

# Spring Newsletter

2025



# Staff News



Staff gathered at The Garden House on Friday 20th December for a Christmas lunch together. As usual, it was a great opportunity for us to catch up and wish each other a Merry Christmas, especially since staff from our Supported Living, Housing Services, and Head Office don't meet too often during worktime. We were delighted to welcome Sandra Malcolm and Binna Kumari to their first Christmas lunch with Future, and we clapped long and hard as colleague Devril May was presented with a Future Certificate congratulating him on 20 years' service with the organisation. A good time was had by all.

Dev has recently completed 20 years of excellent service with Future and, in this profile, Future celebrates his considerable achievements and contributions to the organisation during this time. Early in his Future career, Dev's work involved establishing our Carers' Initiative including the setting up of one of the largest Carers' Support Groups in the city.

He has worked with Greener Futures supporting service users at gardening projects in Small Heath and Winson Green, in our Home Support service offering assistance to vulnerable people in their own homes, and in our Respite and Crisis Houses with people experiencing mental distress. He became Project Lead at our Endwood Court site and is currently Deputy Manager at our Francis Road Supported Living Service.

In addition, he conducted research, including work with focus groups and day centres, into dementia in the BAME communities for which a distinction was awarded by UCLAN, and he has recently gained a distinction in his Level 4 studies in an NVQ Apprenticeship in Leadership and Management. We also remember him fondly over the years for his skills as a DJ and his willingness to share those with service users and staff alike.

Dev's journey with Future is a true success story and shows what can be achieved with commitment and passion but perhaps the biggest achievement of all is all the lives, both service users and staff, that he has touched and changed with his kindness, wisdom and enormous skill. We thank him, hugely.

## Staff Profile: Devril



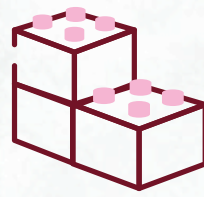


## What is Dignity Action Month?

Dignity Action Month takes place every February and gives everyone the opportunity to contribute to upholding people's rights to dignity, respect, kindness and compassion.

At Francis road we celebrated Dignity Action Month by having a coffee afternoon with our citizens and discussed all things dignity and care, as well as well-being, it was a great afternoon with lots of laughter and eating. We all wrote down our pledges and what Dignity meant to us! and created our very own Dignity tree.





# Building Blocks



At Francis Road we always encourage our citizens to take part in activities and share their ideas with us too, David said he wanted to build a tower and that exactly what he started doing.

There are many benefits of doing activities with building blocks.

**Cognitive Stimulation:** Building block activities requires citizens to use their problem-solving skills, spatial awareness, and hand-eye coordination. This type of cognitive stimulation can help keep their minds active and engaged.



**Sensory Stimulation:** The different textures and shapes of the blocks can help stimulate senses of touch and promote sensory awareness.

**Therapeutic Value:** Engaging in building block activities can have a therapeutic effect on citizens. It can help reduce feelings of anxiety or agitation, provide a sense of accomplishment, and boost their overall mood.

**Social Interaction:** Building block activities can be done individually or in groups, providing opportunities for social interaction. Engaging in these activities with family members, caregivers, or other citizens can help foster a sense of connection and promote social engagement.



# Celebrating Diversity

## Did you know?

Future Health & Social Care brings together a diverse team from across the globe, embracing a wide range of backgrounds and experiences. We celebrate this diversity by fostering an inclusive environment where everyone can learn from one another, share perspectives, and contribute to innovative solutions in healthcare and social care.


Ramadan is the ninth month of the Islamic lunar calendar, a time for fasting, prayer, reflection, and community.

Key aspects of Ramadan:

- Fasting: Muslims abstain from food and drink from sunrise to sunset.
- Prayer: Muslims pray five times daily and may gather for additional prayers.
- Reflection: A time for spiritual reflection, seeking forgiveness, and self-discipline.
- Community: Muslims connect with family, friends, and help those in need.
- Charity: Giving to the poor, especially during Ramadan, is emphasized.

Timing: Ramadan begins with the sighting of the new moon and ends with Eid al-Fitr, a celebration with loved ones.

Who observes Ramadan: Healthy adults fast, with exemptions for those who are sick, traveling, pregnant, elderly, or young.



When Sandra realised that Li Li celebrated the Chinese New Year, she kindly purchased and surprised her with flowers and a card.



Pancake Day, or Shrove Tuesday, is the feast before Lent begins on Ash Wednesday. Traditionally, it was a time for confession and absolution, marked by the ringing of the "Pancake Bell," still used today.

Shrove Tuesday falls 47 days before Easter, varying between February 3 and March 9. In 2025, it will be on March 4. It was a day to use up eggs and fats before the Lenten fast, with pancakes being the perfect dish.

Pancakes are thin, flat cakes made from batter, often served with lemon juice or sugar. Their ingredients symbolize:

- Eggs: Creation
- Flour: The staff of life
- Salt: Wholesomeness
- Milk: Purity

At Francis Road our citizens enjoyed pancakes with all types of toppings. Santi Hardeep and David flipping the pancakes. Santi commenting on how nice they were!





# Training

“I personally found the training helped me to look into my ways of working, how I can improve on my communication towards my colleagues, also what I found interesting was recognising how mindless mistakes or errors could be avoided and the impact it could have on others.”

We brightened up the dark days of the new year with two days of training for new staff who had joined Future in recent times, delivered by Future trainer Bernie Lynch. The group was lively and curious and brought to our organisation a range of experience which included working with young people, especially care leavers, extensive housing skills, and experience of working with mental health, learning disabilities, homelessness and addiction, and with the Care Quality Commission. The group also included a choir singer, a gardener, and an artist. We welcome all that wonderful expertise and diversity.

We covered vital areas for working at Future: safeguarding, confidential information and good record-keeping, risk, mental health and vulnerability awareness, and the elements of good care and support: person-centred working and, most importantly, the involvement of the supported person themselves. We also looked at the history and core values of Future, and enjoyed talks from CEO, Roger Telphia and from Managers Chantelle Millward and Arvinder Basra and, best of all, getting to know each other.

# Manual Handling Training



The manual handling training session was incredibly successful and provided a valuable opportunity for the entire team to come together. It was a chance to reconnect, share insights, and engage in meaningful collaboration. The practical component of the training was particularly well-received, with team members actively participating and genuinely enjoying the hands-on experience. Many expressed how informative and beneficial the session was, noting that the knowledge and skills gained would be directly applicable to their daily tasks. Overall, the session not only provided practical value but also fostered a sense of unity and collective responsibility within the team.



# Housing

In 2019, BVSC was approached by Birmingham City Council to develop a Quality Standard for registered providers. The purpose of this was to begin to tackle a nationwide issue of poor-quality accommodation, starting locally. Exempt accommodation use has accelerated in the last decade, with Birmingham alone having 12,400 units. The absence of regulation meant that some of the most vulnerable citizens faced the potential of finding themselves in poorly maintained, inappropriate settings.



Since its inception, we have been working closely with BVSC to ensure that we as a company incorporate and demonstrate that we abide by these standards to the best of our ability at all times. Initially achieving a bronze award, we can now proudly state that as of September 2024, we are a silver award provider. Finding ourselves on the preferred provider list on the Birmingham City Council's website. This project has been lead into fruition by our Head of Housing, Chantelle, who has successfully networked with relevant external companies, navigating the team to achieving a silver award status.



## Tenant's Corner

We would like to congratulate Susan for recently achieving a level 2 award for 'Understanding working in the health sector'. This is a great achievement, and we are always happy to see someone take positive steps towards encouraging a flourishing future!

If you feel encouraged to pursue educational studies or qualifications, or are interested in finding a hobby or local group of likeminded others, please speak with your Supported Housing Officer as they will be able to let you know what is available for you.

"I would like to say what a lovely lady SHO Sandra M is, in the short time I have known her she has always been kind, understanding and very caring to my needs and support. Also a big thank you to Future who have given me a lovely flat to live in and to start rebuild my life."

From Sue

# Neighbourhood

## Communal Areas

It is important that all communal areas are always kept clear, this includes the area outside your own front door, under the communal stairs and outside if the property has a garden or car parking area.

If you have items that you wish to be removed from your property, you should inform your Supported Housing Officer or carer so that they can assist you with organising this.



## Insulation Grant

If your property has an EPC rating of D to G, you may be eligible for improvement works that will improve the overall insulation and EPC rating for your home.

We are currently in the process of working with the Energy Saving Trust to book in works for properties that are eligible. If your property qualifies, your Supported Housing Officer will inform you and will confirm any dates for works.



## Preventing Mould

Mould is a common issue caused in the home when there is an excess of moisture. Here are some basic steps to help tackle this issue:

- Ensure that there is good ventilation, you can open the windows for short periods during the day and check to see if the extractor fan is working in your bathroom.
- Avoid placing furniture too closely to the wall.
- Avoid drying clothes directly onto radiators when possible.

If you have any concerns, please speak with your Supported Housing Officer or call us directly on 0121 265 2650.

## Energy Bills



Here are some tips of how you can save on your energy bills:

- Energy-efficient appliances:
- Replace older, less efficient appliances with newer, energy-efficient models.
- Switch to LED light bulbs, which use significantly less energy and last longer than traditional incandescent bulbs.
- Turn off lights when you leave a room and consider using natural light as much as possible.
- Unplug chargers and other electronics when not in use to avoid phantom energy consumption.
- Lower the thermostat in winter and raise it in summer to reduce energy consumption.



# Exempted Semi Supported Housing



Future HSC currently provides accommodation in a Future HSC property for over 180 vulnerable people in the community, particularly those with enduring mental health illness and/or learning disabilities.

All of our properties are secure and offer a therapeutic living environment in a positive community setting. We ensure that individuals are offered care, support and supervision. All of our residents receive regular weekly support sessions from our highly-trained and knowledgeable Future HSC Housing Officers.

We have a wide variety of over 200 properties across Birmingham so that prospective residents have considerable choices. We also offer properties in Sandwell, Worcestershire, Gloucester, Derby and Leicester.

Our properties include new or traditional houses, flats in purpose-built blocks or converted properties in which we can offer single and shared occupancies.

Our properties are made secure and are well-maintained by our specialist Future HSC Maintenance Team who are trained to offer sensitive and effective maintenance services to all of our tenants.

## Finding a new home

If you are looking for a new home, our Housing Service can help you find it.

We have been assisting people to find appropriate housing by providing choices and promoting independence for over 20 years.

[housing.applications@futurehsc.co.uk](mailto:housing.applications@futurehsc.co.uk)  
[www.futurehsc.co.uk](http://www.futurehsc.co.uk) 0121 265 2650

# Support Offered

- Maintain current suitable accommodation and landlord conflict

- Support with becoming tenancy ready and access independent suitable accommodation

- Health & Safety and Property Maintenance

- ASB management - manage complaints and compliments

- Benefit advice, welfare advice, supporting with advice and guidance and signposting

- Access to education, training and volunteering

- Help to reduce debt and manage your personal budget

- Support to access distributing of hardship funding

- Support to access primary health care

- Support to monitor mental health and wellbeing

- Liaise with relevant agencies on your behalf

- Support in using community resources and developing community networks

- Maximising income

- Befriending service



# Our Supported Living

Future Health and Social Care (Future HSC) Prompt Response Supported Living Service provides Supported Living Accommodations that enable individuals to live in the community safely and positively.

At Future HSC, we believe everyone has the right to live their lives within their choices – we aim to promote the independence of personal choices and wellbeing of the people we support through person-centred planning, tailoring the support provided to the needs of each unique individual.

We provide supported living for people:

- *Who want to live safely in the community but require the chance to build (or re-build) skills and confidence that would promote their independence.*
- *Who need a supportive environment when discharged from hospital but still require clinical and community support and interventions.*

We support individuals by working closely with other professionals who provide clinical support, community and social involvement.

Our Supported Living Services offers a range of accommodation including shared living or bespoke solutions.

We aim to respond within 48 hours once we receive a request - we have the resources that include accommodation around various areas of Birmingham as well as a pool of trained qualified staff.

**For any referrals, please contact  
Registered Manager :**

☎ 0121 265 2670

✉ [info.supportedliving@futurehsc.co.uk](mailto:info.supportedliving@futurehsc.co.uk)

[www.futurehsc.co.uk](http://www.futurehsc.co.uk) 0121 265 2650