

# Magic Life

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# Audit Winners

Magic Life Audit Awards

Magic Life  
Audit Awards  
July to September 2022

## Dan Murphy

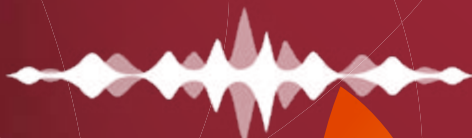
Podcast



Dan Murphy is the service manager for both Park Lodge and Park Side. Dan joined Magic Life a year ago and has already made his mark at both sites. His passion for supporting our service users and staff is clear to see.

In this podcast, we get to know a little more about Dan's career path from starting as a male nanny overseas, a holiday rep and a bar manager before settling into a career in social care where he developed to a service manager.

To listen to the full interview head to:  
<https://magiclifeuk.com/magic-life-podcasts/>



# Inspiration

My song choice for the start of the month is 'You're the inspiration' by Peter Cetera.

I think a real obvious choice as my theme this month will be focused on the fact that at Magic Life, we have just completed the last quarter of auditing using the newest format designed by my colleagues Ally Slater and more importantly the quality assurance manager Sonia Powell.

Most of you who have sat through the process would be aware that the whole premise of the quality auditing across services is a way of looking at and educating all personnel within the health and social care sector, basing this on the minimum standards set by CQC. The standards by which we are measured is related to the 5 key lines of enquiries. This is primarily Safe. Caring. Responsive. Effective and Well Led.

When Sonia comes out to all of the 14 services currently operational within Magic Life, she has a template by which the services are looked at. Her visits takes into account the standards in which Magic Life is being measured as we are a developing organisation as we continue with our growth. We need to ensure that not only are we hitting minimum standards, but looking to excel in these areas.

Towards the start of the year, we looked at the fact that the majority of our services were hitting the standards and therefore a discussion took

place in order to raise the standards. As managers, we were conscious of the fact that your own skills and knowledge was being developed and the real challenge for us as the senior management team was to ensure that the message was being shared across the teams and not just being something that was left to the manager. We felt there needed to be a level of inclusion with the staff team that was also providing the support to the individual. We also wanted to take into account the quality of the homes that people are living in as this too is part of the standards that Magic Life is hoping that we are getting right.

The fact that there has been a real emphasis on staff training has been essential in terms of what our staff are retaining and therefore the knowledge that staff have when providing support formed the basis of the newer standards created. Staff needed to have a basic knowledge of what person centred care looks like, their understanding of Safeguarding the people we provide care and support to and this also included a new line of questions related to their understanding of Medications Rights and General Data Protection Regulations (GDPR). Magic Life have invested in these areas of training and it was important that the quality audits reflected the learning in this area.

The auditing of services comes in 2 waves per quarter and the visits are usually unannounced. Letting services know when

the visits are due to take place would not provide the required scope as we intend for the practice of quality services to be an every day event. In other words, to act each day like you are about to be audited. What we were able to find was initially there was a dip in the initial rounds of auditing compared to the previous quarter. That was natural because there were an additional 50 areas that was targeted compared to the original audit. However, the fact that every service audited for the 2nd part showed great improvement shows how well each of the service and the service manager grasped the concept of ensuring the importance of the teams involvement in the management of their services.

Magic Life's growth as an organisation is instrumental in ensuring that we provide and improve on quality. It is the heart of what we do and there is a need that everything we do is filtered from my own role as the director of operations to the staff providing the support to each and every one of the people we support. I continue to say I am aware of the fact that the challenges exist but we know this and still get on with this on a day to day basis.

Lastly, there continues to be an element of pride in terms of what we have all achieved in working towards providing a place of real quality for the people that we are supporting. Long may this continue.

**Eamonn Cummings (he / him)**  
**Director of Operations**



# Making Dreams

## Bruce Grove

A promising month at Bruce Grove, most of our service users, have achieved great things this month. We really have to send a big shout out to Nana and Abu who made dreams reality.

DK likes his routines and spends most of his time in the local area. Change can be difficult but with the help of Nana, he often can be persuaded to do most things with a little incentive.

## Madam Tussaudes

A trip to Madam Tussaudes has been a dream for both DK and SSG for a while now, so when Nana suggested the trip both of them jumped at it.

DK is not a fan of travelling on public transport but even this was not going to stop him visiting Madam Tussaudes.

The day was a complete success and DK said he had an amazing time as witnessed by the photos.





WSSG was ecstatic and when he returned back home, he spoke at length about it. He was in one of the wax works and did make us laugh with one of the photos he took with a famous actor.

A big shout out to BF, who has gained a lot of confidence of late. He has been going out into the community on his own, which he found difficult. He is now going to the local shops on his own and we are very proud of him and his achievements.

KU has been saying for months that he wanted to improve his IT skills. He enrolled on a course a few months ago which started in September. He is really enjoying it and we will encourage and support him in his dream of passing the course.

## Gardening Workshop By Erlinda

Erlinda arranged a gardening workshop which was attended by nearly all of the residents. Everyone got involved in digging and planting shrubs that she kindly donated to the service. Thank you Erlinda.

SSG used to love roller skating as a young man. He has been saying for a few months that he wanted to start skating again. We spoke with his family about the risks and they

younger he would stop traffic with his roller skating skills by holding on to the back of the bus.

We have explained to SSG that he must only skate in a controlled environment, such as Roller City in Tottenham, with all the protective equipment.

He is really excited about this and is really looking forward to

## Happyness

getting all the gear so he can start skating again.

With so many exciting things happening at Bruce Grove it reminds us that when our service users are happy, we are happy. Making dreams come to life is part of support work and fills us with happiness.



## Roller King

felt that this would be good for him. His mother said that when he was



# Birthday Celebration

57 Grove Park Road



## Happy Birthday

Staff and residents had a birthday celebration to enjoy. Nancy Rhodes had her birthday on the 12th of September at Grove Park Road. The lounge was decorated for her with all her favourite foods and snacks. The residents and staff joined in on the celebration





# Under the sea

## Devonshire Lodge

As September ends and October begins, I would like to reflect on one of the most difficult challenges the team at the Devonshire Lodge faced. One of the flats of someone we support requires advanced improvement. This was due to their complex needs associated with long showers and sensory needs with water. I do not think there is a successful assessment process that could have recognised how much damage long term use of warm water can cause to a building. Yes, it was mentioned as a primary need and important need to the client, but I think we were all surprised seeing how affected the structure of the flat was.

This led us to involving Head Office and completing a more in-depth assessment of the needs of our client. It is fair to say that pretty much the entire team was involved in the process. It was agreed that a purposed built wet room was required to meet the needs of the client.

The next step was to find an alternative location for the client to move to as he could not be present whilst such advanced works were taking place. It took a while but after a few months of waiting the client was able to move to one of the empty flats at Winns Mews and work has started the very next day.

The process of moving was not easy and I sense that the service is strained as big part of the team is involved in working at a different location now. I am aware that their usual routines and habits are interrupted and for many reasons it is just easier to have larger team at Devonshire Lodge. Equally, when I look at the faces of all the staff involved who know that we are going through the rough patch to support a client who deserves such wonderful space. I would like to thank them for their continued hard work.

To wrap up this short write up I would like to take this opportunity to emphasize, we feel the Person Centred Support starts with setting up where the person lives. In addition to the new wetroom we will also be making over the sensory room with a large mural of an under water theme. I'm proud of all the hard work everyone has put in. From my team at Devonshire Lodge in the way they have rallied around to support the needs of our client at his temporary location to Head Office in making this the best possible home for our client.





# Bright Smiles

## Harringay Road

BR: Continues to visit his family twice a week whilst he's on social leave. He tends to visit his grandmother as he is very close to her. Recently BR has had visits from his girlfriend, staff have notice that having her around has had a positive effect on him.

TB's son came to visit and took her for a drive and for a meal. This made her extremely happy, she also treated herself to a pizza at the pizzeria. She also enjoys taking a long walk around the area.

SE: Spent a few days on social leave with her best friend Kelly. She returns happy and says what a great time she had. She also enjoyed cooking with staff and preparing her favourite meal.

JC's most amazing achievement was visiting the dentist again. JC has a phobia attending his dentist appointments. If he waits around more than 20 mins he gets agitated and walks out. On this occasion He waited patiently for almost an hour and conducted himself in a polite positive manner. Well done JC

RL: Went out into the community to local cafes and restaurants. She said she visited the famous Gail's bakery in Crouch End for pastry and a coffee, she always wanted to go there. She has now made it one of her regular haunts. She also went to Brent Cross which she had been planning for ages but always declined

at the last minute. However, she eventually went and treated herself to a few personal items and best of all some chocolate. A big high five to her on this immense achievement..

NC celebrated her birthday at the beginning of September. She was given a birthday party and some presents from staff. NC enjoyed herself and thanked staff for having a lovely day she thoroughly appreciated it.

Special Thanks to Amal for her hard work and positive attitude. The Best Senior and very vaunted team member





# Petting Zoo

672 High Road

Mica enjoyed her time at the National History Museum this month. She had not been there since her childhood and it was great to revisit. She also went to Woburn Safari Park where she enjoyed the monkeys on the car.

Paul visited the petting farm and was very happy to see the new chicks that had just hatched, he was supported to Tottenham Stadium market where he treated himself to a toy dog. Satpal has been doing well in life skills washing his dishes. He enjoys coming down to the courtyard and going for walks around the project with staff support.

Rupert enjoys playing Connect 4, he is so skillful and won playing with Segun and his support worker Hannah

Christopher also visited the petting farm with Paul and enjoyed seeing all the animals, He has also been supported to go to the African Drumming and Church where he meets his mum and other family members.





# Reflection

## Manor Lodge

Manor Lodge reflected on the passing of the Queen and took the opportunity to pose for photos while out in Potters Bar. In addition most of the residents have been spending a lot of time with family at the weekends.

MT has been busy with his football training with ST. Albans learning disability team and also went to watch Chesham play a game. In addition he enjoys cooking and preparing his food.

SH is getting back to his old self. He enjoys going to the local shops and post office. He also had a visit to the dentist.

JO continues to show is cooking skills with pasta being his go-to meal. He loves his swimming alongside shopping in the community. He also has been spending quality time with his father.

GS has been working a lot which he enjoys and he too

has spent time with family, In addition he gathered his tomatoes which he and the other residents enjoyed.





# Condolences

## Hale End

September has not been a good one for a couple of our residents, who were admitted to hospital, but now they are back home.

We would all like to pay our sincere condolences to Vivian Allen , who sadly lost her mum at the age of 98yrs last week, our thoughts are with you and your family at this very sad time .

We also celebrated Jude's Birthday, with a big birthday party for family and friends. I would like to congratulate John Mowetei on achieving



## Star Employee

**EMPLOYEE OF THE MONTH AWARD**, well done on all your hard work and great progress with Jude and Raphael.

Patsy and I would like to take this opportunity to say a very big thank you to all our staff. We are a small team, but you all go above and beyond, and you are all doing a really great job. Keep up the good work Ladies and Gents





# Cakes & Cats

## Northlands

It's been a busy month at Northlands.

JC- we spent some time shopping for a present for her mum's 80th birthday. She took time searching through the Argos catalogue, at Borehamwood. She also took her Cat Lily to the vets in her backpack and the cat was also carried on the managers back while shopping in Tesco.

CW- has been learning how to cook Burritos as this was something she wanted to learn, we are aware that CW finds cooking difficult, but we have purchased a flat protection guard to stop food from spitting while food is being cooked, this will enhance CW cooking skills as she is less worried about burning herself.

## Cat Backpacker





# Dance Moves

## Park Lodge

Park Lodge remained very busy throughout the month. Our residents are settling in well and making plans for the future.

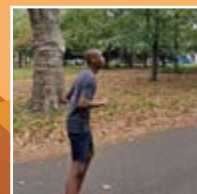
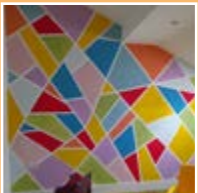
At the start of the month AW was supported to enrol herself in Chicken Shed which is a College for Performing Arts. This is great news as this is something she always wanted to do.

SGF remained busy at his Day Centre and was happy to be offered one extra day and is now attending 3 times per week.

We also visited the Science Museum on the 20th. The day was a complete success and everyone enjoyed the visit.

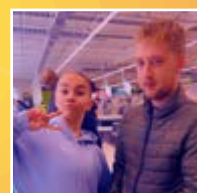
## Band of brothers

It's really heart warming to see everyone bonding so well together. Everyone in the house put forward their ideas about activities they would like to do. There are lots of conversations and the house is always full of life.



AW, ES and Dan decided that the Arts and Crafts room at Park Lodge needed some injection of colour. This month AW, ES and Dan painted one of the walls in the room. This was a great experience and was enjoyed by all.

## Art Attack





# Blossoming Friends

## Burlington Lodge

As expected, the onset of Autumn was distinctly evident as the weather gets colder and windier. Day and night seem to merge together indicating winter is coming.

The whole world together joined us to mourn and celebrate the demise of HM The Queen, Elizabeth II.

It was interesting to see that all of the residents expressed different sentiments. Sam wanted to attend the Queen's funeral, Junior seemed so interested in following the life story of the monarch, Paul showing pictures of his youth when The Queen was also a young woman and together with Michael, Jamie and Elijah, under staff's supervision, were all glued to their TV sets watching the funeral and burial of the longest serving monarch in the history of the United Kingdom.

The month and its beautiful weather was also a good period for both indoor and outdoor activities for our residents. The all enjoyed our Monday baking sessions together in a team setting.

Paul and Sam who are great friends are keen about their gardening and watering their flowers regularly. Michael and Sam had fun at Chestnut Park. Taking in the fresh air and had lunch outside whilst chats with people in their community.

Paul did some shopping for his favourite Perfume at Wood Green Shopping centre while Elijah joined everyone at the lounge to listen to sounds of birds which he loves.

Paul received a gift of new xylophone in addition to his card games and photo albums, the gentleman was fully occupied with variety of activities, which seemed to have improved his social skills, enjoying the company of everyone at Burlington.

It is a period we can never forget, and we are hoping to enjoy similar months of engaging and cheerful time.



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## Changing Times

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# Scoot Along

## The Chapel

Ryan has enjoyed many activities throughout September. He visited the local park to have a picnic with his bear and also enjoyed a trip to Brighton to see his family. He visited the barbers for a hair cut and as always enjoyed train spotting. Ryan also got a new scooter, which he enjoying in the park.

Alban had spent a week at his family home in Dorset, he had a great time making memories with his family. Alban will soon be attending jewellery making classes.



## Picnic with Bear





# Cool & Calm

Winns Mews 2





It's been a cool and calm month at Winns, with no issues, everyone has been getting on with their day and doing well.

This month Winns Mews welcomed back PKP, he was discharged from hospital two weeks ago and has settled back in really well.

He appears much happier than previously and this is due to Staff have had the greatest break through with regards to PKP communication.

PKP: speaks very little English and was getting frustrated as he was unable to say what he wanted. His first language is Gujarati and no one could speak in his native language. Staff had tried google translator but he was finding this difficult. Mina at 672 kindly supported us where she could, as she speaks his language.

We tried everything from searching local group but nothing worked.

## Stroke of luck

Stroke of luck.

Through conversation with one of our female residents at No 3 Winns we found out that KN speaks his language. This was amazing news. Everyone in both homes were thrilled to bits. Finally we could communicate with PKP.

KN has been absolutely amazing, the first time she communicated with him, his face just lit up, the conversation just flowed and now we are able to take him shopping and know exactly what he needs and wants.

We can support him to cook his favourite meals and he looks really happy. He even gets up dancing with the other service users which is great to see.

We have spent quite a bit of time with him, taking him out into the community and finding other people who speak his language in local shops in the area. This again has been great. He has met some new people in his community and now he is free to go into these local shops and not fear not being understood.

This month we welcome MB to the team. MB joined two weeks ago, She has already settled in and is being very proactive with supporting the service users with their daily chores, cooking and planning.

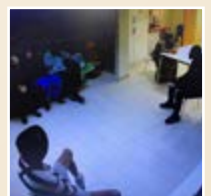
KF: who really keeping himself to himself is slowly but surely opening up with the team, he joined the meeting and was able to communicate his feelings and needs using the google translator, this was a very emotional moment for us all. When he first came to Winns Mews he really did not speak to anyone but now, he engages with all of the staff and greets fellow house mates

AM: continues to be the life of 2 Winns Mews, cracking jokes and engaging really well with everyone, he does not really go far but has made some new friends in the community, which has been good for him

HNS: Joined the team meeting and had lots to say. He likes to go out in the community and keeps to himself the most

## First House Meeting

The greatest achievement has to be our house meeting, as the service users have all settled in and have had time to get to know each other. So the time was right to bring them all together to have our first house meeting. Everyone had their opportunity to express their feelings and things they were not happy about. As a result of the meeting, we have made some changes and everyone are a lot happier and have further bonded together.





# Celebration

## Park Side



In September Parkside decided that we wanted to have a party not to mourn the passing of the Queen, but instead to have a celebratory party to celebrate her life and all she had achieved for our country. The service users helped staff print out photos of the queen, which were put all around the service. We then planned a party, which was also joint with the team and service users at Park Lodge. Everyone had a fantastic time, socialising and laughing and joking together. What was a very sad time for the country was turned into a great celebration across the two services. With everyone getting involved and having a great time.





# Achievements

## Winns Mews 3

After a short spell in hospital we welcome back one of our residents. On returning home, you could tell she really missed everyone and greeted us all with a warm smile. She could not wait to go to her room and relax in a quiet and calming environment.

Since her discharge she has started College and is efficient in attendance, without prompting. We also planned a surprise birthday celebration for her as she spent her birthday in hospital. She was presented with a lovely cake and then taken out to a restaurant of her choice for a meal. She had a great day danced the day away, with her family and friends. Lets not forget the aching legs the following day, but she said it was all worth it.

She also experienced a make up tutorial with our gifted and creative Tamara, this is something she has never done before, so for her she also learnt how to apply her makeup, which she also enjoyed.

Our next trip is a boat cruise on the River Thames, before the weather changes. Even I am excited, as some of the activities planned. Staff have not experienced them, this also gives everyone to opportunity to share these ideas with family and friends and other services. We are going all out.

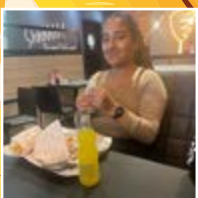
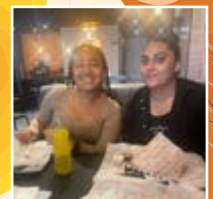
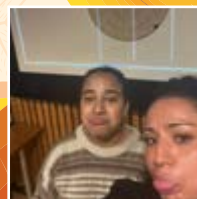
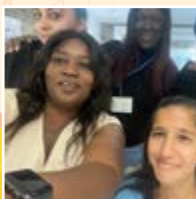
Supporting charities is one of my passions, one of our service users HF: did an honourable charity cake baking event, as you may all know from previous newsletters, that she is a keen baker. It's lovely to see when young adults have a goal and want to exceed their abilities.

Well I can say that she did this with pride, HF baked 100 Tottenham cakes for a charity, you know those lovely spongy cakes with the pink icing on top. It took eight hours to

achieve her goal with the support of Mavis, who also supported her to ice them, they were collected and no doubt they enjoyed them. We are proud of you HF.

Although a difficult month for MC, she has adjusted to now attending college and is doing a fashion designing course and has also found a new job, so it's thumbs up for all of the great achievers at 3 Winns Mews. We are so proud of you.

## Welcome home







# Pumpkin Challenge

## Head Office Challenge



It's that time of year! And as is customary, The Pumpkin Challenge is back! Your challenge is to decorate your pumpkins, making it as crazy as you can.

Head office will deliver you pumpkins and crazy eyes. The rest is up to you.

We will be delivering the pumpkins in the next three weeks in readiness for Halloween Night on the Monday 31st October 2022. So starting thinking about your designs.

Once you have designed your creation please take some photos and place them in Octobers activity folder.

**The winner will be announced in Novembers Magic Life Newsletter**

So get your spookier thinking hat on.

