



## UPCOMING Fundraising & Events

### Action for Brain Injury Week 2011

Get thinking caps on!  
Anyone with any ideas for ABI week please contact Tracie / Alan

### Saturday 14th May @ 12pm 2011 Charity Football Match fundraiser/fete

The Vine Vs The Chequers – come along and show your support

## Client Involvement Panel Meetings get off to a flying start!

We were so happy that the client meetings got off to such a great start. The first meeting was really successful with some brilliant ideas being put forward. The second one was so well attended that there were not enough chairs and people were spilling out into the hallway! If you would like to come along they are being held four weekly on a Thursday at 10am at Headway. You do not need to book a place – just drop in on the day – everyone is welcome. What was discussed will be typed up and sent out to everyone and put on notice boards.



## Café and Charity Shop News

As you may have already heard, we have decided to change the use of Chapters Café, from a Café to a larger charity shop. The café has been really successful in providing work placements for clients and has produced some amazingly good food and buffets over the past few years. We have been very lucky to have amazing staff and volunteers running the café so Headway extends a big thank you to everyone concerned for their commitment and hard work, and of course to our customers for their support. We are really excited about expanding the charity shop into new premises as it has been outgrowing its current location steadily since it has opened. The charity shop will also have work placement and volunteer opportunities so look out for details shortly.



### Leaflets:

Thank you to Craig and Jude Harrison and also Chris Stanley and Stuart Wright for helping to design client leaflets for the day Ops (and soon other services too!) these are nearly finished and looking great. If you would like to become involved in designing leaflets and other information that is distributed to clients, please speak to Claire or Helen at the Day Ops.

### Complaints:

We have had new leaflets and posters for a few months now. If you are still unsure of how to make a complaint, please

contact Claire at the Day Ops who will be happy to help you. We are also about to start displaying anonymous statistics on notice boards every 3 months so everyone can see the amount of and types of complaints we have had.

### Policies and Procedures:

We have policy files at every site for staff, volunteers and clients to use for reference. If you would like to offer feedback on any policies or procedures please feel free to make them to Claire at the Day Ops who will use this feedback when the policy or procedure is ready to

## Calendar

### Thursday 7th April 2011

Client Involvement Meeting @ Headway

### 18th - 24th April 2011

Depression Awareness Week

### 18th April 2011

Committee Meeting

### Thursday 5th May 2011

Client Involvement Meeting @ Headway

### Bank Holidays:

Monday 2nd May 2011  
Friday 27th May 2011  
"The Royal Wedding"  
Monday 30th May 2011

### Monday 9th – Sunday

15th May 2011

ABI Week

### Tuesday 10th May 2011

Stroke Awareness Day

### Saturday 14th May @ 12pm 2011

Charity Football Match  
The Vine Vs The Chequers

### 23rd May 2011

Committee Meeting

be reviewed. We are also going to have a different policy on display for anyone to read on a monthly basis on notice boards at each site / office. This is to raise awareness of certain important policies. It will be titled 'Policy of the Month'.

### Satisfaction Surveys:

The staff and clients satisfaction survey results have been analysed and we will be sending out this information to you shortly. This month we are also distributing surveys for carers/relatives to fill in – make sure you return yours!

*"We feel it's a good thing to have the Newsletter to give us all the information of what has gone on and what is going on in the near future. Input from the clients is a good thing - it's nice to read it and I'm looking forward to the next one." Roger Barrow - Client*

## News From Malvern Outreach

Don Buxton has now moved into the Ranelagh Road Complex. He is settling in well and has made several new friends.

A Client meeting was held and the clients who attended are looking into raising awareness of Headway Worcester Trust Ltd. We had lots of ideas and suggestions for fund raising, such as BBQ's, sponsored swims, walks, fete's and many more. Marc Staniland-Davies is going to be working on a sponsored swim. Angela Lambert, Ray Kirkland and Marc Staniland-Davies are going to make cakes for a garden fete which we are currently busy organising, more information to follow.

Angela Lambert and Ray Kirkland have kindly offered to set up a neighbourhood watch scheme on the Ranelagh Road complex.

It is with great regret that we are losing Ben Eastwood from the Malvern Outreach support team. Evette and the team would like to say a big thank you and wish Ben all the best for the future.

***Evette and the team***

## News From Day Opportunities

All the staff want to say a big thank you to all the volunteers currently helping out at the day ops. Your help is amazing.

Welcome to our new clients, Hayley Brown, Max Redmond, and Ann Bishop. We are all really happy you are enjoying your time here and look to be settling in well.

Helen got the funding for the Wii and this will be set up in what is the art room for exercise sessions. Staff and clients can all get fit together!!

Well done to all clients who have contributed to an art project where everyone had a go at painting a picture of a flower, it looks lovely. At the half way point in the computer sessions all the clients involved are doing really well. There is a possibility of running another course so if anyone would be interested then get in touch with Helen or Val at the day ops.

Skittles is going well and everyone seems to like it. Well done to Clive who won the last session!!

***Helen and the team***

## News from Brickfields Bungalow

It has been a fairly quiet time here at the bungalow, but now that spring appears to be on it's way we are hopeful that we will be out and about being more sociable. The daffodils are finally in full flower and we hope to see John back at the bungalow garden soon. Stuart has been enjoying the computer course at day ops and is looking forward to taking photographs of the staff and clients for the new sign for the day centre.

Tenants have been loaned a Wii and have enjoyed it so much that after a lot of saving the Bungalow is going to purchase one in the near future. Ten pin bowling has been one of the favourite games but the most fun has been designing the characters, Emma and Stuart thought it was hilarious and are able to recognise all the staff characters without looking at their names! There have been several trips out to the pub for Sunday lunch and Stuart enjoys going to the curry club every Wednesday with several of his friends.

Tenants enjoyed pancakes on Shrove Tuesday, prepared by June who even bought her own frying pan with her from home as she says everything sticks in the bungalows frying pan, note taken and I am pleased to say we have now bought new ones, so we can have pancakes more often now please June. There have been a couple of possible new tenants having a look around the bungalow so you may be seeing some new faces at the day centre in the near future.

***Irene Tenants and the team***

## News from Evesham Outreach

Brian Bickerstaff has successfully completed travel training to Headway day opportunities. The Evesham team had received two successful referrals which the team are now supporting. Roger Evans has moved out of Brick Kiln Street and is moving in with his sister, Roger is very happy about this and Evette and the team wish Roger all the best for the future.

In the meantime the team are eagerly awaiting a new tenant. John Merriman has now got his new prosthetic arm and is adjusting well.

***Evette and the team***

## News from Worcester Outreach

Lyn would like to thank all the staff at Worcester Outreach who have worked very hard to cover all the annual leave and sickness which has been no mean feat. The team have pulled together to make sure new clients have been able to start their support in between very tight routes. Thanks guys - you're the best.

Unfortunately Headway had the sad news that Tony Willis passed away on the 14th of February. Tony was a well known and much loved client to Worcester Outreach, so it has been a very sad time for all that knew him. Tony's funeral at the Worcester Crematorium, was a beautiful celebration of his life and the mass of people that attended to pay their respects proved how popular he was. Tedd Lindop read out a beautiful summary of Tony's journey through his life to his last happy days at Headway. Lyn composed a witty ditty from information gathered from the staff. His funeral was toasted with a buffet and drinks at the Vine as requested by his family, as you could not 'toast Tony' with a cup of Tea! Eileen (Tony's sister in law) has asked Lyn to express her sincere thanks to all who helped in making the funeral a lovely day in such sad circumstances.

Todd Reeves has moved to Droitwich moving on to pastures new with his family and Worcester outreach wish him all the best for the future.

Dickinson court is also having an additional 3 new cameras installed to improve the security further for the residents. Very shortly, the approach ramp into Dickinson Court is being lowered which will be of great relief to all car drivers.

Preparation for 'Dickinson Court in Bloom' has begun. All trees at Dickinson Court have been pruned back and the Duckworth Trust are coming to spruce up the banks of the brook. We are going to try and encourage clients to participate. One of our clients had a problem with their electrics which had Nexus electricians baffled. It has since transpired that a squirrel had taken up residence in his roof space and been hungry for wires...

***Lyn and the team***



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