



Our yearly report

April 2023 to March 2024



Easy read booklet 2024

Who we are



We are Liaise. We help people with learning disabilities and **autism** to be **independent** and live happy lives.



Independent means you can do things by yourself.



Autism means you might behave and see the world in a different way.



We have homes where people can live and get the support they need to make friends and learn new skills.

What this booklet is about



This booklet is our yearly **report** for **April 2023** to **March 2024**. A **report** tells you how well something is going and how it could be better.



Our report tells you about all the hard work we have done this year.



It tells you about some of the people we have worked with or helped.



It tells you about the different areas of our work and how we are run as an organisation.

Our Liaise Influencers



This year we started a new group called the Liaise Influencers.



The Liaise Influencers are 6 people with learning disabilities or autism who give us help and advice.



They help us

- find out what people might need when they live in our homes or get support from us
- make sure our homes are right for people to live in and have everything a person might need.



We tell you about each of our Liaise Influencers on the next page.

Rachael



Likes gardening, art and exercise. She goes to college and works at a charity shop near her.

Thomas



Likes bowling, pizza, gardening and watching football.

Zak



Likes going to the pub and listening to music. His dad plays the guitar in a band. He is their biggest fan.

Rachel



Likes shopping and fashion. She likes to make websites on her computer.

Tina



Likes cooking, football, playing pool and watching golf. She is learning how to be a waitress.

Rachel



Likes art. She works 2 days a week at a **design company**. A **design company** helps to make things like logos, images or videos.

What people think of us and the support we give



We asked the people we support and their friends and family what they think of us and the support we give.



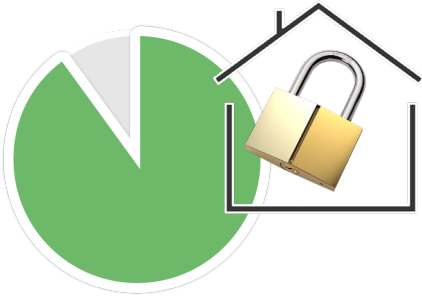
Almost all the people we support said they feel happy with the support we give them.



Almost all the people we support said they can be independent and have their **privacy**.



Privacy means you are left to be on your own when you want to be.



Almost all the people we support said their home is safe, warm and clean and they like living there.



Almost all the people we support said they are given chances to join in with activities in their home and their **community**.



Your **community** means the people that live close to you.



Almost all the friends and family of the people we support said their loved one was treated with **respect**.



Respect is when you treat someone kindly and how you want them to treat you.



Almost all the friends and family of the people we support said the people who work at Liaise are friendly and easy to talk to.



They said the information they get about their loved one is very good.



We asked people who work for us what they think of us and the support we give.



Almost all the people who work for us said their job makes them feel **accomplished**.



Accomplished means you feel like you have done something good.



A doctor from one of our homes in Norwich said everyone who works there has a good understanding of what people need.



We asked other healthcare experts what they think of us and the support we give.



A **social worker** from Surrey said they are **impressed** with the people who work for us.



A **social worker** makes sure people are looked after in the right way and have the care they need.



Impressed means you think what someone has done is very good.



They like how much we care about the independence of the people we care for.

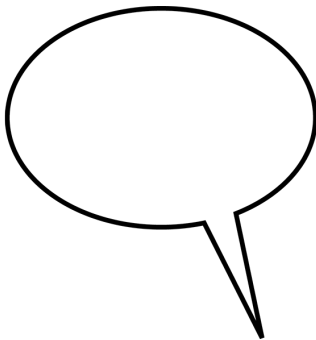
Safeguarding



Safeguarding means how we make sure people who work for us and the people we support are kept safe.



We want the people we support to talk to us about any problems or worries they might have.



Last year we were told about 213 different problems.



This is more problems than the last time we did our report, but it is a good thing because it means we can help.

Positive Behaviour Support



We give people a type of support called **Positive Behaviour Support**.



Positive Behaviour Support helps us understand why people behave in certain ways.



We have a team of experts who give this type of support to people who behave in ways that could hurt them or others.



We support them to behave in ways that will make their life better.



Occupational Therapists and Speech and Language therapists are part of this team.



Occupational Therapists help people to do everyday activities like cooking, cleaning and getting dressed.



Speech and Language therapists help people who have problems with talking or eating. They teach them how to do things like make sounds or swallow properly.



Everyone who works for us knows that people have different needs and need different support.



Our team have worked together to help 138 people with their behaviour.

Meet Jess



Jess is part of our team who give Positive Behaviour Support.



Jess went to University to learn about **psychology**. **Psychology** is a subject that thinks about why people behave in different ways.



Jess loves to help other people and make sure they have everything they need to live a happy life.



Jess says her job is fun because it is different everyday.

Our Quality and Safety Group



We want to make sure the **quality** of support we give is the best it can be. **Quality** means how good something is.



We have a group called our **Quality and Safety Group**. They check the work we do to see how it can be better or safer.



People have to follow a **process** if they want to live in one of our homes. A **process** is a way to do something.



Last year our group made this process better so that people are put in the right home for them.

Audits and inspections



An audit is when we look closely at what we do to make sure our homes and our services are as good as they should be.



We check each of our homes at least 2 times a year to make sure they are as good as they should be.



Another organisation will also check our homes at least once every year.



One organisation said our homes in Waltham Cross are calm and people are given support in a kind way.



An **inspection** is when you look closely at something to check how good or safe it is.



The **Care Quality Commission** are an organisation that do inspections on our homes and the support we give.



The **Care Quality Commission** are changing the way they do inspections right now.



This means we only had 2 inspections last year in our houses called Parkhouse and Lulworth.



The **Care Quality Commission** said we give the people who live at Parkhouse the support they need to make choices about their own lives.

Our homes



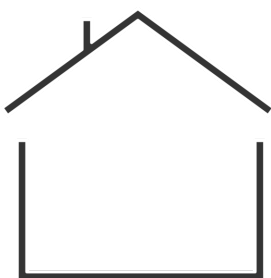
Last year we did some building work on our homes in High Wycombe and Dartford.



3 people now live in our homes in High Wycombe and 4 people now live in our homes in Dartford.



These homes have a shared kitchen, living room and garden.



We have plans to open new homes in Lincolnshire, Cambridgeshire and Buckinghamshire.

Meet Dorothy



Dorothy is someone we support.

She was living in 1 of our homes in Norwich, but the home needed some building work done to it.



We asked her if she would move to a different home for a while. This was difficult for Dorothy to do because she had not left her home for 3 years.



We used **social stories** to explain to Dorothy the changes that would happen. **Social stories** are a way to talk to people using pictures instead of words.



Dorothy did move to a new home and has decided to stay there. She thinks it is nicer and likes spending time with other people in the shared areas.

How we are run



How we are run means

- our processes
- how we talk to each other
- the people in charge.



We have a process people have to follow on our computers if there is an accident, or we do an audit.



We follow strict rules about how to give people good support.



We also have meetings each month to share important information with the people who are in charge.

Our people



We want **our people** to know how important they are. **Our people** are the people who work for us.



We want to show that we support their **wellbeing**. **Wellbeing** means how happy and healthy you are.



We want to make sure they have the right support and feel **valued** at work. **Valued** means you matter and are important.



We want to help them to learn new skills at work.

Supporting their wellbeing



We have a **counselling** service to help our people with their wellbeing.



Counselling helps you to think about your problems and ways to fix them by talking to an expert.



Counselling can help people to talk about anything difficult that happens at work.



70 people asked for counselling or help with their wellbeing last year.

Making sure they feel valued



We always talk about our people and their hard work to help them feel valued.



We give cards and vouchers to our people to say thank you for their hard work.



When people work with us for many years, we give them extra time off work to say thank you.



We gave 133 people extra time off last year.

Helping them to learn new skills



We want to give our people chances to learn new skills.



We want them to see their job as a **career**. A **career** is when you have a job you care about that you have stayed in for a long time.



We want them to take part in courses and workshops to help them learn new skills.



We invited more than 150 of our people to take part in some of these courses and workshops.



One of the people teaching the courses said they are a great chance for people to learn new skills and use what they learn to give better care.



Someone who works for us said it was great to know about all the different **qualifications** we offer.



Qualifications are certificates that show you have learnt how to do something by taking a course. They help you get better at your job.



We have made smaller courses for people to learn about subjects like Positive Behaviour Support.



We have a new booklet that tells people everything they need to know when they start working for us.

Finding new people to work for us



We now find and give jobs to people by ourselves. We do not need as much help from other organisations anymore.



We gave a job to 47 people from outside of the UK last year.

Our Champions



Our champions are a group of people who tell us what it is like to work for us and to do their job.



We use what they tell us to make their jobs better. For example, we now have a process that makes it easier for people to work extra hours if they want to.

Our goals



We follow 6 goals to make sure we help to stop some of the world's biggest problems.



The goals are made by the **United Nations**. The **United Nations** is a group of countries that work to make the world a better and safer place



The goals make sure

1. people have good health and wellbeing
2. people have chances to learn
3. people enjoy their work and feel valued
4. everyone is treated fairly
5. we think about how often we buy and use materials and the effect this has on the world around us
6. we make decisions that are better for the earth.

Making our goals happen



We use **green energy** because it is better for the **environment**.



Energy is power you get from heat or movement. You can use energy to make things work, like a lightbulb. **Green energy** is energy you get naturally from the sun, wind or sea.



The **environment** is everything around us including the air, water, plants and animals.



We also want to put out less **greenhouse gases** into the air. **Greenhouse gases** are gases that trap lots of heat in the earth.



We also want to make a plan to show how we will get more people from different backgrounds to work for us.



We want to help more people who lives in our homes to make healthy choices.



We want to help more people to learn new skills and find jobs with us.



We want to have a group of people whose group it is to help us make decisions that are better for the environment.



We want to ask our Liaise Influencers to help us with more of our work and the decisions we make.