Go Mo Go will start to ramp up. To avoid disappointment, get your bookings in. You can book as far as you like in advance.





# TOUR DATES

# MILO



**Thursday 3rd March 2022 @12 pm**

10 Northlands  
Potters Bar, Hertfordshire, EN6 5DF

Then after

Manor Lodge  
3 Cedar Close, Potters Bar, Hertfordshire. EN6 1EW

---

**Thursday 10th March 2022 @12 pm**

Devonshire Lodge  
139 Devonshire Hill Lane, Tottenham, N17 7NL

Then after

Park Side and Park Lodge  
8b Park Road, Edmonton, N18 2UT

---

**Thursday 17th March 2022 @12 pm**

Grove Park Road  
57 Grove Park Road, London, N15 3HP

Then after

171 Harringay Road, London, N15 3HP

## MORE DATES TO FOLLOW