

ncha

VoiceBox

Winter 2024

NCHA Care and Support magazine



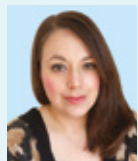
All the fun of the fair!

Residents enjoyed trips to Nottingham's Goose Fair this autumn.

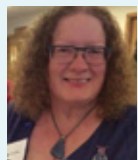
Pages 6 - 8



The Editorial team



Rebecca Miller



Judy Gray

Welcome to this issue of VoiceBox

Hello and welcome to the winter 2024 edition of Voicebox.

It's been another busy year across all of our projects this year, and in this issue you'll find a summary of just a few things that have taken place.

In the summer our residents were able to get out and enjoy activities in their gardens, and then as autumn came along so did the annual Goose Fair in Nottingham, and people from Tapestry Close and Benedict Court were able to visit to see the sights; some were even brave enough to have a go on the fast rides! Have a look at the photos on **pages 6 to 8**.

On page 9 you'll find Calli's inspiring story of how she's achieved some of her goals this year. Well done Calli!

In the centre pages, you can see some of our residents taking part in their regular art sessions. Focusing on an art or craft project can be a great way to relax.

On page 16 you can read about the Customer Voice offering vouchers as an incentive to people to send in their feedback! Why not share your views and benefit from this offer?

As the year draws to a close we'd like to take this opportunity to wish all of our readers a very merry Christmas, and all the best for the New Year. We hope you have a wonderful time enjoying the festive season.

Need to get in touch?

You can contact the Voicebox Editorial team via:

☎ 0800 013 8555

@ voicebox@ncha.org.uk

💬 comments or queries sent through your support team

📍 NCHA, Clifton Place, Fairham Brook Drive, Clifton, Nottingham, NG11 8PY

Got a story for Voicebox? 

Whether it's a poem, a story about something you've achieved, or some great photos of the activities you've been getting up to, we'd love to hear from you. Send the information to the Voicebox Editorial team or pass the information onto your support worker and you could see yourself in our next edition!



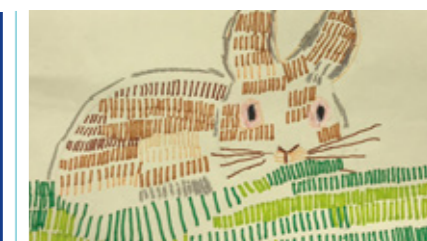
Lots of fun was had at the Goose Fair this year

6-8



09

Calli at City Heights has done so well achieving her goals



10-11

Residents have been working hard on their art projects

04 Lombard Street residents have been getting crafty



16 Customer Voice are offering vouchers for your feedback!

20 

Complete our Christmas spot the difference to enter the competition.

12-13 Lombard Flats residents had a busy summer



The joy of CRAFT



Tenants and staff have been getting artsy at Lombard Street.

This sunny summer has meant we could begin a mural on the garden shed as well as decorate some pots for our outside space.

Painting can be a stress reliever and cathartic experience for everyone, it enhances your creativity whilst stimulating both the right (artistic, emotional, imaginative, and intuitive) and left (logical, analytical, factual) sides of your brain!

Tenants at Lombard Street volunteered their time to paint multiple base coats onto the outdoor shed, in preparation for a sunset landscape mural, to be completed by Support Workers Eve and Rosie.

Lombard also hosted a plant pot painting party, where each tenant could design their own pot for the garden. Everyone had a supportive and encouraging approach to each other's masterpieces and there were smiles all round as most of us went away covered in more paint than the pot itself!



Come Dine with Me



One of our talented tenants made a yummy biscoff and white chocolate cheesecake for dessert!

Residents at Lombard Street have been enjoying cooking

Residents at Lombard Street enjoyed a tasty home cooked chicken curry as part of our exploration of cuisines from around the world. Everyone got involved with preparing the ingredients, cooking, and washing up afterwards!



Foods we have tasted and rated so far include quiche, mac & cheese with tomatoes, Caribbean chicken with rice & beans, and fruit salad.

We have also started our Come Dine with Me event where each week different service users will cook their favourite meal for everyone to enjoy, score out of 10, and learn new recipes!



Tapestry Close trip to Goose Fair

By resident Steven

My Support Worker Robyn and fellow resident Nagina planned a trip to the Goose Fair.

Unfortunately the first date we planned the weather had other ideas. However, Robyn supported us on the Friday and the weather stayed dry.

This was the first time in a few years I have been able to go so was really looking forward to seeing the rides and enjoying some food.

We caught the bus there and took a steady walk round. I was in awe at Nagina's bravery to go on some of the rides. Myself and Robyn just watched from the sidelines.

After the rides we made our way up to the scouts' hut to get some donuts and peas. Unfortunately they weren't selling donuts, but we still managed to get our peas and they were delicious. Nagina had some lovely Indian food of samosas and fish.

Walking back to the bus we found somewhere else to get some donuts, they were lovely and hot. Overall, we had a lovely evening spent at Nottingham Goose Fair.



My trip to the Goose Fair



By Lan from Benedict Court

On Saturday 5 October 2024 me and my support staff from Benedict court visited the annual Goose Fair in Nottingham.

I was looking forward to the fair since earlier this year because it is near my own birthday, it has always been something I have really enjoyed attending and this year it was on for a whole 10 days!!!

We set off from the project, got the number 88 bus, and then got off walking down the back of the forest recreation ground. I could see all of the rides from here at the top of the hill and it looked amazing! All the many food stalls with all different foods and treats all smelt delicious, I was really excited to try a few later on.

First I went on the bumper cars, then the horses (merry go round) and then the sky jump.

I decided after this I would like to just walk around for a bit soaking in the atmosphere, the colour lights and all the different stalls.

I decided to have a go on hook a duck, and I won a teddy bear, which I was very pleased about.

After walking round for a bit longer, I bought some chips and a bottle of water, and then I couldn't resist bringing a sweet treat of candy floss and sugar doughnuts home with me to enjoy later relaxing in front of the tv as I was now tired, but I had a great time!



Succeeding in achieving my goals

Written by staff Jamie with input from Calli.

Calli before



Calli, a service user at City Heights, has struggled sometimes, like a lot of us in life. However Calli has shown incredible determination by spending time with her support staff working to achieve exactly what she sets out to do.

On Calli's birthday last year, she took it upon herself to quit smoking and has not smoked one cigarette since. Then, having built up her confidence, in February this year Calli joined a local Slimming World group hoping to lose some weight.

At first Calli was a little nervous, but like everything she has put her mind too, she did absolutely amazing and hit her target weight loss of losing an incredible five stone!

Calli says:

"I feel so much better in myself and I feel confident in the way I look and have a much brighter outlook on life now."

Calli after



Calli has shown great motivation in achieving her goals and all of us at City Heights are extremely proud of her.

Well done Calli!

Creating art in projects



Volunteer Judy Gray tells us about the artwork she does with some of our projects.

My name is Judy Gray. I worked for NCHA for 20 years managing homes. I left in 2015 as I developed Multiple Sclerosis, which affected my walking and balance. After a year of thinking (sulking) I thought I still had useful experience and I asked NCHA Care and Support about volunteering. They were looking for someone to do art with people at their home on Claremont Road, so I volunteered, and everyone was so welcoming and supportive.

I went weekly to Claremont for seven years and did art with several people there. We'd talk about what each person wanted to do, something they liked, had done or something seasonal. Then we'd look for a picture online, I would do a rough sketch and then guide them to complete it.

We'd post pictures of them doing this on Claremont's family and friend's Facebook page. Then the art would go up on display. Twice they had their art on display in shop windows as part of Sherwood Art Week.

Unfortunately Claremont Road had to shut last year, but I have visited some people in their new homes; three of them still live with NCHA. Supporting people to do art makes me happy and gives me a sense of purpose. Here are some pictures of the art being made and some of my favourite pieces.

I now am one of the Customer Voice group, listening to your views to try to improve how NCHA supports people (see more on this on page 16). We'd love to see more of your artwork in Voicebox magazine so please do send it in!

David's rabbit



Ellen busy creating her picture



Sherwood Art Week



Ellen proud of her finished work



William at work



Enjoying the summer



Residents at Lombard Community flats made the most of the summer with lots of activities taking place.

We had a mix of outdoor and indoor activities this summer that promoted learning, culinary skills, movement, fun activities and marking remarkable days in history.

We started off making delicious Yorkshire puddings which one resident remarked were tastier than anything he's ever bought!

After having our Yorkshire puddings, we had plenty of energy for an afternoon of mad fun with our Mad Hatter's tea party, drawing from a character in Alice in the Wonderland.

We played games and enjoyed the weather with everyone displaying their left-handed skills and having a good laugh. We also watched the film of Alice in Wonderland.



We made 'coconut jam drops' as they were simple to make yet delicious, the perfect quick treat for afternoon tea. These delicious cookies were made using three ingredients only and our residents didn't leave a single crumb on their plates!



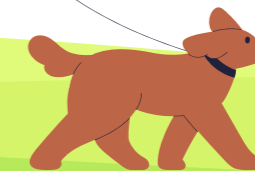
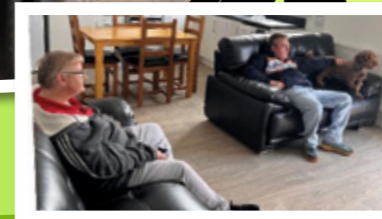
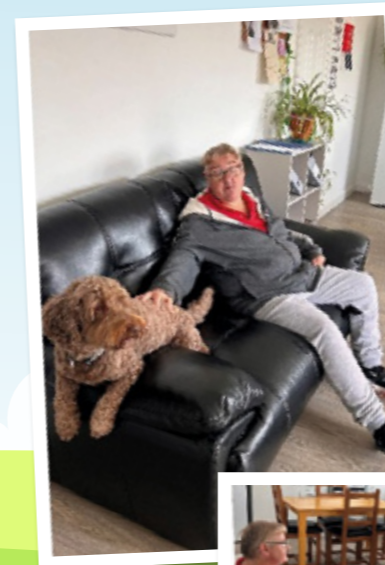
This summer we also enjoyed decorating our garden and nurturing our plants. We had our tomatoes and pumpkins fruiting and our flowers blooming.



And finally, to promote learning and safety, we supported one of our residents to attend first aid training, organized by the local first aid charity which he thoroughly enjoyed participating in.



We made sure to get moving too. In celebration of the International Dog day, we had Harvey the dog visit the project and walked with our residents.



Keeping busy this September



Residents at Lombard Community Flats had a very foody September.

Our residents love to display their cooking skills and learn new recipes.

We had a cooking September as we marked various food celebrations trying out different recipes from breakfast to rarebit day. We also had our bacon butty and hot dog day, and then took time to about proper food storage to minimise waste on the food loss and waste awareness day.



While we cooked and ate, one of our residents took a day out to White Post farm. He enjoyed himself so much that he said he'd be interested in volunteering at the farm, but they unfortunately have no volunteer hours available at this time. We'll be keeping an eye out for opportunities!



Life at Midworth Street



I lived at Midworth Street before. I was very addicted to alcohol but staff were very supportive and reached out to other services to help me with my addiction to stop drinking.



I did have some on and off days with drinking throughout my recovery. Before I went to another service to further my recovery, then I went to Nottingham recovery centre to get more support to help me stop drinking alcohol, so I got transferred back to my original accommodation.

I then had some awful news from my relatives so I struggled with this and fell back into drinking heavily and got admitted into hospital for two weeks then back to the same service to further help my recovery from my addiction.

After that I moved back into Midworth Street to get more support from the staff to better my daily living skills. I have really enjoyed myself here at Midworth Street.





Your Customer Voice group



Hello,

I'm Judy, one of the Customer Voice group. It started last year to look at ideas of how we can support people better. We want to hear your or your relatives' ideas of how to improve what we do. We would like you to feel heard, so that we can help improve for everyone.

The Customer Voice group is led by Katherine Cutts; Katherine is the Assistant Manager at our Nuthall Road service. She says that our group wants to make sure we "hear every voice" with their ideas. Alongside us on the group is Liana Burrell, and between us we have a lot of experience of support.

As well as your ideas, we also look at how things are done to see if we think they can be improved or made simpler. We have already looked at the complaints procedure to see if there are ways it might be made easier to say you are unhappy with your support or your NCHA home. We also have looked at the ideas that have already been sent to us.

We have thought about how we can reward your ideas and we will send you vouchers for ideas we go on to use, as a thank you for your time! We'd especially like to hear about how things could have been better when you first started getting support from us.

Guy Stovold, Assistant Director of Homes and Wellbeing, says:
"Care and Support Customer Voice is a vital part of our overall approach to listening to Care and Support services. We have some amazing members dedicated to reaching out to our care and support services and understanding what matters to them and recommending to NCHA how we can improve our services."

Assistant Director of Homes and Wellbeing

Get in touch by emailing CustomerVoice@ncha.org.uk or ask a support worker to contact us.

Your feedback

on our services



In Care and Support we regularly seek feedback from our customers to ensure we are supporting them in the best way possible and this includes our annual service user survey. We are delighted to know that our customers continue to be happy with the service we provide and the 2024 overall satisfaction rate was 98.9%, which is a small increase on last year's figure.

This year we piloted using only an electronic version of the survey for some services; where it was felt the service users would prefer the ease of accessing the survey on the device of their choice.

Unfortunately, we encountered a couple of software issues which lead to 65 survey responses being unavailable for inclusion in the final results. This will be reviewed ahead of next year's survey to avoid further problems.

Thank you to everyone who completed the survey



Around **650 paper surveys** were sent out.

450 service users were given a QR code and link (which were also included on the paper surveys).

Despite technical issues, the response rate increased up to **25.4%** against **20.9%** in 2023.

As usual the section on our colleagues has impressive results with 99.3% of customers agreeing that 'staff treat me well' and 100% agreeing that 'staff are friendly'. It's really positive to know that the hard work and dedication of our project colleagues doesn't go unnoticed. This is reinforced by feedback shared by those who completed the survey:



"I've never had the understanding, commitment and unshakeable support like I have now."

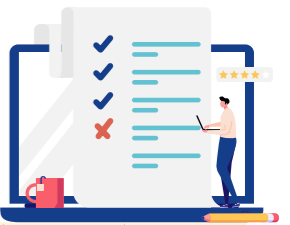
"STAFF ARE BRILLIANT. I cannot thank them enough."

"The staff are the best. They are always ready to listen and support you."



"I've got a good chance to have a good life and that's down to all the staff here. Thank you"

The overall totals of our survey are below:



	Yes, always		Yes, mostly		Yes, sometimes		No	
	2024	2023	2024	2023	2024	2023	2024	2023
I am happy with the support I receive	68.84%	70.95%	20.29%	20.33%	9.06%	6.64%	1.09%	1.66%
I do the things that are important to me	45.29%	56.02%	32.97%	22.82%	17.39%	14.94%	3.26%	4.56%
I get the opportunity to try new things	37.68%	44.40%	23.55%	28.63%	28.62%	17.01%	7.25%	6.64%
I get the support that I need to manage my money	52.54%	56.43%	16.67%	17.43%	10.51%	7.88%	5.80%	3.32%
NCHA does a good job	60.51%	65.15%	24.28%	25.31%	11.23%	6.64%	2.90%	2.90%
I am supported to feel healthy and well	57.97%	53.94%	26.09%	22.82%	13.41%	14.94%	1.81%	2.07%
I can keep in touch with and spend time with the people who are important to me	50.72%	61.00%	24.64%	19.92%	20.65%	12.45%	2.90%	2.49%
I feel comfortable living in my home	52.17%	53.11%	24.28%	25.31%	13.04%	14.94%	7.61%	4.56%
I feel safe	52.17%	53.11%	24.64%	26.56%	18.48%	13.69%	4.35%	2.90%
I get the support that I need to access health services	64.86%	64.73%	21.74%	17.84%	8.33%	6.64%	1.81%	1.66%
I make decisions and choices about my life	55.07%	61.00%	26.81%	24.90%	14.13%	10.37%	3.62%	2.07%
I make decisions and choices about my support	58.33%	59.34%	26.45%	22.82%	11.23%	12.86%	3.26%	3.73%
If I am unhappy, I can tell someone who will listen	58.33%	61.41%	21.38%	19.92%	14.49%	11.62%	5.07%	3.73%
Staff are approachable	71.38%	75.52%	21.01%	17.43%	6.52%	5.81%	0.72%	0.83%
Staff are friendly	78.26%	79.67%	18.12%	15.77%	3.62%	3.32%	0.00%	1.24%
Staff know me well	55.43%	65.98%	27.90%	21.99%	12.68%	6.22%	3.62%	4.98%
Staff listen to me	65.22%	73.44%	21.01%	17.43%	11.23%	6.64%	2.17%	1.66%
Staff treat me well	75.72%	77.59%	17.75%	15.35%	5.80%	4.15%	0.72%	1.66%

Find out more on our website: www.ncha.org.uk/care-and-support/what-our-customers-say

Christmas

spot the difference

Can you find ten differences between these two pictures?



To enter you can either send this page (with the differences circled) to the Voicebox Editorial team (see address on page 2) or ask your Support Worker to take a photo of it and email it in to us.

Don't forget to include your name and address and we will enter you into a prize draw where one lucky winner will receive £30 in vouchers.

Name:

Address:

The deadline for competition entries is Friday 28 February 2025 – good luck!

Privacy notice: Contact details will be safely stored for the purposes of the competition only, and will be destroyed once the winner of the competition has been notified.