

# Magic Life

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# Phenomenal

## Eamonn



Hello and welcome to the end of month message for April.

My musical song for this month is Phenomenal by a Caribbean artist Benji. It would make sense as you continue to read the message for this month.

Firstly I like to use these opportunities to share the changes that we have within the operations teams and as you would have read that we have lost 2 of our service managers this month. Last month we lost James and this

month we have lost both Phebe and Didi. Whilst I would talk about the importance of stability as we continue to grow our organization, things happen along the way that we cannot predict but have to prepare for. Phebe was with Magic Life for a very long time. She had seen the changes made across the organization and prior to leaving, it was the happiest I have seen her. She did leave us with a heavy heart and a lot of sadness. I would like to think that where she has moved to will celebrate what she was able to offer Magic life in her time with us. I wish her every success.

Didi was not with us that long but her addition to the Magic Life management team was welcomed. She took on a very challenging service and eventually moved onto re-opening Greyhound Road services. She managed to develop a great relationship with the people she provided support to and her input will be missed. Wishing her all the best.

And for now we talk about why PHENOMENAL. In health and social care, we hardly take the chance to look at what has been achieved. The days, weeks, months and years of hard work. The focus always being on what we sometimes agree

is firefighting. That is true because we ALWAYS have an obstacle or 2 in the way that we need to navigate and because of that, we are always anticipating the what next. For the last 2 years, that challenge has been the COVID virus. Adapting how we do things. The way we work. Juggling a myriad of different things in the air and hoping to catch them before they fall. Cleaning up the breakages when they do fall only to start again. We cried tears. We smiled and laughed because there were times when it seemed that it was all we could do. But what that has done was to add inner strength and belief to all of us as people to deal with the obstacles and come away from adversities stronger. Developing the ability to cope is what I like to think that we have learnt over the last couple of years. Covid is not going away any time soon but what it has done is taught us how to cope.

PHENOMENAL because it is the reason we do what we do. Over the last month, I have observed this feature in all of us as a team. Last month we talked about loss and this month I have seen a team rise from the ashes like a phoenix and support each other in a way that for me was truly remarkable. A team that came together through adversity to become such a strong unit that the care and support offered to individuals have seen external parties marvel at the level of leadership that has transformed the services.

PHENOMENAL in hearing the stories in which dealing with challenges from families and local authorities has seen a leader shine brightly when thrust in at the deep end

to take it all in their stride to show skills and talent that has made me take notice of gold that has been unearthed and despite the challenges still, looking at this amazing person say to me 'I got this'.

PHENOMENAL as a leader has stepped forward in saying tell me what you need from me and I will deliver. Bring your tired and your weary and I will make a place for them in which they will be shown what it means to be shown compassion and love and with my support team, we will make things happen.

PHENOMENAL in watching as one leader opens their arms to embrace new individuals into their homes and to have this thrown in their face in a manner which would leave a number of people shocked. To have the leader stand strong and say that I will still stand. I will still rise and I will not be beaten requires strength and passion.

I could literally share so many anecdotes for what has been observed but as the reader you would have recognized yourself or know just what you have done to consider yourself to be phenomenal. For me, I sat with the senior management team last year and shared that I had a plan to be recognized as a big player in the health and social care market. In order to do this, we needed to be working with the best of the best. In order to do this we had to set standards so high that it became the norm. Our quality audits was just that measure. Last year 80%+ was the benchmark. Today 90%+ is standard but not enough for our services. We are becoming those big players. PHENOMENAL.

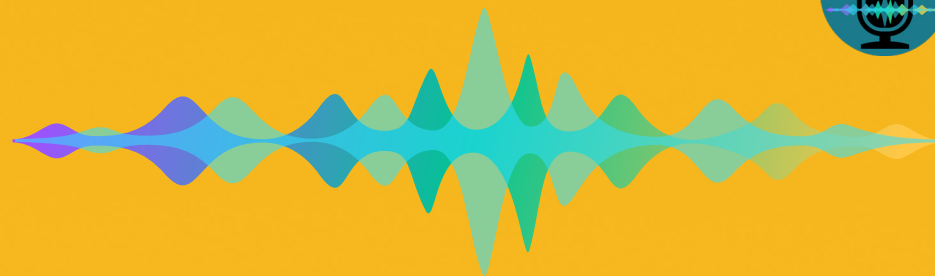


# Hollie Ferguson

## Podcast



Hollie joined Magic Life a year ago and is a cornerstone of Devonshire Lodge. Her energy and enthusiasm for support work are some of the reasons why she quickly has become the Deputy Manager. In this podcast, we hear how she started her career in social care and the joy she gets from working at Magic Life and helping people live a full, productive and happy life. You can listen to the podcast by clicking the link [Listen Now](#)



# Phebe Sterling

One of Magic Life's longest serving members, Phebe Sterling is moving to a new life in Peterborough. Phebe who managed Bruce Grove and then Grove Park Road has left the company to setup home with her husband. We wish all the best and she will be sadly missed. Magic Life would like to thank her for dedication and solid work.



# Ndidi

Ndidi who recently joined Magic Life and was managing Northlands in Potters Bar as moved on. We wish her well and thank her for work while with Magic Life.





# Aiming For Normal

## Devonshire Lodge

**"There is more to life,  
than simply increasing  
its speed"**

**Mahatma Ghandi**

Another month of being busy, of doing things, of looking for opportunities is nearly over, and last few weeks was a good occasion to redefine expectations. Not lower them, just redefine. It came after a year of regular and consistent support provided to individuals with complex needs and often unusual, perhaps intimidating behaviours. The more we have done, the wider offer of our activities was, the braver those activities were, the people supported seemed to be happier. But is that what life in supported living is about? Life of every person within the system of social care is different. It is probably fair to say that usually it is not a smooth ride. This would be the case especially when it comes to supporting those clients who experienced care as it was before Care Act 2014 came into life. Not mentioning those who were in the system in the nineties and eighties, when the most horrible examples of neglect or abuse took place. All those negative experiences often affect relationships of our residents, parents and carers and transfer, into their relationship with us. It is natural for brains of those who were exposed to atrocities, to become wired, and to expect something horrible is going to happen. This is often the reason complaints and responses from our residents are so emotional. If you stay, quiet and polite in

the social care system, no one is going to help you.

So, as we hit few obstacles within last few weeks be it linked to staffing, behaviours, or additional external factors we started to think, what is the aim of Devonshire Lodge. Being completely frank some of those analysis came after some substantiated complaints from residents and their carers. It was disappointing to see this, but being open to feedback from our clients, is a crucial part of providing quality service. We did not have any other option, but to face the music. It did not take long to figure out that consistency was the area we were failing. It was now, the question of deciding how to take this forward.

When you look at activity folders placed on Devonshire Lodge shared drive you will soon notice, diverse, colourful selection of photos, representing all the hard work that is being done on weekly bases. Only this month we had people horse riding, snow sledding, independently preparing BBQ and offering food to all the residents in the house. Young lady we support attended a gig in Brixton and thanks to effective communication and joined effort between night and day staff she returned home at midnight. After several months of being scared to leave the Lodge another resident was safely prompted to go to local shop. So many great activities! So, where do all those complaints come from. How come those lapses in consistency happen in cycles. That is where our recent catchphrase, motto, and the title of this short write up came in. Let us start aiming for normal! It was nice to see entire team to get this idea fast and start

implementing it. We still are aiming to have three structured activities attended by each client on weekly bases, but looking for activities that will reflect arrangements of NORMAL life, is at the centre of our values. It is not ok to have three amazing weeks followed up by one when quality of service drops. That is not normal.

This means we are learning to get professional satisfaction from SS visiting her grandmother. Perhaps it is not the most flashy activity ever, it is not the one you put down on your CV, but it means the world to the Nan who did not see her granddaughter for years. Normal means for PC to watch England at Wembley and visit your mum next day for Mother's Day. Enjoying the photos from the game, seating, talking and laughing around the table as the family.

Normal means doing your own shopping for the very first time in years, and picking olives as your favourite food, even though no one would ever guess you like olives.

Normal means going out to a gig in Brixton and wearing shoes that are a tad to small, but are new and in fashion. Learning from your mistakes as any other young person would.

Normal means visiting your mum in St Albans, for the first time since COVID started. Rebuilding relationships with the family. Magic Life is Just Normal...





# Purrfect Friends

95 Greyhound



BA has enjoyed trips to the local park, meet dogs and cats along the way.

BA enjoyed her trip to Trent Park farm, where she was able to stroke a horse, we saw many different animals. Local dog owners have been extremely kind and allowing

BA to interact and play with their dogs. It is lovely to see that the community showing empathy towards individuals with disabilities.

# Routine

672 High Road

The service is supporting all service users with focus on meeting their needs by engaging with them to make personal choices. The service users enjoyed out and about outside the community, they visited Bushy Park and Gunnersbury Triangle. Staff are motivated by teamwork performance and skills. I have noticed improved communication and compliance with code of conduct including cooperation with the managers in meeting required obligation and tasks. The service users have approached the Deputy manager in planning barbecue in the first week of May. The service users have increased their life skill stimulating activities and interactions. Some of the service users have been interacting with other neighbours, chatting and trying to make friends- this is positive in the neighbourhood





# Never Say Never

Bruce Grove

Another good month for our service users where there mental health has been stable, they have been harmonious for most of the month, RB has grasped how important routine is and continues to impress us with some of the positive changes he has made. He know understands that Wednesday is his room cleaning day, he still requires prompting but there is little to no challenges to do it, we are aware that this will fluctuate from month to month but we are hopeful. The regards he receives for compliance makes a difference to him, he is a very intelligent and smart young man who has his whole life ahead of him, so we will continue to encourage and reward for the difference he is making in his life.

Yes he did, we have the evidence to prove it, never say never, BF has been encouraged for a long time make changes but mentally he was not ready, but perseverance has proved fruitful, he is now venturing out on his own to the supermarket to do his shopping from time to time, I remember two weeks ago driving up Bruce Grove and saw BF strutting down the road, at a leisurely pace, I smiled as it has been a long time coming. More of an achievement, BF was supported to go for a walk in the park, his constant refusal left us baffled as to how we could encourage him more, but it had to be when he was

ready. On a lovely warm day himself and his key worker spent time chilling in the park, not without BF's bottle of coke though. Having borderline diabetes it is important that BF exercises regularly and it has been a battle but small steps can become big leaps.



Burlington Lodge

Our residents in April had attended a lot of health appointments so we tried to connect with activities outdoor at the local parks and playgrounds. Chestnut Park seemed to be the best option after appointments at St Ann's Road Surgery.

Gabriel was leaving in the beginning of April to his new home in Lambeth and we organised for him a party and wished him all the best at his new placement. Gabriel appeared exciting, however expressed that he would miss Burlington Lodge and will call on face time.

Sam was very keen to go out often and to travel by public transport. He visited Finsbury Park



Fun Fares event where he was playing with a ball.

Sam is very proud of his new glasses chosen at Specsavers Wood Green.

Sam also took part in some housekeeping activities as wiping the table, helping with laundry, using a hand-held vacuum cleaner.

Junior is in need of physical activities due to his weight, he received eventually his new wheelchair and joined some activities at the local playground, he enjoyed the most playing basketball.

In-house he was using his new standing frame, now he's able to make a set of standing exercises daily what is beneficial for his blood circulation.

In similar exercises on the standing frame was involved Michael as well.





# Happy Easter

## Harringay Road

Our residents, who all have a sweet tooth, were very thankful for the Easter eggs from head office. Over the Easter weekend, RL attended the kingdom hall Jehovah witness church, the service was two hours long but she was glad to have gone. BR went to spend the holiday with his family. The hot Easter weekend was also enjoyed with walks in the community and TB enjoyed watching intriguing documentaries for hours on end.

Sunflower challenge 23.03.22

We are starting to see some fast growth with our sunflowers. TB has been educating us on how to grow the sunflowers (she said they take a while to grow), she advises to water them only twice a week.



# Progress

## Manor Lodge

The month of April 2022 at Manor Place was full of expectation and progress as JO and MT spent the Easter Saturday and Sunday with family.

They came back to the service with presents and lots of Easter eggs.

MT Spent Easter with mum also and had a nice time over the weekend. SH and Gareth on the other hand spent the Easter holidays at the service with staff support.

This month had really been productive with the visitation of clients professional to the service and lots of online teams meeting for their well-being.

There has been more participation of activity engagements regarding MT and Jo's swimming at Furze field Leisure centre.

GS has been working until last week Sunday, when he lost his job for the second time in three months. GS is now searching for a new job.

SH has had a haircut at the barbers for the first time since the start of the pandemic. SH has allowed staff to shave his beard for the first time in two years.

There has also been a welcoming audit report of a progress from 80.30% last time to 90.41% this month.





# Jurassic Park

## Park Side

On Saturday the 16th of April 2022, Errol and Stefania went to London Zoo for Errol to see his favourite animals. The trip was comfortable as they travelled by taxi; it was nice to get out of Park Side and see a bit of the city, something that Errol was looking forward to doing, the day was a nice warm just right to enjoy a day outing. Errol was very excited to go as he loves animals, and often draws and paint them, especially birds. He expressed the desire to see the giraffe and to take a photo with her which they did. they also took photos of Errol with the zebra, the penguins, tiger and many more animals. Quite some time was spent in the butterfly's tunnel, which he really enjoyed. The tunnel was in the shape of a caterpillar, full of beautiful, different butterflies of all colours and size flying free among plants and flowers. It was like being in the real amazon forest. One of the favourite animals that Errol saw were the penguins swimming in their pool they were cheeky, dancing and swirling in front

of them. Obviously, Errol visited all the animals, the lemurs, the meerkats, the tiger, the reptiles, and, not last, the macaws. Lunch was consumed at the zoo restaurant. The zoo was crowded as it was the Easter weekend, and the public was welcoming and helpful; some people even helped to push Errol's wheelchair. They took lots of photos of the day that Errol may keep and look at from his iPad. Errol is already looking forward to his next adventure.

# Happy Birthday

## Park Lodge

Park Lodge experienced the most busiest time while 4 new resident moved as respite during Easter break. We also welcome resident LW as permanent resident. Shomari enjoyed the times spent with BS/ MO/LW /CR/ HN. The team organised BBQ during Easter break for all the residents on respite.

LW was the helper of the day, she organised the meal and

planned the sitting

arrangements for everybody. BS / HN / MO /SGF had a nice time in the back garden. In addition to this everybody spend a day out at local

Pimm's park, this is walking distance to PL

MO enjoys feeding the ducks and BS very actively interacting with everybody, they end the day by an ice cream party and relaxed on the grass. Towards the end of April Shomari celebrated his 25 birthday at PL. Resident from project PS & BL were also invited. Shomari was

entertained by resident on Tester day who performed a special street dance item for all guest.



# Train Spotting

The Chapel



Ryan has had a great month, and has been enjoying trying out new activities, including being pampered to a foot spa by the staff at Chapel Row!

Ryan has also been bowling and swimming regularly, he's taken his first train ride into the town and got a McDonald's, and then he went to the local disco/social club where he met new friends and danced the night away!

# Cooking Up A Storm

Winns Mews

Although there has been some ups and downs this month within the service, which has contributed towards down time, the support workers have been working hard to bring that homely and warm feeling back to Winns, reality is that there will be times when not everyone is in a good place but our want to bring it back to where it was is our aim. Nevertheless, the ladies have been a busy this month at Winns Mews, the ladies have been cooking up a storm, our aim is to teach them life skills, that will be beneficial to them when they move into their own homes, it's not just about cooking, we like to give them structure and routine, such as supporting them to keep their rooms clean.

As we know it's easy to click a button and have your food delivered and it is their choice but slowly we have observed those who would prefer to do this are gradually making that change, why?, Every Friday Cookery sessions are put on at the service, there is a different dish on the menu to bring variety and cater for everyone's needs, we teach the girls about ingredients, different foods and vegetables that make the dish what it is. We have been truly blessed with a fully trained chef, Henrietta Saxon who has brought her skills to the service and continues to pull out all of the stops, to make sure that the ladies enjoy and learn about catering to test

their own culinary skills, they are appreciating the sessions and learning how important it is to be able to cook a healthy and hot meal, that consists of different spices, in doing this they will also be able to budget spending, prepare meals that can be stored in the freezer and last for at least three months, this will enable them to save on the high shopping bills, that we are all experiencing in this current climate.

Making our activities fun is important, Tamara came up with the idea of planning an Easter Bonanza challenge, it was great, although not all of the service users participated, it consisted of some hilarious challenges, from the pictures taken you will see what I mean, our lovely LC came first and won an Easter egg and a teddy bear, professionally gift wrapped by Tamara. Having support workers who are proactive and have amazing skills brings change into the lives of the people we support. A trip to Paris by train is on the cards, they want to live their life and also learn about new places.





# Deep Blue

## Hale End

This month we been making great progress with Raphael, He has started to go out for regular walks with John and Sunday, Well done guys you have done a great job. We sadly said goodbye to our lovely Sahara who was with us on respite and our lovely Anjan who have both gone home.

Some of the residents have been out on some good trips to the seaside and the zoo and even on the zip wire at the O2 arena staff was more scared than the residents. We had an Easter egg hunt which Toby and Sarah enjoyed very much. And even had a lovely bunny come and give out Easter eggs to all the residents

Our lovely Daniel is starting to modernize the manager's office so we can all be one big happy family in there. We have some great outings coming up in May, can't wait for these ones

Julie and Ayesha are really looking forward to going away for a month to do a transition for our new lovely young lady who is hopefully going to join us her at hale end

I (Julie) can't believe I have been here 2 years this week, how time flies when you're having fun wouldn't want to be anywhere else great management and a great company

And lastly, I want to say a very big happy 80th birthday to my Husband Patsy for May 8th from your wife Julie x and all

the team here at hale end we all love you keep up the good work.

Michelle has been going to the funfair and seaside, she really enjoyed the bunny when he come to hale end to give out Easter eggs.

Michelle has really made a great progress in going out in the community and enjoying her regular visits from her mum and dad and aunty.



Raphael is really showing off now, bless him going out into the community with our lovely new staff member John and our lovely agency staff Sunday, you two guys have really made a young man happy he really looks forward to his daily walks.



Irfan is still enjoying his trips to KFC and swimming, and looks forward to his visits from his family



Toby has been enjoying his trips to the zoo and seaside and O2 zip liner. Toby loved the bunny and still doing his swimming and trips up to London



Sarah has been having a lovely time on her holidays with her family and loved the Easter egg hunt and bunny She has also been out on a lot of day trips she loved the zoo and funfair and now looking forward to her other holiday with her dad



Jude has been out in the garden on the gym equipment getting fit for the summer he has also been playing on the air hockey table which he has been taking a great liking to

Rebekah has been on her holidays with her mum and dad sadly she was not around for the bunny Easter visit she has returned to collage after the Easter holidays and loves being back there



She is very excited about her flowers, and she is looking into growing some vegetables. All roads will be leading to Northlands for some tomatoes soon. Lucy has been looking for ways to keep herself busy. She plans to do lots of activities this summer. She wants to go for horse riding and probably to Southend-on-sea for more rides.

Lucy had a surprise visit from Milo. She enjoyed taking her out for a walk. She enjoyed walking in the sun and got a free tan. Lucy is looking forward to another visit from Milo. Lucy got the car booked and enjoyed the day at the ninja place in Watford. She enjoyed a day full of jumping and sliding. Lucy can not wait to do it again. She wants to do more

and painting. Tabi struggles with painting since it is not stimulating enough for her, but she still tries to do it. She is now looking into going for some swimming. Tabi agreed to do more activities this summer and she is looking into visiting cute gardens and plans to go and watch Mary Poppins theatre.



## Summer Sun Northlands

Northlands has been quiet as the girls prepare to have a beautiful summer. Northlands has a new cute garden. The girls are looking into growing vegetables as well.



Lucy started her garden project and had a small budget from head office.

activities to keep herself safe as she finds her way through life.

Northlands is all about independence. Tabi got to do her own ironing for the first in years. She enjoyed doing it and was proud of herself. She wished her mum could see her iron her own clothes. Staff did help to make sure she was safe while doing it. She could not believe that she was able to stand and do it for herself, Happy days

The house had been quiet enough for Tabi to be able to resume her favourite activities. She has been doing her diamond art



# Magic Life

## Audit Awards



Watch the award video on YouTube Magic Life

In the second Audit trophy award, Magic Life would like to congratulate Park Side on Winning the Magic Award.

The second place goes to Harringay Road and the third place goes to Park Side. Also, we would like to thank everyone for their continued hard work.