

Magic Life

Sharing Experiences



Glowing Reviews

A Word From Michelle

Reviews and testimonials play a crucial role in showcasing the work of organizations, especially when it comes to supporting vulnerable people.



made since joining the Magic Life family, and the other was from a consultant psychiatrist who was impressed with the work Magic Life is doing. These testimonials are a testament to the hard work and dedication of the Magic Life team, and serve as a source of inspiration and motivation for everyone involved.

Thanks to each and everyone of you for the work you do. Remember the work you do is important and appreciated by all. So be proud and stand tall. You are all Magic.

Michelle Richards

Dear Raf,

"I love getting your magazine and it's wonderful to see the pictures, one in particular, Looks great the work you are doing in the world of supported living, progressive and inspirational!"

Best wishes

Mark (Consultant Psychiatrist)

At Magic Life, our focus is on helping residents lead full and active lives. The feedback received from residents, family members, healthcare professionals, and staff is highly valued, as it provides a clear picture of the impact you and Magic Life as a whole is making in the lives of the people we support.

The company's monthly newsletter, which features activities and events from all its sixteen sites, serves as a platform for showcasing the work of Magic Life.

The newsletter is eagerly anticipated by residents and staff, who look forward to seeing themselves and their colleagues in print. The feedback received from the newsletter is overwhelmingly positive and reinforces the commitment to making a positive difference in the lives of vulnerable people.

Recently, Magic Life received two emails that were particularly heartwarming. One was from a family member who was amazed at the progress their son had

.....
Dear Sundus,

"Many thanks for sharing Inambao's eventful week. We really appreciate the continuing efforts by your team members to engage him in a wide variety of social situations. You make it look simple but we are all too aware of the underlying hard work, planning and conviction involved. The achievements by your team in such a short period of time are just beyond belief.

They are certainly clear testimony to your team's probable unparalleled abilities to push care to high quality enhancement levels for a mentally challenged individual with elements of unpredictability. Prior to him moving there for instance, we quite honestly could not have envisaged Inambao being able to be on an escalator and follow instructions or seated in public transport; this is undoubtedly superb achievement".

Best wishes

Davies (Loving Father)

Magic Champions

This role offers an exciting opportunity to progress your career as a support worker, whilst maintaining that all important relationship with your customers. A care champion is someone who;

- ***is recognised as an expert in providing crucial care and support to customers in all aspects of their daily living and***
- ***has specialist knowledge and skills in a particular area of care. For example, autism, mental health, learning disability etc.***
- ***can act as role model and advisor to other members of the Magic Life Care team by treating other people with respect, particularly those who are less able to stand up for themselves***
- ***Stand up and challenge disrespectful behaviour***
- ***Speak up to improve the way that services are organised and delivered***

Being a care champion for Magic Life can give immense job satisfaction. You will provide each customer with a bespoke care experience so they can lead fulfilling lives as far as they are able. Your specialist knowledge will enable you to support customers with more complex needs to live well.

We want you to share your dedication and passion for making a real difference to people's lives. You will use your expertise to give advice and guidance to care assistants so they too can give excellent care. Your specialist knowledge will also help supervisors create care and support plans tailored to individual needs and preferences.

This important role brings challenges as well as rewards. Customers with specialist conditions include people with a wide range of emotional and physical needs. You will have patience, compassion and an ability to listen well, so you can support customers to stay in touch with the things that really matter to them, even on the difficult days. Stamina to meet both the physical and emotional demands of providing care and support is also essential. You could be supporting a young person with a brain injury or a customer who is near the end of their life. The ability to think clearly in a crisis and to keep calm is necessary to provide the best care for our customers.

Our care champions are central to the Magic Life mission of providing the best supported-living services to meet customer needs, whilst respecting their preferences. We provide ongoing training so you can keep up to date with best practice and the support and supervision you need to do your job well. We would expect you to share these learnings not just with your immediate team in the project you work in, but wider the wider Magic Life support worker team via email (or other communication channels if preferred)

This is an ideal opportunity if you wish to pursue a career in social care. We will support you to develop your career using the 'Magic Life Care Career Journey'. This provides development opportunities tailored to your individual aspirations and goals.

As a representative of the Magic Life Care brand, you can be proud of being part of a strong supportive team, championing the rights of our customers.

The Nominations will be announced next month

Warm Welcome

Grove Park Road

We extend a warm welcome to our new resident HA, who joined us on February 20th from the Isle of Wight. She is a lively individual with excellent culinary skills, as evidenced by the delicious meals she has been preparing daily. HA has been actively engaging with the local community and getting to know the area, including walks with our staff and shopping trips. She has also participated in our pancake day activities.



DR's room has been thoroughly cleaned and tidied up, with a new bed installed that brought a smile to her face. She is excited to showcase her now-spacious room to her family.

treated, highlighted, and her eyebrows tinted.

NR has been consistently carrying out her daily activities, including cooking, doing laundry, and socializing with the community.

ET celebrated her birthday on February 23rd with her mom, who brought her gifts from other family members. She hasn't decided yet how she'll mark her special day during her stay with us.



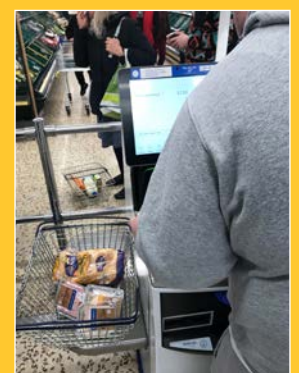
EL has been keeping up with her medical appointments, going shopping, and cooking up a storm with her Jamaican dishes every week. She even took part in our pancake day celebration.

Winns Mews 4

Winns Mews 4 in North London that recently welcomed new residents. The home encourages community and socialization, as seen in images of residents shopping for food and playing board games together. These activities help residents develop important life skills and build meaningful relationships in a supportive environment.

HA has been busy exploring the area, bonding with staff over board games, and preparing mouth-watering meals that have been tantalizing our senses. She also joined in our pancake day festivities.

DR had a lovely time at the beauty salon with her daughter, getting her hair



SuperCuts

171 Harringay Road

BR - He has been enjoying a series of shopping trips with his friend Leyla, and his recent placement review has helped set new goals for him to achieve in the upcoming months. Additionally, he has been exploring his artistic side by doing art and craft activities with staff.

her social skills and ability to connect with others.



SE - Although SE remains in the hospital this month, the staff has made sure to visit her over the weekends and take her out for a few hours to stroll around the local shops.

TB - This month has been quite peaceful for TB, who has spent most of her time reading and organizing her collection of books. She received a visit from her sister and son, which brought some extra joy to her days.



JC has joined staff on several shopping trips, which he eagerly looks forward to as he enjoys stocking up on his favorite foods. He also had his hair cut by Supercut this month, which is always a pleasant experience for him.

RL - Although RL is still window shopping, she has been doing much better since her return from Wales. She is now independently buying groceries and cooking for herself, and has even offered to cook for the staff.

NC - NC has been actively leaving the project to meet up with friends, demonstrating



Bravo Burlington

Burlington Lodge

February was an incredibly exciting and vibrant month in Burlington! The project was buzzing with activity, as we worked on many renovations, painting, and maintenance. Our team went above and beyond to ensure that all of our flats received the care and attention they needed, from electrical work to carpentry and everything in between.

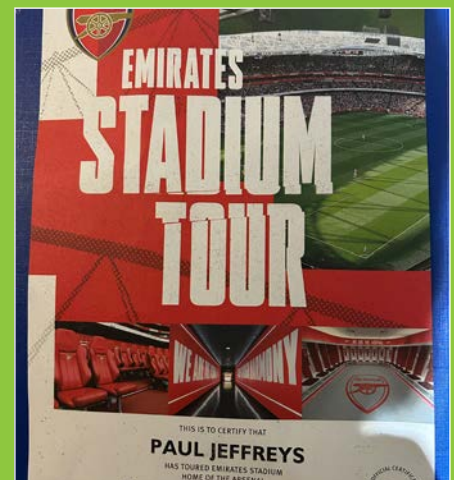
One of the most delightful highlights of the month was the beautiful paint job in each of our residents' rooms. Our talented painter Lorenzo truly went the extra mile, demonstrating exceptional person-centred care by consulting with each resident and their advocate to understand their individual colour preferences. Despite some residents being nonverbal or unable to communicate their preferences, Lorenzo worked tirelessly to ensure that each room was painted to the satisfaction of all involved. The variety of colours used has brought so much joy to our dear residents, and we are thrilled to see them smiling every day!

We also had some fantastic community visits in February, including a special trip to the FC Arsenal football stadium. One of our residents, Paul, was identified as a huge Arsenal fan and was treated to a special day out with his key support worker, Jean.

Paul had a fantastic time and was even given a certificate of attendance to add to his collection of accolades!

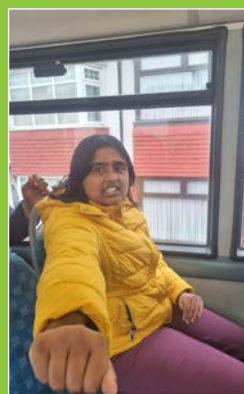
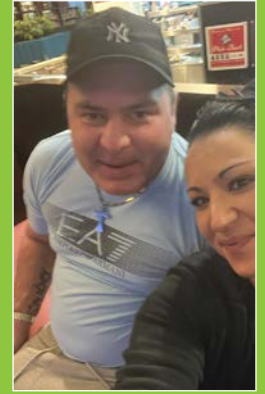
In addition to all of the fun activities, we also had some delicious baking and cooking sessions that everyone enjoyed. Our newly employed team member, Eleonora, brought some fantastic ideas and innovations to the table, and everyone was impressed with the mouth-watering results! It was a fantastic day, and we were thrilled to see everyone coming together to participate.

Finally, we want to extend a huge thank you to all of our staff members for their incredible dedication, compassion, and empathy. We are especially grateful to our senior support workers, Jean and Nadine, who always go the extra mile to make our project work. Without their tireless efforts, we could not have achieved all that we did in February. So, a big BRAVO to everyone involved - you are all amazing!



Tree Lovers

Devonshire Lodge



WooHoo

Hale End

Woohoo! We did it! We've completed the puzzle and now our house is complete, thanks to the amazing work of our wonderful Raf. We want to give a big shoutout to head office for those delicious cupcakes, although unfortunately I couldn't snap a picture in time as Patsy had already devoured them all!

We're thrilled to report that our newest resident has settled in beautifully and everyone is so happy with the progress their children are making. The residents are enjoying spending time together, whether it's out in the community or just having fun in the house with their staff.

We're also delighted to welcome our new Deputy, the lovely Faustina, to our team! As for our individual residents, we have some fantastic news to share.

Ahyan has made incredible progress and is now walking unaided! It's such a joy to see.

Adrian has found love with his new girlfriend Claire and they're having a great time together.

Michelle has been out and about enjoying all sorts of fun activities like bowling, shopping, bike riding, and forest adventures with her fellow residents.

Raphael has been thriving and loves being out in the

community, having a blast with his friends.

Irfan is keeping active and enjoys spending his time at the park gym and in the pool.

Toby has been a busy bee, visiting all sorts of museums around London and participating in all sorts of fun activities.

Sarah has been having a great time at Elhap and spending some lovely overnights at her dad's house.

Jude is still having a blast with everyone and enjoying all sorts of fun days out.

Rebekah just got back from an amazing holiday with her family and is settling back into college life.

Claire is making the most of her time without her wheelchair and is zipping around with her Zimmer frame, chasing after Adrian.

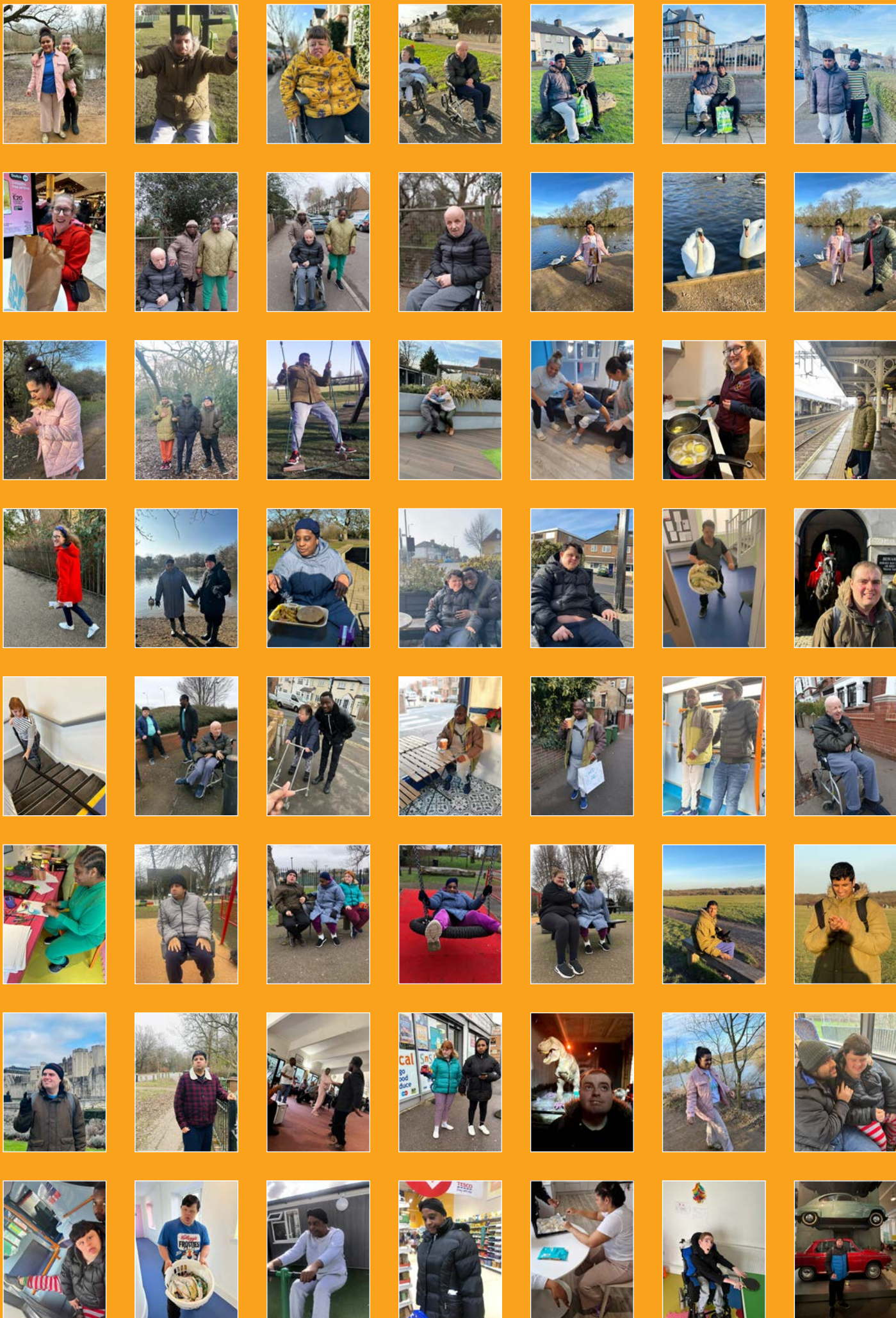
Peter is enjoying his days out to Tesco and Costa Coffee with the staff, and even going on forest adventures.

Alicia is loving her swimming sessions and having fun on days out to the forest and stables, but her favorite activity by far is going to Tesco's!

Anjan has settled in so well and loves going out shopping and on outings to the park

with his fellow residents. We're so happy to see him thriving with us!





Thank you Belinda

The Chapel

Ryan has been enjoying swimming with staff and his tutoring sessions, which are now lasting nearly two hours!

Alban has been busy exploring new museums, he particularly likes Fitzwilliam Museum in Cambridge, where he has visited twice this month. He has also spent some time in London with his family, as well as continuing his personal training.

Both Alban and Ryan LOVED seeing Milo this month.





Open Doors

95 Greyhound Road

This month, 95 Greyhound Road, a supported living home located in North London, has reopened and warmly welcomed two new service users into its premises. Upon their arrival, they were greeted by a kind and friendly Muriel who extended her welcome. The new residents are currently in the process of settling in and adjusting to their new home. In a heartwarming gesture, one of the current residents assisted in preparing a welcoming meal for the newcomers, in an effort to make them feel comfortable and at ease.



Reasons To Celebrate

Manor Place

February brought us some lovely weather with early afternoon double digits, giving our clients the perfect opportunity to explore and enjoy the community. We have been fortunate to have personal advisors, social workers, families, and friends visit our service, and our staff have supported our clients with dentist and G.P appointments, as well as other activities of their choice. It's been heartwarming to see clients visiting their families too.

Our service has had a successful in-house audit, and we are eagerly awaiting the results. We are also delighted to welcome a new staff member who is dedicated and passionate about supporting our clients.

We had a lot of reasons to celebrate this month! One of our clients had a birthday, and staff, family, and friends came together to make it a memorable occasion. We also had a farewell party for one of our managers at our sister service, and almost all clients and staff attended to show their support.

Let's take a moment to highlight some of our clients' progress and achievements:

SH has made tremendous progress with the support of our staff. He attended his dentist and G.P appointments, provided a blood sample for

the first time in three years, and even goes up to the kitchen to help with dinner. He has also been visiting the pub twice a week to socialize with friends, which is fantastic progress.

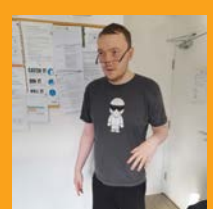
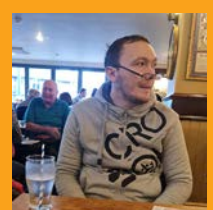
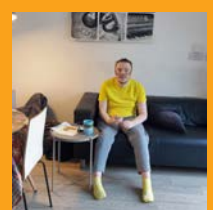
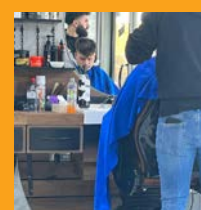
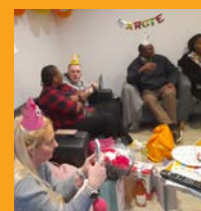
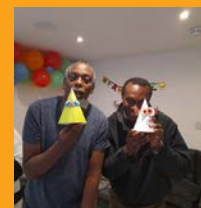
MT had a packed schedule of activities and professional appointments this month. Staff supported him with his G.P appointments and syringing. He celebrated his birthday with his family, who brought him some fantastic presents, including tickets to his favorite football club's VIP lounge and a stadium tour. MT also enjoyed a Valentine's Day treat at Harvester and continues to undertake his weekly football training with the St. Albans youth club.

JO visits Chase Gate House daily and goes swimming twice a week. JO also enjoys brief visits to the local park with staff.

Finally, we are delighted to announce that GS has secured a kitchen porter job in Barnet, and we are proud of the progress he has made.

GS even attended our sister service's farewell party for one of our managers, and we are thrilled to see him enjoying life to the fullest.

We are committed to supporting all our clients in their journey towards a better life, and we are always here for them.



Thank you Margie

Northlands

In February, we saw the departure of service manager, Margie. The residents threw her a leaving party. Northland's residents were joined by residents from Manor as well as other service managers.

Pancake day was held in Northland's which the residents enjoyed. They decorated pancakes with fruit as well as helping to mix and cook them.





Boats & Birthdays

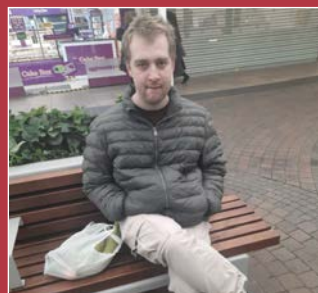
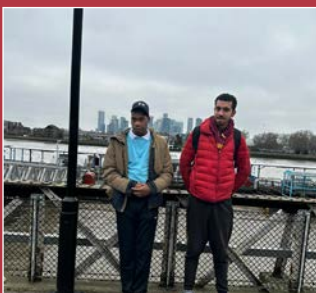
Park Lodge

February was an exciting and bustling month at Park Lodge! We warmly welcomed TB as our newest resident in room 4, and he has been adjusting well to his new environment. To make his transition even smoother, we arranged a special visit from Milo the dog. Seeing the joy on TB's face as he took Milo for a long walk through PYMME's Park and explored the local area was truly heartwarming. It's wonderful to see our residents taking an interest in the outdoors and all the wonderful sights around us.

Meanwhile, residents CR and SGF embarked on a fabulous day trip to visit the CUTTY SARK and other fascinating spots around London. They had an absolute blast learning about the rich history and culture of the city, and we're so happy to have been able to facilitate this fun outing for them.

CR has also been keeping busy with his volunteering work at the primary school and youth center. He has found that establishing a routine and staying active has helped him tremendously with his mental health, and we couldn't be more proud of him for all the hard work he's been doing.

Overall, February has been a month full of positive energy and progress here at Park Lodge. We can't wait to see what the future holds for our residents and continue to support them in every way we can.



Lady In Red

Park Side



Special Moments

Winns Mews 2



I am thrilled to report that the past month at 2 Winns Mews has been nothing short of amazing. The service users have been making excellent progress in their journey towards independence, and we couldn't be prouder of them. Their dedication and hard work have paid off, and we are thrilled to see them achieving their goals.

On that note, I would like to take a moment to extend my heartfelt congratulations to Isaac Amaning, who was recently promoted to the position of Senior Support Worker. Isaac is an exceptional individual who goes above and beyond to ensure that our service users receive the care and support they need. He is patient, compassionate, and always willing to lend a listening ear. We are incredibly fortunate to have him on our team, and we cannot thank him enough for his outstanding work.

Isaac's promotion is well-deserved, and it has not gone unnoticed by our social

workers, head office, and family members. We are proud of his achievements and grateful for his contributions to our service.

At Winns Mews, we believe that every service user deserves to be treated with kindness and respect. That's why we recently organised a surprise birthday celebration for RT. The look on his face when he returned to the service was priceless. It was heartwarming to see how appreciative he was, and it reminded us of the importance of celebrating life's little moments.

Our team recently had a truly emotional experience when KF visited the cinema with Isaac for the first time ever. KF has come a long way since joining our service, and it's been an honour to watch him grow and thrive. We couldn't be happier to see him enjoying new experiences and trying different foods. His smile in the cinema was unforgettable, and it brought tears to our eyes.

KF's journey is a testament to the hard work and dedication of our support team. We are immensely grateful for the effort they put in every day to make a difference in the lives of our service users. It is thanks to their care and attention that KF is now living a fulfilling life with stability and happiness.

In closing, I would like to express my gratitude to everyone involved in making 2 Winns Mews the caring and supportive environment it is today. We are proud of our service users, our staff, and the progress we have made. Let's keep up the excellent work and continue to make a difference in the lives of those we serve.



Love, Shakes & Pancakes

Winns Mews 3

The month of February was a bustling one at 3 Winns Mews, filled with many

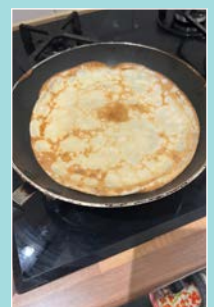
memorable moments. The service is being run well with the help of the great support workers who are on top of their game. The atmosphere is calming and warm, which seems to bring peace to everyone there.

Firstly, we would like to welcome Mica, our new service user, to 3 Winns Mews. Mica has been with Magic Life since September 2021 and was originally based at 672 High Road at Segun's service. There, she was involved in activities and some voluntary work, hosted residents meetings, and looked after her own well-being with good support to become focused and independent. She moved into 3 Winns Mews on January 30th, 2023. After careful thought and consideration, management felt that it was time for her to move in with us, where she is living with ladies of her age group who may like similar things. This move also gave her the opportunity to build new relationships. She has settled in well and has

bonded great with the ladies at the service. She is building relationships with the staff and is already well-liked at the service.

Valentine's Day was the nicest activity that was put on for our ladies. It was well-organized and thought out by Tamara Davis, our star, who went all out to ensure that each lady felt special on the day. The lounge was beautifully decorated in red balloons and tinsel with lots of love. Cakes and treats were added, and for the final touch, it was truly amazing. All the ladies were given gift bags with teddies and other lovely gifts in them, which brought a smile to their faces. As they say, pictures tell the story.

Let's not forget the famous Pancake Day, where you can spread it, wrap it, make it sweet or savory. Lydia worked with the ladies to make it a lovely evening that they really enjoyed and ate lots. The ladies also decided to make some healthy smoothies using fresh fruit, which they really enjoyed. All in all, it was a productive month with lots of positive engagement.



Magic News

Magic Life Announcements

I would like to introduce Stacy Watson. Stacy will be heading up our new home in Peterborough called the Hamptons.

The Hamptons is a bespoke, purpose built home consisting of 12 self-contained flats, all with walk-in wet rooms, spread over two separate units. Each unit has a shared lounge and open plan kitchen. The home has been designed to be fully wheelchair throughout.

The home will support people with Physical Disabilities, Complex support needs, PMLD, LD and ASD.



We would also like to thank Belinda Berry who managed The Chapel who has now moved on to new career goals. Belinda did amazing work at the Chapel and she will be greatly missed.

Segun Stephen who manages 672 High Road will also now manage The Chapel. Congratulations Segun and we are confident that The Chapel will continue to thrive in your hands.

Please congratulate Julie Fawz in her promotion to Service Manager of Hale End. Julie has worked alongside Pasty. Pasty will step back from the center stage but will continue to support Hale End and Julie in providing the highest levels of support to their residents. In addition Faustina Anokye will now become Deputy Service Manager. Congratulations to the amazing team at Hale End.



Magic Life Locations

Magic Life Head Office **5-11 Green Lanes, London, N13 4TN**

Bruce Grove
52 Bruce Grove, London, N17 6RN

Burlington Lodge
21-29 Tewkesbury Road, London, N15 6SE

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

Greyhound Road
95 Greyhound Road, London, N17 6XR

Grove Park Road
57 Grove Park Road, London, N15 4SL

Harringay Road
171 Harringay Road, London, N15 3HP

High Road Tottenham
672 High Road, London, N17 0AB

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

Maple Lodge & Cedar Lodge
271-275 Hale End Road, Woodford Green, IG8 9NB

NorthLands
10 Northlands, Potters Bar, Hertfordshire, EN6 5DF

Park Side
Quadrant Court, 2a Park Avenue, London, N18 2UH

Park Lodge
8B Park Road, London, N18 2UT

The Chapel
14 Chapel Row, Bishop's Stortford, CM23 3SE

Winns Mews
2,3,4 & 5 Winns Mews, London, N15 4FF

The Hamptons
403 Eagle Way, Peterborough, PE78EG

Cherry Tree Lodge
185 London Road, Croydon CR0 2WN, UK



Magic Life offer's a range of Services for people who require supported living accommodation

- Learning Disabilities
- Autism
- Mental Health Needs
- Respite
- Acquired Brain Injury
- Behaviours that are deemed to be Challenging
- Physical Disabilities
- Dual Diagnosis
- EUPD Support
- Forensic Support
- Long Term Support

To discuss how Magic Life can help please

Call Raff Baccus
Business Development
Manager on
0208 826 4348



<https://magiclifeuk.com>