



**jubilee
house**
Empowering people with
learning disabilities

2016/17

IN FULL SWING

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**WHY
ROHAN
MEANS
BUSINESS**

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U P D A T E

STRONG TEAMWORK, FOR NOW AND THE FUTURE

Another great year for Jubilee House! Our services go from strength to strength, providing the quality support and care which enables us to achieve our ambition of happy and fulfilled lives for adults and children with learning disabilities.

All our services retained their 'Good' rating, and we're looking forward to making them even better. Thanks to the hard work of our fundraisers, as well as to some sizeable donations, this year we've been able to upgrade the facilities at several of our services, making sure that we can provide the best possible experience for our service users.

2017 is our 40th anniversary: we've come a long way from the single building in Welwyn Garden City that started the Jubilee House journey all those years ago! We're looking forward to some great events to celebrate: a sponsored sky-dive and a 1970's themed disco are just two of the highlights.

We're always on the look out to introduce new services, and in 2017 we'll be running a new fully-supported course in practical horticulture to enable people with learning disabilities to gain a marketable qualification.

Finally, we'd like to say a big thank you to all our staff, members, volunteers and trustees whose enthusiasm and hard work have made Jubilee House such a success. We couldn't do it without you!

**Steve Stokes, Chairman
and Alan Clarke, CEO**



HARVEY MAKES LEAPS AND BOUNDS

Harvey, like most 10 year olds, is full of energy. His autism means he faces daily challenges at being able to access the world. The staff at Peartree look after him and understand and encourage Harvey in a safe and meaningful way.

He has come a long way since his early visits which saw Harvey finding life difficult. He would hurt and isolate himself and would also find eating a struggle. He would also scream and

shout a lot. Home life was hard for his family. Coming to Peartree gave them all some much needed support.

Our dedicated team has worked, supported and enabled Harvey to be able to take part in activities and to be around others. He can now spend time away from home learning new skills. In addition his time at Peartree gives his family the chance to recharge .

Harvey still faces daily challenges but is making good progress, becoming an engaging individual who is developing at every visit. He is talking more, making choices and managing his own behaviour.



"Staff showed they had good relationships with people, speaking about them warmly and showing that they held them in high regard."

WHY THIS MAN MEANS BUSINESS!

Rohan Chopra is a busy man! Since arriving at Jubilee House on one of our 10 week programmes back in 2014 Royston based Rohan has been working his socks off for us in various guises.

As well as attending three of our work experience programmes, Rohan has gained a Level 1 in Administration and an Employability Skills Certificate. He has gone from strength to strength with his office skills by manning the phones, creating and maintaining documents and learning general office administration.

Rohan has been volunteering once a week with Jubilee House since the start of January 2016 and in July Rohan took on a paid project for us helping to implement our new operations systems, a project that involved data input and a huge amount of auditing.

"Rohan is intelligent, understands instructions and has been instrumental in Jubilee House meeting our project goals. He is an enthusiastic member of our team," said Catherine Nolan, our HR Assistant. Rohan insists his favourite job is data input! However he has his eye on another job "I like to practice

my DJ skills on my laptop. I'm into pop, dance and house music at the moment," he explained.



GREEN FINGERS WANTED

After a kind donation from the Hornbeams Society, Jubilee House is planning to run its first ever gardening training course in 2017. Running over a period of one year, it will provide young (and not so young) people with learning disabilities an opportunity to gain a Level 1 City & Guilds Qualification in Practical Horticulture.

It's expected that the course will enable eight people with learning disabilities to participate and provide them with a useful qualification with which to enter the world of work. We hope to be partnering with Growing Education, and trainees will be supported by Jubilee House support staff throughout.

Please contact us on 01707 390107 or enquiries@jubileehouse.com to register your interest.

Our work experience programme, launched in 2013, provides support for people with learning disabilities by preparing them for paid employment within an office environment or a volunteer role. To find out more please call us on 01707 390107.

"We observed staff relate to people in a kind and caring way which promoted their self-esteem and encouraged their independence."

IT'S A FAMILY AFFAIR



Seth, a 12 year old from Hatfield, has severe autism. We first met him in January 2016 when his Mum was due to give birth to his brother Christian.

When he was five weeks old Christian developed serious eye problems and cancer in both eyes was diagnosed.

As a result of this Seth's original package of 12 overnights was extended to three nights a week to help take some of the strain off the family which also includes Seth's brothers Jed, 10, Mordi 8, Titus 4 and Dad Stuart.

Stuart was full of praise for the help they obtained from Jubilee House: "We're extremely grateful. The staff have been magnificent, especially Sam Perry. Sam and the team have supported us all the way and have liaised with Seth's school, Lakeside in WGC, as well as social services, to ensure this new package went through smoothly. We're so glad we got the help we needed.

"Everything happened really quickly," Stuart continued. "London Royal Hospital were straight on it, and another plus point for Jubilee House is that they moved mountains to help us immediately."

Both Seth and Christian are making good progress and Seth is settling into his routine, becoming more confident all the time. Project Support Worker Leanne Smith explains: "Seth has made exceptional progress in self managing his behaviour and is now settling himself off to sleep without an adult in his room.

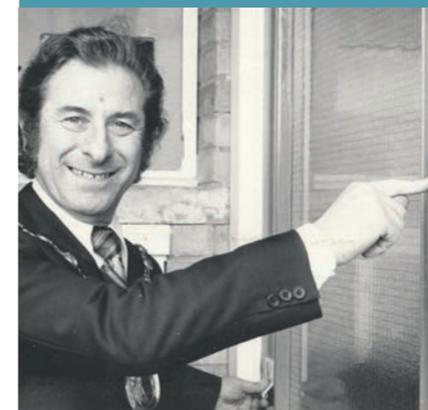
"At first Seth had a very limited diet but is now trying a variety of foods which he enjoys eating. He is now going out in the community and getting more confident all the time."

KEY MOMENT

"People described the manager as supportive, always having an open door, proactive and approachable"



Then: Opening Grove Meadow in March 1977



Little Dawn Ingram presents a bouquet to Dennis's wife Gill. Looking on are MP for Welwyn Hatfield Christopher Murphy and his wife Sandra



In March 1977 the country was looking forward to the Queen's Silver Jubilee and Australian fast bowler Dennis Lillee was claiming six English wickets in the Centenary Test. Meanwhile another Dennis, Chairman of Welwyn Hatfield Council Dennis Lewis, opened our first residential home in Grove Meadow, Welwyn Garden City.

"The then Chief Housing Officer at the Council was very sympathetic to this project and was instrumental in making Grove Meadow available for respite care," Dennis explained. "Ray Little, leader of the ruling Labour group, also did his bit by arranging for an extension at the back of Grove Meadow to be built.

"It was a real community event," Dennis continued. "Not only did local people donate furniture, fixtures and fittings but many of them were there celebrating at the official opening."

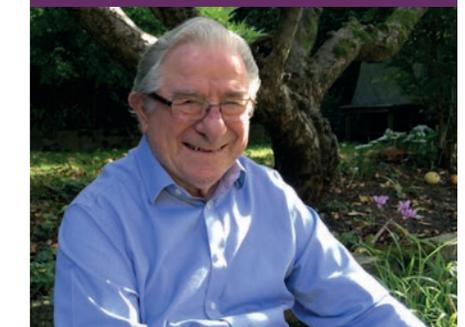
Dennis, who still lives locally, has remained a supporter of Jubilee House and opened our Peartree Children's Short Break Centre in 2004.

He also wants to help arrange some of our 40th anniversary celebrations and fundraising events planned for 2017. These include a 1977-themed karaoke disco and a sponsored sky-dive. "I'm not sure my ticker is strong enough to jump out of a plane, but I want to be involved in some way."

Dennis opening our Peartree building in 2004



Now: Dennis Lewis at home



JONQUIL - SUPPORTING INDIVIDUALS WITH HIGH NEEDS

Our residential services in Welwyn Garden City support people with complex learning disabilities and mobility needs to live happy and fulfilled lives. One of these services, Jonquil, is a specially adapted bungalow which supports individuals with high needs.

The service is fully equipped to support people with all of their mobility needs: it has a large sensory room which provides opportunities for fun and relaxation, as well as a large garden for use in the summer months.

Individuals are supported to take part in many community activities such as visiting local pubs, cafes and parks. Day trips have included a boat trip on a local canal and visits to Wicksteed Park, the seaside, the circus and the local zoo.



This year we purchased a new vehicle specifically adapted for wheelchair use and this has made accessing the community even easier.

As well as group based activities, each individual also takes part in personalised activities depending on their own interests. These are identified through in-depth meetings with dedicated and skilled staff members who know them well. Personalised activities have included trips to an ABBA musical, a Queen tribute act, go kart racing and a personal encounter with lemurs (pictured)!

GETTING OUT AND ABOUT WITH OUTREACH

Our outreach service started off supporting young people to get out and about in the community, having fun and developing confidence. We can now provide support to both adults and children, who can either attend one of our regular group sessions or have sessions specifically tailored to their individual needs and delivered on a one to one basis.

Most of our outreach services are provided under contract to Hertfordshire County Council, but we can also provide services for people who receive a direct payments

package. Outreach activities can take place during the day, after school or at weekends, at the times which are convenient for the service users.

Recent activities have included go-karting, horse riding, swimming, fruit picking, singing lessons and trips to Harry Potter World and Whipsnade and Woburn zoos.

As well as providing fun activities, our outreach sessions can help to equip young people with the life skills that they need to thrive in the modern world, and we have supported young

people to be more confident in using money and doing their shopping, and in using public transport, as well as providing school support.

Our outreach services provide vital support to families in the local area. If you would like to have more information on how an outreach package could benefit you or someone in your family please contact our Outreach Manager **Suki Palmer on 01707 390107 or suki.palmer@jubileehouse.com.**

WE'RE GOING ON A SUMMER HOLIDAY



Our residential and supported living services in Welwyn Garden City encourage service users to be more independent in their daily living, which will ultimately help them on their way to 'happy and fulfilled lives'. Several of them identified that they wanted to be supported to go on holiday, and Jubilee House was happy to oblige!

Supported living tenant Clare certainly got out and about this year. Clare, 25, who moved in with us in September 2015, jetted off on a whirlwind trip to Spain having never travelled abroad before. Jubilee House supported Clare so that she could choose the holiday destination herself, book the trip, and obtain her passport, travel insurance and currency.

Clare chose her own support staff to accompany her and enjoyed a week away that took in Palma and Santa Ponsa in Majorca, (where she was able to swim with dolphins) and also a trip to Barcelona. This gave football fan Clare the chance to visit the huge Camp Nou stadium, home of the Catalan giants.

Other service users chose holidays closer to home: Jackie, Julie and Kathy from one of our residential services decided on a break at Great Yarmouth. As well as enjoying the traditional fish and chips and a trip to the fairground, they were able to take in the circus at the Hippodrome.

For Kathy, the trip to Great Yarmouth was a return to a

favourite haunt: "It's nice there and I went there the first time for my birthday." she commented. Another service user, Derek, decided on a quieter holiday on his own in Southend, supported by one of our volunteers. The highlight for him was a cream tea on the pier.

Holidays aren't just for the summer and our support staff were certainly worked hard on a recent trip to an 'Ultimate 80's' weekend at Butlins in Minehead: Alexis, Clare, Jackie and Sue wanted to take in all the nightlife, which meant staying up until the early hours every night. The pool party was another success, and nobody wanted to miss the opportunity to do some shopping at the market.

"Staff had a good understanding and knowledge of how to safeguard people against the risk of abuse."

FUNDRAISERS' PEAK PERFORMANCE!

A group of local volunteers felt on top of the world after a mountainous fundraising trip raised over £25,000 for Jubilee House.

The eight-strong Tour de Lard II team travelled 1600 miles to the French Alps in June 2015 on three-wheeled rusty Reliant Robins and old motor bikes with vintage sidecars.

As the team name suggests there were a few heavyweights in the squad including Baldock-based Charles Gutteridge who weighs in at around 20 stone. Charles, a Mercedes technician, wedged himself into a Reliant Robin, next to fellow fundraiser Chris Hill, also from Baldock. As well as strong-man Charles (pictured) and Chris the team

also included: Dave Manchester, Steve Pettyfer, Dave Blyth, Nigel Darken, Rob Jameson and Brian Littlechild.

Chris Hill explains what the trip was like: "The camaraderie and amazing vistas were enough to keep our spirits up so we could see the challenge through to a very satisfying total, raised for an entirely worthwhile cause."

Chief Executive Alan Clarke was full of praise: "What a fantastic achievement and what an inspiring group of guys. I'd like to thank the fundraisers for raising such a vast amount and raising awareness of our charity too."



A BIG THANK YOU!

Thanks to the generosity of our supporters we have been able to make improvements at some of our premises this year.

A two-year refurbishment plan at Peartree has been completed after a new bathroom was fitted. The £20,000 upgrade includes a new wet room area, a specialist bath adapted for people with physical disabilities, and Trovex wall coverings which are hygienic and easy to clean. "We'd like to thank the generosity of our supporters for donating the money for this project, especially the Tour de

Lard fundraisers," Finance Manager Rhian Capener commented.

At our Lincoln residential service a generous donation from the Hornbeams Society enabled us to purchase new white goods for the kitchens, as well as more suitable bedroom furniture.

At the Meadows Short Breaks Centre a new Clevertouch interactive whiteboard has been fitted which allows visitors to interact with a range of apps and watch YouTube and other videos.

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