

# Magic Life

## Sharing Experiences

- Autumn Darkness
- Movers & Shakers
- New Office Video
  - Reflection
  - Right Time
- Birthday Celebrations
  - Lollypop
- Steady As She Goes
  - World Cup TV
- Winter World Cup
  - Anticipation
  - Journey
- Jump For Joy
- Chrstitmas Is Coming
  - Christmas Card



# Autumn Darkness

## Great British Care Awards

*"When autumn darkness falls, what we will remember are the small acts of kindness: a cake, a hug, an invitation to talk, and every single rose"*

**Jens Stoltenberg**

2022 is going to be a year to remember. Even though this sounds (again) a little sentimental I also feel that attending Great British Care Awards event was a fantastic way to wrap up last eleven months. I know, we still have December to go, and England still can win a World Cup, nevertheless: the fact, so many colleagues from across Magic Life were shortlisted is a great opportunity to reflect.

There is no surprise coming, in fact I am going to echo, thoughts I had as we were sitting at the table, in the luxury hotel in Central London. Yes, Hilton hotel, was the venue for GBCA and as I looked at our team, all the fancy food and great performances I felt that's not what care is about. At the same time it was great to be there.

It was great to see Magic Life Directors giving up their spaces, so support workers could attend. It was great to see so many familiar

faces in a completely different environment. Very different surrounding to that we usually work in but very similar reason; we all were there because we cared.

This is the reason why I decided to quote today someone, who has a slightly bigger responsibility than us, on daily bases. Jens Stoltenberg is Secretary General of NATO. I am sure he faces bigger moral dilemmas than us on daily bases and still remembers to cherish all the small acts. As I looked around the table at the Hilton Hotel, I (again) saw a great bunch of people who cared and had remembered the feeling of helping a person supported on the bus for the first time. They remember supporting someone ice skating. They remember teaching someone how to ride a bike, or supporting around the shop for the first time. They remember how difficult it is to arrange for someone to go to a gig at night time. They remember...

It was a great event to attend. I hope someone from Magic Life will be representing us every year. I also know, every organisation present at

this even faces challenges and they are not going to disappear. You know what those challenges are and as you are looking for ways to tackle those, please remember for in the New Year that if you look carefully, all those small acts of kindness will always overshadow difficulties.

Have a wonderful Christmas and a Happy New Year!

**Pawel Gawronski**



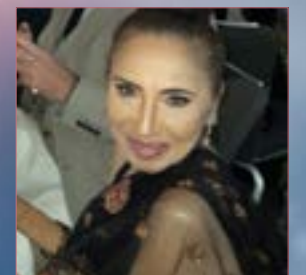
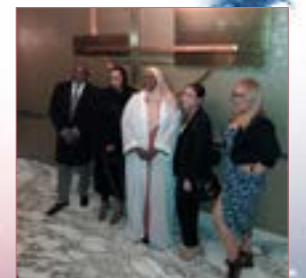
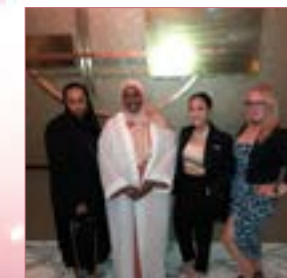
A Word From  
**Dan Murphy**

Well, what can I say, for me having the opportunity to be a finalist at the Great British Care Awards was an absolute privilege and I have to say up there as one of the highlights of my career to date.

I am sure that you will all agree that the job that we do in supporting our service users can be incredibly challenging and difficult at times, but on the same hand can be so rewarding and fulfilling in equal measures.

For me sat at the awards ceremony I felt such a sense of pride for the team, myself and as Magic Life as a Health and Social Care Provider. It was so fantastic that we as a care organisation were represented in so many categories. Including members from the senior management team. It really drives home that no matter if we work directly with our colleagues or not, we all work as a team and have the same common goal. To be the best that we can be for the people we support! During the evening I felt overwhelmed with pride and gratitude for everything that each person in the room does daily to enrich the lives of the people we support. The atmosphere was electric and was genuinely a real celebration of our sector and the fantastic work we do.

Here's to having many more nominations for the 2023 awards!







# Movers & Shakers

## Head Office

### Sad New

Magic Life send their deep felt condolences on the passing of Paul Waller to everyone at Burlington Lodge and his friends and family.

Paul a resident of Burlington Lodge passed away after a short spell in Hospital. Rest in peace Paul.



Head office has a new recruit..

It is with great pleasure that we have invited Pawel to join our senior management team and he has very kindly accepted the challenge, Pawel has been with Magic life for just over 2 years, his journey originally began as a service manager for Bruce grove, he then progressed to service

manager at Devonshire and has assisted many of the other projects in the time he has been here , he has also being heavily involved with head office when it comes to human resources, recruitment, mentoring new managers etc so we thought he would be a great addition to our growing team, he will start with us full time in January 2023 and will be leaving Devonshire lodge in the very capable hands of Hollie and Sundus

Welcome aboard Pawel

# New Office

## Head Office



Magic Life has a new office space. As we grow we need a bigger office space to work from. Magic Life's new head office is still in the same location but now on the second floor of Magic House.

This new space will meet the needs of our growing company and we will now have space for everyone to be in the office. We also have a dedicated meeting room and privacy pods.

We look forward to welcoming you to the new home of Magic Life HQ





# Reflection

## Bruce Grove

This month has been a good one at Bruce Grove for the service users and staff, with Christmas drawing near, its always fun to start the process and planning. Its normal to have its ups and downs but having experienced staff to manage these issues effectively, always helps.

This month, I wanted to reflect on individual service users who have been observed as progressing, looking at regular patterns of behaviour and monitoring how far they have come in their journey. Having photos to look back on helps the process.

This month and year has to be given to BF. When I took over managing Bruce Grove BF was withdrawn, I was advised that he spends most of his time in his room, he cannot go out on his own. Going out into the community was a no no without staff. He was very unsettled and would have regular outbursts about wanting money.

As the months have progressed, we observed small changes that have now become big ones. The biggest change, has to be going out into the community, he can now go to Lidl to do his shopping on his own, when he requires a big shop for the month, staff will support him.

He can go to the cashpoint to withdraw his money, very rare does he come

into the communal lounge inappropriately dressed, since his appearance seems to be more important to him and buys new clothing, when he can afford it, currently he is proud of his new white trainers and tracksuit that he purchased recently, in the past these things would not be important to him, but consistent reminders have made a big difference in his

### PROUD & PRIDE

life, he has now processed this and applies this with little support.

He loves food and enjoys cooking, this is an area that he manages well, he is always monitored when using the cooker, but although he does not have much himself he still remembers those who are less fortunate than himself. Each month, when he receives his benefit, a homeless person will always be at the forefront of his mind.

This month he made a steak sandwich and took it out into the community for a homeless person, this tells us a lot about his mindset and generosity, how is it that an individual with such an intrusive diagnosis, will still think about others before himself, this is an amazing quality that he has and is more than heart-warming to watch. Engaging in the communal

lounge has always been an issue, as he does not like to be in a noisy environment, he has become a bit more tolerant with less complaints about others, it will always be an issue as generally he is a quiet and peaceful individual but there has been significant changes that are apparent.

He has always been very vocal about his needs but tends to be more thankful for his room, he always says thank you for the roof over my head and thank you to the staff for looking after me. I know that this does change when he is not in a good place and he will get upset but again there has been a reduction in how often this happens.

He has done well and the Team at Bruce Grove will continue to push, encourage and empower him, towards the next stage of his journey, he wishes to find a volunteering job, so let's see how 2023 plans out for him and remember we are all there for you.



# Right Time

## Winns Mews 2

It has been a difficult month at 2 Winns which is to be expected from time to time, getting the right support from external professionals is the key to resolution. HN has had a difficult time with his mental health, when this happens it does have a knock on effect on the dynamics in the service and settlement for the other service users but patient and emotional support then becomes more apparent. As a team with the professionals we managed to get the correct help for HNS and hope that he will settle and feel better.

The other service users have had a relatively good month, football has taken presidency over everything but it has encourage relationship building, sharing and lots of laughter as to who would certain games. This month I wanted to focus on the right time for the right person, the star of the service who has amazed the professionals and the staff with his want to live a good life. KF joined the service in April 21, prior to this long stay in hospital due to a

decline in his mental health, he had been a resident at 171 Haringey Road but became so unwell he went into hospital for quite a while. KF had spent many years sleeping rough, he would eat cold food out of tins, he would stick to the same type of food



and chose not to extend his taste buds to experience different foods, which is understandable if out on the road, this was the life he knew. He kept himself isolated from others and engaged very little, which was still the case when he came to 2 Winns Mews. KF would wear the same clothing for weeks and his personal care needed attention, staff worked relentlessly with empathy and tact to manage this to

no avail initially. One thing that was apparent was that he was very meticulous about how he kept his living space, it was always clean and tidy, things were put away in order. As the months have gone on, the confidence in

expressing his needs has developed, his ability to trust and engage has grown but took time, his interaction with staff has noticeably improved immensely. There have been some emotional moments when we have

been witness to growth, those I want to share. As mentioned KF did not like anyone going into his room, but would only allow us to do the room check once a week. After receiving his new PS4, one day he came into the lounge and called his favourite support worker who has been a massive contributor to his growth upstairs to join him to play on his PS4, this was an emotional moment as he

Continue..



would not have done this in the past. I had to share this with his social worker, they too were overwhelmed. As week's went on, we noticed that he was greeting the other service users, whereas initially he would just barley answer when they greeted him, he has now extended it to sharing roll-ups although we try not to encourage this to avoid anyone taking advantage of any of our service users. He joined the house meeting and shared his views using the google translator a big huge moment for us all to see. You know I mentioned his decline in trying different foods, well this has slightly changed, KF has had birthday cake, chips, Pizza, as for the chips after having the first plate, he then said to his keyworker more please, so he had to cook some more for him again this was a massive transformation and change that made a big difference to KF and us. In his last review he expressed the fact that he likes the staff at 2 Winns, he is cared for and has a nice home, warmth and his own space, when asked where he sees himself in two years' time, his response was I have no plans to leave Winns Mews anytime soon, I am happy.

KF was given a voucher to purchase new clothing, it took a few months after persuasion to encourage

KF to go out and buy new clothing. He insisted that he wanted to do this himself and did not want to go with staff, to our amazement one day he came downstairs to go out in the community wearing a new tracksuit bottom, new T shirt and new trainers, a proud moment, he even allowed us to take a photo. Recently a beautiful surprise birthday celebration was put on by the staff of which I am grateful for, I did shed a few tears, after all I am human. To see KF involved in the surprise, in the lounge with all of the staff and the service users touched my heart, he could not stop smiling, I just kept looking over at him as I was overwhelmed, this would never have been the case 6 months ago, he was happy and ate more birthday cake. My point of sharing KF's progress, is that no matter how long it takes, it may just not be the right time for change to take place, patience, passion, empathy and genuine love and care for the job that you do can go a long way, sometimes trust has to be built to enable a person with mental health to believe in the support that they are entitled to receive, which can make the biggest dreams and changes come true.

PKP: has now settled and continues to engage well after being a little unwell,

he has been cooking up a storm daily in the service and loves watching football and Indian films.

KF: Star of the month read his progress.

HNS: has been very unwell, his mental health has declined due to refusing to have his Depot, but he has now had it and we will see how things progress.

RT: has enjoyed going to the library and going out into the community with staff, learning new cooking skills and watching football.

AM loves watching his music videos on Tv, engaging with staff and the other service users, he has a good relationship with everyone as well as everyone on grove Park Road.



# Birthday Celebrations

Harringay Road

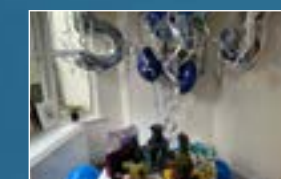
## JC/RL's Birthday

This month, we celebrated two service users birthdays. JC birthday was on 13th November and RL's on the 23rd November.

JC had a long week of birthday activities, he brought new clothes, shoes and a birthday outfit. Had had spa day where he had his hair cut and manicure/pedicure. JC hosted a birthday party ordering takeaway and He was joined in his celebrations by all Service users and staff how brought gifts for JC. RL celebrated her birthday with family.

SE & JC had a spa day where they both had manicure/ pedicure and JC had hair cut is well.

SE went on social leave with her best friend Kelly where she went on the London Eye.



## Lollypop Park Lodge





# Steady As She Goes

## Grove Park Road

Life at Grove Park Road continues at a steady pace and the ladies go about their lives.

NR has continued with keeping her living environment clean and tidy. She does her cooking daily, and also her laundry 4-5 times per week. She likes to keep herself to herself and enjoys visiting her friends.

EL: Is spending a lot more time in the communal area, she sits in the lounge for hours at a time and watch BBC News which is her favourite program.

EB: Has been discovering London, she has been to a lot of attractions and events in and around the local areas. She visits the local Rose Café on a daily basis and has participated in the Halloween pumpkin carving activity; her design looks great.

DR: has been on a tour of the local gym where she is planning to join in the coming weeks. Her days are spent out in the community visiting friends and family.

ET: Is planning to visit her mum and spend a few days, she has not decided on when that will be. She has also been tidying her room and doing laundry, she also prepares meals with the support of staff.

# World Cup TV

## 672 High Road

Mica has been doing a lot more cooking with help from her support team. She wants to eat healthier and save her money by cooking at home. Whenever staff are cooking, they involve her and give her things to do. She enjoys the world cup and watches it everyday. She also went shopping for clothes in the community.

Paul continues to be active and work on his fitness, he regularly cleans the project yard by sweeping the leaves. He has been going to Aldi to do his shopping and whilst there he scans everything and pays by himself.

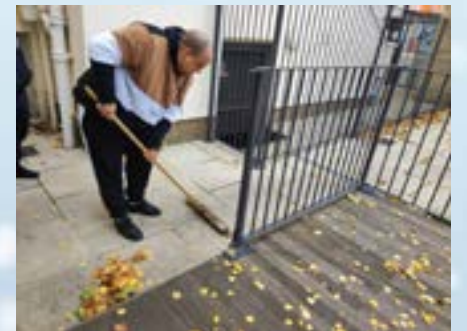
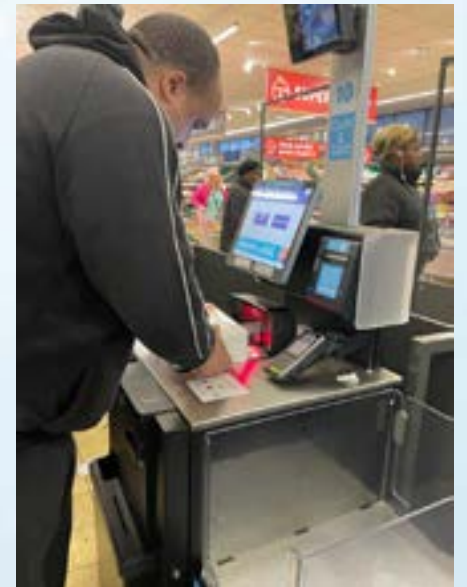
SSS has been doing his usual indoor activities, he has been going for walks in the community. He helps staff when they are preparing his meals.

RS has been going out into the community to do his shopping and visit his friends

CK has been engaging in indoor activities, he has been cleaning and helping to cook with his staff. He has also helped with sweeping the leaves in the project yard. Christopher does juice making every morning.

### Staff Of The Month

Joyce Ofori has been very proactive; she has helped management and seniors make sure that flow tests are completed, and whenever new staff from other projects are on shift, she makes sure that medication is administered and that they are at ease working with the service users. She has been exceptional, and other new employees are encouraged





# Winter World Cup

## Devonshire Lodge

As this short write up is being written Morocco draws with Spain. It is a long time to go before fulltime, and as we know the winner is going to be only one, but still this is a great opportunity to reflect over past few weeks.

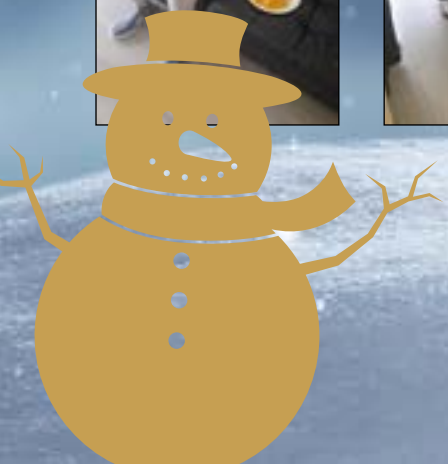
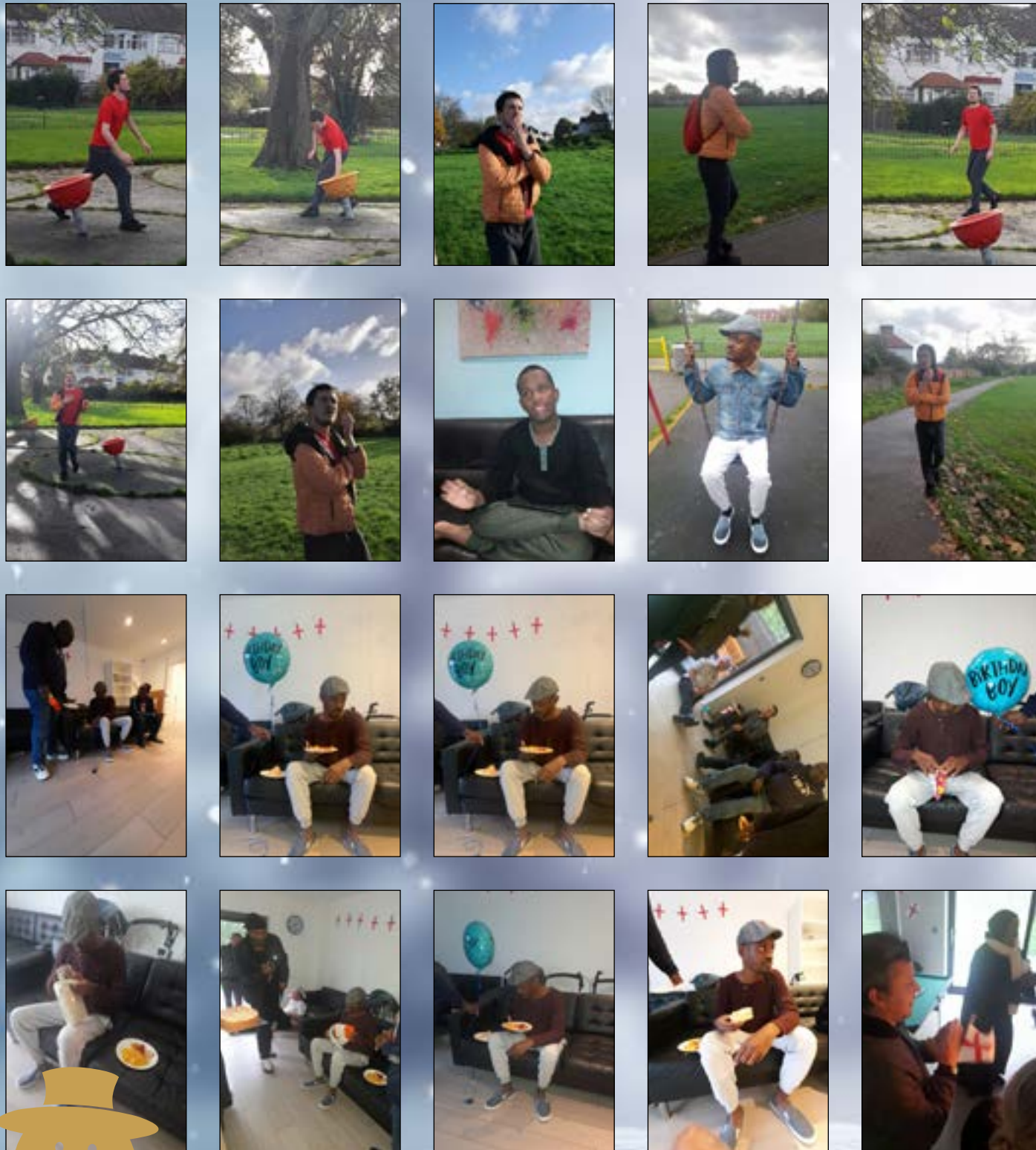
our house in a real festival of colour and ululating. Once again, thank you very much for all of your passion and personalised experience. Last few weeks have been special as it should be during World Cup.

Football and sport in general brings much more, than looking at twenty two blokes running on the pitch. It is a history, passion and very often context that adds spice to the occasion. Therefore for past few weeks entire project became Ghanaian on few occasions.

We had someone who identified as Mexican and we all were Arabs, seeing how well their team, did in the opening games against Argentina.

So, this is once again, a massive HIP HIP HOORAY! To the entire, diverse, team at the Devonshire lodge. It has been pleasure to see, PC wearing England hat and colours. It has been, great to see BKD joining for a Ghana games. It was simply, fun to see all the colours, banter, concentrated faces, crossed fingers and much more. Most importantly it was nice to observe that staff just enjoyed to hang out with our people supported and each other. Natural homely atmosphere.

We can only regret, that Somalia and Jamaica have not qualified as this would turn





# Anticipation

## Burlington Lodge

All clients in Burlington are in great anticipation of Christmas, a period of family and friends reunion joining their loved ones in festive and happy mood. Great preparation and expectation is ongoing with our first successful project being the gigantic Burlington Christmas tree located at a corner in the lounge with bright colourful little stars.

Sam has already requested for his suitcase to be ready to enable him and his favourite staff Dine and Boakye to travel on a plane with him to Canada. But Sam said he is sure to catch up with Santa and long awaited fireworks before he makes the move with his team of support.

Junior wants everyone to know that he has received his first Christmas gift from his darling uncle, a large flat smart Television

set and this has got him settled and composed. Junior mentioned in his key working session that one of his goal is to go out in the community in this festive period for his big Christmas shopping. He looked happy in great anticipation to celebrate with his partner and 2 handsome twin boys.

Activity in Burlington Lodge has been a great fun because on Mondays, nearly all clients convened at the lounge for baking, cooking and other

kitchen and food activities. This exercise is boosting the daily living skills in the area of food preparation for the clients.

Sundays were set aside for housekeeping. It was an interesting sight of Sam and his peers hoovering and doing laundry with their toy hoovers and machines bent on

keeping their surroundings clean and tidy in their own small way. As staff were supervising, they were moved to join the enthusiastic clients and at the end of the session, the place was looking sparkling clean and tidy. Bravo!! Burlington staff and clients for such a well coordinated team work.

Even though, the onset of winter usually brings loneliness, darkness and solitude, Burlington Lodge was not perturbed, we bounced back to action with a robust in-house activity plan which included indoor sports. Watch out for the pictures, it was so fascinating to behold paraolympic football team players: Jamie, Michael and Sam the goalkeeper. Shall we use this opportunity and medium to congratulate you all dynamic support staff of Burlington, both with permanent

and bank staff, more kudos for your diligence and thoughtful initiatives all due to the best interest of your cherished

clients. Remain blessed!!.





# Journey

## Winns Mews 3

3 Winns Mews, is running well. Most of the of the ladies are in a good place but activities have been sparse this month, as they like to do their own things.

We wish to send our sentiments to MC who is still in hospital, we are hoping that she will be home soon.

I wanted to focus on one service user this month who's growth has been admirable, she has thrived and grown admirably throughout her journey at Magic life. At times her journey has been rocky but she has come on, in leaps and bounds, she is a resilient individual who keeps going and pushing towards her goals.

KN joined the service in November 21. When she arrived she was subdued but pleasant, through observation over a few months we could see how independent she was, but had suffered trauma and needed a lot of emotional support. Through applying what she needed, that was stipulated in her care support plan, she began to grow in a short space of time, with some setbacks, which is expected, generally her persona was that of a fun nature, she was up for experiencing most things offered. . Some of her woes were not necessarily with the staff at the service, but with the lack of support offered by the system,

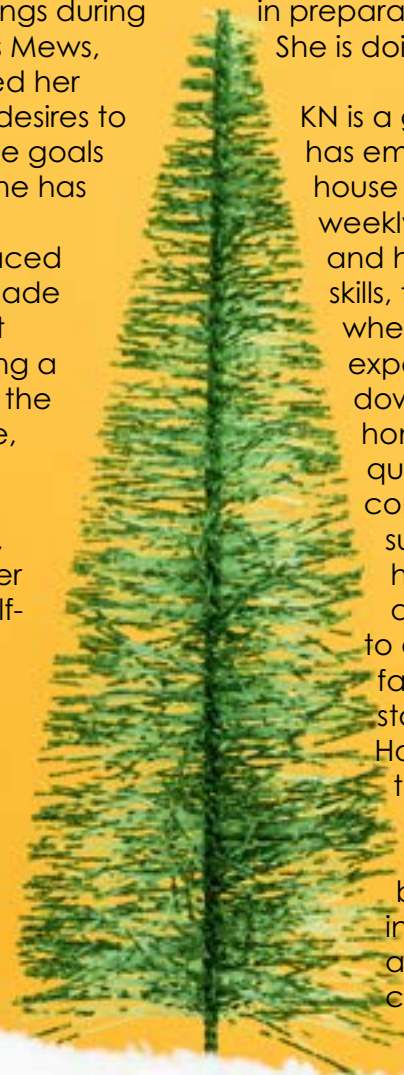
mental health team and care coordinators, this continues, as she feels that her interaction from them is lapsed and still a battle. She says that the inconsistency is still current and cannot seem obtain a steady flow of support from the professionals. As much as the staff spend time explaining the pressure that the system is under KN said it is not helpful when she needs consistency with healing and the correct therapy for her needs to be applied. Irrespective, her growth has been admirable, she has experienced some beautiful moments and things during her time at Winns Mews, she has embraced her inner wants and desires to reach some of the goals and things that she has wished for. Staff have embraced her needs and made it happen, KN first started by sourcing a volunteering role the the charity, Sense, this gave her the opportunity to gain confidence, reassurance of her self-worth and self-value in society. This boosted her drive and enabled her to continue to push for more. Whilst at Sense she experienced the reality of being in a working environment

with some ups and downs. Staff supported her through the difficult times which empowered her to continue.

One of the things KN had been saying was that she wanted was to go back to college, before we knew it, she went to enrol and by September 2022, she had her place in college.

She is really enthusiastic and and focused on her studies and requires very little support. Being at college has given her scope to pursue her dreams and educate herself, in preparation for her future. She is doing amazing.

KN is a great cook, and has embraced the in house activities, such as weekly cookery sessions and has learnt new skills, that will be useful when she is ready to experience the step down into her own home, she has great qualities that will also contribute to her success in life. She has experienced afternoon tea, trips to one of the most famous expensive stores in London, Harrods, trips to the beach, the backyard cinema, lunches and a birthday dinner in a restaurant, a birthday celebration within



the service, barbecues, but most of all she has had real life experiences that she can share with friends and family, in time to come.

Our aim is to equip our service users with life experiences and empower each individual to reach their full potential, with the aim of being prepared for their future. I think we can safely say that KN is a fine example of success at Winns Mews.

The reality is that difficulties will pop up from time to time, but how they are managed and what is learned from them, is the key, to making different choices next time round.

KN we are proud of you, continue with your journey in life and continue to pursue your dreams.

PB: has two jobs now and is working towards her dreams, a resilient young lady who requires little support as she is confident in what she does.

LC: is doing just great, Tamara spent time taking her braids out and dying her hair for her, she loves being pampered and she deserves it as she has thrived since being at Winns Mews.

HF: Is still settling in and had some sad news this month which we are supporting her with.

KN: is really busy at college and visiting friends in Luton, she is always out living her life.





# Jump For Joy

Northlands

LM went to the trampoline park in Enfield, as you can see she was doing back flips, hand stands and coming down the slide using the rope.

JC and CW went to the science museum in London, JC enjoyed seeing the old machine that reminds her of being on a ward many years ago and reminisced over the past and how today things and equipment have changed.

JC and CW went to Tring museum where both enjoyed seeing all the animals which had been stuffed.

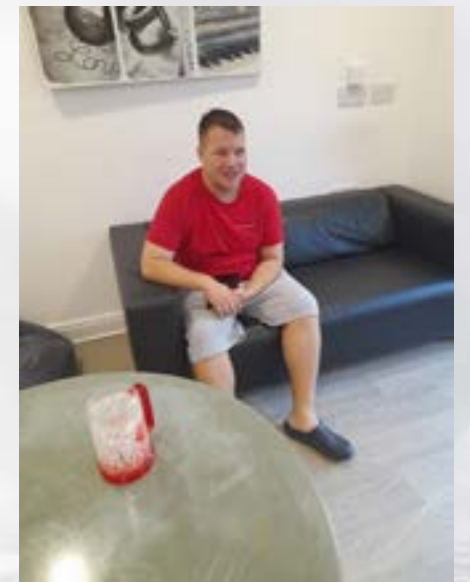
JC arranged for a tea party for her cat Lilly who turned 1, she had a special cake made for her which she shared with Olive who then went to sleep in the orange bag. Lilly is an important part of JC life as she is her therapy cat, and she felt her birthday should be reconginsed. Lilly and Olive have become friends in the house and appear to trust each other to sit near each other on JC's bed.

JC has also been supported to access the community to do her shopping in Borehamwood



# Christmas Is Coming

Manor Lodge





# Christmas Cards

## The Chapel

SL has been introduced to new stimuli this month, such as the sandpit, yoga ball and wobble board, which he has really enjoyed using. He loves counting the animals that are in the sand. He did lots of dancing and singing, which we can hear throughout the whole house! He has also enjoyed using arts and crafts equipment, and is forming good relationships with some of the staff here. He also has loved trying new foods! He was happy when his mum visited him this month, as well as an old friend from Isle Of Wight.

AC continues  
classes,  
attends



to enjoy his jewellery making class, as well as his art both of which he travels to by public transport. AC regular sports physio sessions in the gym, and this month he has also started yoga classes, which he is enjoying! AC has been working on loosing weight, and has been doing EXTREMELY well with this, we are all so proud of him.

RP absolutely loves Christmas and has gotten into the Christmas spirit by visiting santa TWICE already this month! He loves to write santa Christmas cards and meet the elves that work in his workshop. RP helped choose a Christmas tree and decorations to go with it, and he will keep decorating his house leading up to Christmas. RP has continued doing lots of learning with his tutor and has got a new scooter that he enjoys using in the park.

