

# Transition

We all face changes at different stages of our life and as we get older this could be due to a number of reasons such as bereavement, loss of independence due to chronic illness, loss of mobility or a move into residential care.

Sometimes we adapt well to the challenges that change in our lives often brings and sometimes we need help and support. From our experience in delivering social care services, Chinese Wellbeing identified a gap in service provision for the elderly people in our community when they are faced with changing circumstances.

With funding from Lloyds Bank Foundation for England and Wales, we were able to launch the Transitions Project to support Chinese residents living in Merseyside who are aged 65 plus to adapt to life changes.



Rita Lee, the Project Lead, explains: we can provide one to one practical and emotional support to help with the transition. The aim is to enable individuals to remain in their own home in independent living for as long as possible and to help them to adjust to their life changing circumstances. In cases where a move into residential care is necessary, we can help overcome the language and cultural barriers in communicating with care home staff and help ease the transition into a care environment.

So, if you are a Chinese resident living within Merseyside and aged 65+ consider the following questions:

- Do you have concerns about your financial future?
- Do you want to remain living in your own home for as long as possible but are finding it a bit of a struggle?
- Have you been recently diagnosed with a long term illness?
- Are you recently bereaved and finding it difficult to cope?
- Are you considering residential care?

If you answered 'yes' to any of these questions then please contact Rita Lee on **0151 709 2643**.

Chinese Wellbeing with the support of Lloyds Bank Foundation can support you through these challenging times to overcome some of the difficulties and make life a little easier.

Many of you will already know Rita as our Personal Wellbeing Services Manager and Dementia Champion. Delivery of this Transition Service has been challenging but extremely rewarding for all the team at Chinese Wellbeing after seeing many successful outcomes for our service users and their families.

Rita is delighted to share the story of one very satisfied service user aged 80 years who lived with his son until recently when his son announced that he had to move out of the area with his job. There was urgent need to find alternative and safe accommodation for the father but the family had no idea where they could turn to for help in this situation. The father was worried how he would be able to continue living independently and was unaware of any welfare benefits he was entitled to claim to help ease the financial burden.

Rita was able to act quickly in response to the situation. Our service user is now happily resettled in safe and comfortable social housing which has been adapted to his needs and with new furniture he had pleasure in choosing. We are of course on hand to ensure that he can remain supported in independent living for as long as possible.



Last July saw the launch of a new **Be Clear on Cancer** campaign by Public Health England, focusing on the respiratory symptoms of a persistent cough and inappropriate breathlessness to encourage people with these symptoms to see their doctor.

In response to this, Chinese Wellbeing arranged for local GP, Dr Katy Gardner and Taher Qassim MBE of Liverpool Public Health to give a talk to our Evergreen Wellbeing Club members on the signs and symptoms of lung cancer and at



Yvonne Leung, Club Supervisor; Taher Qassim MBE, Liverpool Public Health; Di Burbidge, Chinese Wellbeing; Dr Katy Gardner, Macmillan GP Liverpool CCG.

## Stephen Cheung Operational Support Officer - Evergreen Wellbeing

I was born in Hong Kong and grew up in a village near Sha Tau Kok. N.T.

I arrived in the UK in 1982 with my family. I first started to work for Chinese Wellbeing in 2006 as a minibus driver and became an employee in 2008 as a support officer for Luncheon Club as it was called then.

I enjoy working as part of a team with my supervisor who is the nicest manager I've ever worked for. The Club members are very nice and are great supporters of our club.



I enjoy helping the elderly and seeing them being more active and happy socialising with their friends, family and members alike and enjoying the healthy food programmes that we provide.

I'd like to pursue my career as a minibus driver as I enjoy driving and seeing people's happy faces travelling to events.

More recently, I am pleased to have had the opportunity to further develop my career in providing operational support in all aspects of managing the Evergreen Wellbeing Club.

My wife, Patsy was introduced to me by a member of the Luncheon Club and we now have a beautiful daughter called Lovella who is

the same time, remind members of the importance of completing the bowel cancer screening tests provided by the NHS.

Members contributed to a very interactive session which helped to reinforce the key messages of the lung cancer campaign as follows:

- If you get out of breath doing things you used to be able to do, it could be a sign of lung or heart disease, or even cancer. Finding it early makes it more treatable. So don't ignore it, tell your doctor.
- If you've had a cough for three weeks or more, it could be a sign of lung disease, including cancer. Finding it early makes it more treatable. So don't ignore it, tell your doctor.



# 華人身心健康 CHINESE WELLBEING

Dedicated to physical, mental and social wellbeing, independent living and community support.

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# OUTSTANDING..! 優異

Staff and service users at Chinese Wellbeing are celebrating after CQC awarded the charity an Outstanding rating following an inspection of care services in November 2016. The full report published in March 2017 can be read at [www.chinesewellbeing.co.uk](http://www.chinesewellbeing.co.uk)

CQC Inspectors base their judgement on five questions concerning services provided. The questions are shown below together with CQC's rating for Chinese Wellbeing.

QUESTION	RATING
Is the service safe?	Good
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Outstanding
Is the service well-led?	Outstanding

### Comments from the Inspectors:

"The most striking aspect of this dynamic service was the strong sense of leadership, commitment and drive to deliver a service which improves the lives of people in a fulfilling and creative way. There was effective leadership at differing levels within the service from the top down"

"The service was making a difference to people's wellbeing by working well as a team, in harmony with one another sharing the same values and principles. There was a strong caring culture with clear leadership in exploring new innovative ways of providing care in a person centred way"

"Staff supported people to make decisions for themselves and spoke with people about their wishes and preferences whilst delivering care"

### Message from CEO Colin Ling -

We have ended another year on a high note with the Care Quality Commission rating us as Outstanding for our domiciliary care. The published report recognised that our support for service users provides a much wider offering than basic care, the development of our Tea House Reminiscence and dementia services allows our service users access to a more inclusive and culturally sensitive range of support. I would like to thank and congratulate all of the team for their hard work in achieving such a notable success.



Colin Ling

Wellbeing Club, Transitions Project and our Dementia Services. I'm also delighted to say that we are continuing our pen pictures of staff with Stephen Cheung who works with our Evergreen Wellbeing Club and is one of the most popular members of the team.

There are also important messages from the Healthy Homes Team and a reminder about a session we ran for the Be Clear on Cancer Campaign on behalf of Public Health England.

As always if you have any queries or comments about Chinese Wellbeing please feel free to contact myself or any member of the team.

Best wishes, **Colin Ling**

This issue of our newsletter provides more information on our services including Evergreen



### What our service users said about us...

"Since I got the service from you, my life has improved a lot. I am not worried about anything now. Whenever there is an issue, staff from your company will come and help me to sort out this or that. I live on my own and do not have any family

here. Now it is time for me to express my heartfelt feelings"

"The Chinese Wellbeing helps the old Chinese generation who can't speak English. They improve the quality of our lives and make sure our lives are so much easier"



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**Translations**  
If you require a translation of this newsletter please email or phone the office. Thank you.

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# Dementia Services Update

Last April, the Liverpool Clinical Commissioning Group (LCCG) agreed to fund the continuation of **Tea House Reminiscence®** and the development of a post diagnostic support service under the banner of the Liverpool Chinese Dementia Support Network. Demand for both services continues to grow which is testament to the hard work of our bi-lingual Dementia Champions, Rita and Lily in raising awareness of the signs and symptoms of dementia and their efforts in reducing the social stigma which exists within the community.



We have also introduced a twice monthly confidential drop in service which provides the opportunity for community members to discuss any concerns they may have about themselves or a family member and to receive advice, information and guidance on the support available.

Tea House Reminiscence® includes the following culture and language specific activities:

- Memory Box activity
- Reminiscence sessions
- iPad activities
- Traditional indoor games
- Light chair based exercises
- Interactive quiz session
- Bingo
- Painting
- Reading corner
- Music therapy
- Advice and information

If you would like to find out more about the sessions and the 2017 schedule, please contact Ms. Rita Lee or Mrs. Lily Lam on 0151 709 2643.

**Liverpool Chinese Dementia Support Network** the creation of the first Chinese Dementia Support Network has been welcomed for those living with dementia and their families and carers. The Network hopes to build on peer support and meets every month to discuss the challenges of living with dementia and the practical ways in which everyday issues may be overcome to make life easier. The Network combines a Tea House session bespoke to its members and is open to anyone who has received a recent diagnosis and their carers. For further information, please contact Ms. Rita Lee on 0151 709 2643.

### Dementia Home Care Service

Chinese Wellbeing is a well established home care provider rated outstanding by the Care Quality Commission (CQC). We provide a person centred home care service and have experienced bilingual home care assistants available to support family members living with dementia. For further information, please contact Mark Chen on 0151 709 2643.

# Liverpool Healthy Homes Home Improvement Agency

**FREE help and advice from the Healthy Homes Team...**

Evergreen Wellbeing Club Members may recall attending several Winter Survival Skills events run in collaboration with the Healthy Homes team. The Healthy Homes programme has been expanded and is now open to any resident in the city who is struggling to pay fuels bills and suffering poor health as a result of living in a cold home.

If you are on a low income, own your own home or live in the private rented sector, subject to you meeting the scheme criteria, then Healthy Homes may be able to help you with:

- Advice on understanding your bills and using less energy
- Whole house LED lighting
- Draught proofing
- Minor window casement repair
- Boiler repair or possible replacement
- Replace one or more of your radiators
- Switching to a cheaper energy provider

If you think you or someone you know may be eligible contact:

[healthyhomesprogramme@liverpool.gov.uk](mailto:healthyhomesprogramme@liverpool.gov.uk) or call 0800 0121 754 and quote MHF.

# Evergreen Wellbeing Club

## Chinese New Year celebrations for Year of the Rooster



Ms. Lin Chen performed beautifully...



Chinese Wellbeing Singing In Harmony Club choir, tutored and led by Billy Hui of Sing Me Merseyside Choir performs an Elvis Presley favourite and traditional Chinese songs to the delight of the audience.



Winter Survival Health Talk



## Membership open - new members welcome..! Evergreen Wellbeing Club



Colin Ling presenting 1st prize in the lucky draw

The Luncheon Club kicked off the year in April with a change in name to the Evergreen Wellbeing Club. This was agreed upon by the members as part of a focus group meeting to discuss and plan the yearly programme. All agreed that the name better reflected the focus on health and wellbeing activities.

Yvonne Leung, the Club Supervisor, said "It has been an exceptionally busy year and I would like to give a big thank you to the staff team, Stephen, Lily, Amy and to the many volunteers in helping to make our events such a success".

## Some colourful highlights from 2016/17

Trips and outings aiming to promote physical and social wellbeing.



Manchester Fo Guang Buddhist Temple – sharing a different religious culture and enjoying tasty vegetarian food.

## Sheffield visitor attractions included the Peace Garden, Botanical Gardens and Sheaf Square



## Christmas Highlights...



Christmas Lucky Draw winner

## Outings planned for 2017/18 include:

- Tatton Park
- Southport
- New Brighton, Wirral
- Sefton park, Liverpool

For further details and to make a seat reservation please contact Yvonne Leung on 0151 709 2643 or 07827346981.



## Return trip to New Brighton by popular demand – sun sea and sand... a glorious day!

