

June 2021

 With head
& heart

Ark[®] Newsletter



**Ark Chief
Executive's
Welcome**
See page 2.

**News from our
local services**
See page 5.



Ark[®] People Housing Care

arkha.org.uk

Welcome



Bobby Duffy
Ark Chief Executive



Welcome to the summer edition of the Ark Newsletter.

In October last year we launched our new plan for 2020-2025.

We have now created a list of the things we want to improve in 2021/2022.

For Ark's tenants:

- Ark's Asset Team will carry out a survey to check the condition of our properties to make sure they are good quality.
- We will create a **Community Benefit Fund** that our Housing and Maintenance Officers will use for initiatives that tenants have identified.
- We will use the results from the **Tenants Satisfaction Survey** to improve the areas where we are not doing well.



- We will review and redesign our **Property Repair Service** to make it better and deliver a service that works for you.

For Ark's Supported People

- We want to create **opportunities for supported people** that are not part of their care package so you can enjoy wider life experiences;
- We will continue to plan and deliver support around your **wishes**.
- Every 3 months we will **check** that you are happy with your support service. We will use this information to fix anything that is not working for you.



I hope you have a great summer! I will update you in the autumn on how we are making improvements for you, our customers.

Bobby

Voices Group

An open forum for everyone who gets support from Ark.



The Voices Group has moved online!

We are having monthly Art Cafe meetings hosted by the National Galleries of Scotland!

More people are joining us online and it's great to see them using their brand new tablets awarded by the Connecting Scotland scheme.

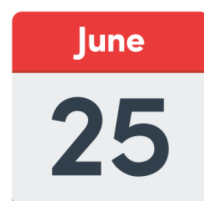
Gabe said **'I found the art cafe great fun. It was excellent!'**

Get in touch with Gloria or ask your staff if you want to take part.

When: Friday 25th June

Time: 11am to 12pm

Where: on Zoom – use your laptop, tablet or mobile phone!



For more information call Gloria 07912 054 607

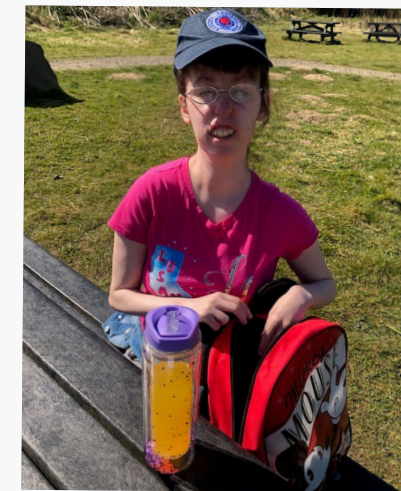
Speak Out Groups

News from
our local
groups.



Alloa

People in our Alloa service are finally able to enjoy their freedom! Recently they had a wonderful time at the Summerlee Museum of Scottish Industrial Life in North Lanarkshire and at the Lochore Meadows Country Park in Lochgelly.



Forres



Jayne
Speak Out Worker



The Forres Speak Out Group met in May to plan activities for Scottish Learning Disability Week.

The theme this year was Relationships and people talked about challenges with:

- partners
- dating sites
- privacy

They made plans to talk about these issues with their staff and they talked about making new friendships at Dates-n-mates!



Alina has a great talent for art and loves to paint.

Recently she enjoyed re-doing her garden table.

With her white hazmat suit and paint in hand the job was quickly done!



after

Buckie

A round of applause to support worker Kenny who sourced a memorial tree and handcrafted this amazing sign for Ian Phimister.

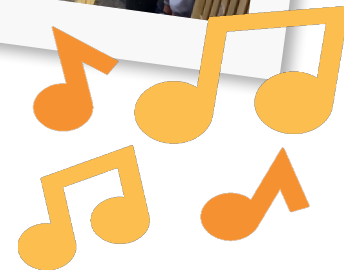
Ian was supported by the Buckie team until he sadly passed away in 2019.

Manager Rachel said: **'I was very touched by this gesture and I know it means a lot to everyone who supported Ian.'**



Linlithgow

The sun was out and so was the band!
Folks at the Linlithgow service got their guitars and had a great singsong.



They have also been keeping busy baking and doing arts & crafts to fill time while in lockdown.

Jane enjoyed baking a cake to share with her neighbours and Isa enjoyed making decorations for her bedroom.



Well done!

Blairgowrie



Dianne
Speak Out Worker

On the 9th June the service took part in the **Clothing Poverty Awareness Day**.

Myra here in the picture is one of the several people who donated her pre-loved clothes to the local charity shops.

A great way to declutter your wardrobe, save the environment and help people in need!



2021
Scottish
Learning
Disability
Week

People celebrated Scottish Learning Disability Week by creating a video where they talk about the important relationships in their life.

Well done to all who took part and a big THANKS goes to Hamish who filmed and edited this video, with help from staff Dianne and Jamie.

Fab work!

Arbroath



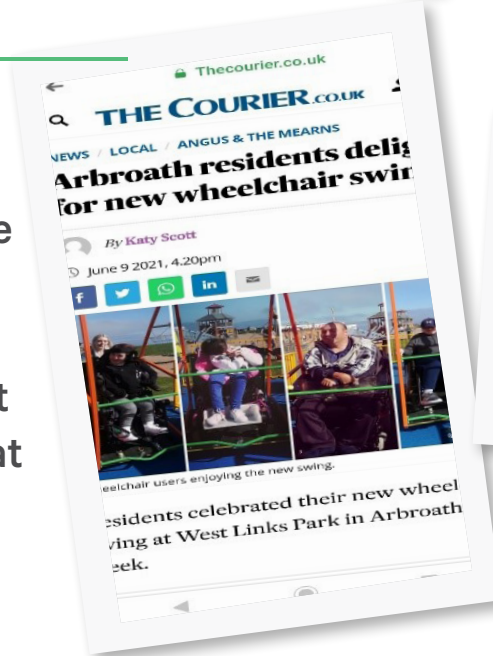
David
Speak Out Worker

Roy has been working hard to sort out the garden at his mum's house, what an achievement!

The sunny weather has been great recently and Edward, Steven and Richard have finally been able to meet up! Edward even went on a 13 mile walk with staff!

Grant is famous! Here you can see him on The Courier's website as he was one of the first wheelchair users who got to have a shot on the new Ability Swing that has been installed at West Links Park in Arbroath.

Welcome to David, the new Speak Out Worker for Arbroath!



Forfar



Alannah
Speak Out Worker

To celebrate Scottish Learning Disability Week, people in our Forfar service had fun playing 'Situationship', a game about relationships.



2021
Scottish
Learning
Disability
Week



Sheila and Heather had a catch up and went to Reid Park to enjoy some time outdoors.

Dunfermline

Here in the picture is Mary, one of the 48 supported people in Ark who we were able to get online thanks to the Connecting Scotland scheme.

Mary is now using her tablet and internet connection to receive photos from her brother and sister in law and she has also used Face Time to chat with them.



Lochgelly

Another brilliant example of active citizenship! Here is Donna doing a grand job of keeping her park area tidy of litter.

Well done Donna!



Rymonth



Matt
Speak Out Worker



People have recently enjoyed a day out at Cupar Garden Centre where they celebrated Robin's birthday with lunch at the coffee shop.

A special THANK YOU goes to Charlie, a staff member's husband and taxi driver who has been amazing at driving people to appointments during lockdown.

Recently he also gave up his whole day to take Robin out for his birthday!

Hawick



Susan
Speak Out Worker

Welcome to Susan, the
new Speak Out Worker for
Hawick!



People in our Hawick service have been enjoying a bit of gardening and some arts and crafts.

Here they were at the splendid Hawick Walled Garden planting strawberries, sunflowers and tomatoes.

Glenrothes

The service has carried out a Disability Hate Crime workshop to all supported people.

A **Disability Hate Crime** is when someone commits a crime against you because they do not like disabled people.

A Disability Hate Crime includes things like **bullying** and **harassment**.

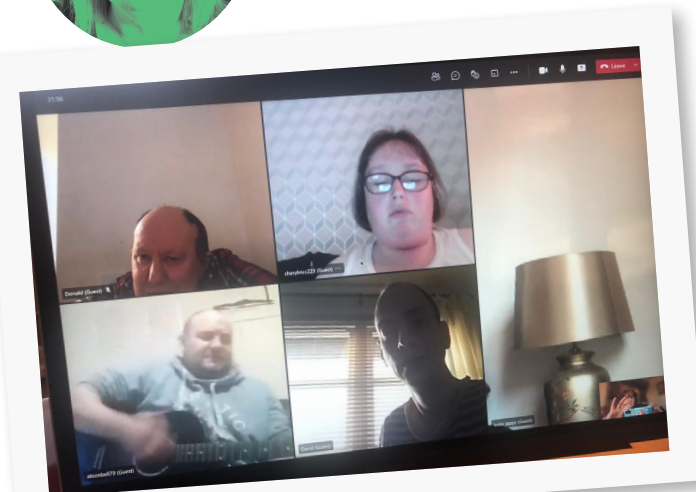


Tell the police or someone
you trust if you think
someone is bullying or
harassing you.

Stornoway



Laura
Speak Out Worker



The Stornoway Friday Night Zoom Quiz is still going strong! Here you can see Cheryl and Mattie performing a song for everyone.

The local sports centre has recently opened up again and people are looking forward to getting back to the gym and the swimming pool.

They are also planning a night out at the local 10 pin bowling alley.



Quartermile



Karen
Speak Out Worker

Liz and Blair are making the most out of their new tablet and internet connection that we managed to get through the Connecting Scotland scheme!



Grangemouth Care Home



Michaela
Speak Out Worker



These folks are over the moon to finally be able to go out and see their families after over a year!

In these pictures you can see some of them at Cloybank Farm and at the Kelpies in Falkirk.

Grangemouth Outreach



Gary
Speak Out Worker

Stuart has been having fun indoors and here he is showing off his bowling skills!



Active Citizenship



PEOPLE FIRST WOMEN'S GROUP

Join the National Women's Group.

They meet monthly on Zoom:

- 21 July
- 18 August
- 15 September

From 2.30 to 4.30

Please contact Caroline or Laura if you would like to attend.

Caroline Rodger – 07753822706
caroline.rodger@peoplefirstscotland.org

Laura Martins – 07764 831148
laura.martins@peoplefirstscotland.org



Disabled Womens' experiences of pandemic

Engender and People First (Scotland) are asking disabled women to complete a survey to find out how the pandemic and lockdown has affected them.

All responses are anonymous. You can take the survey here.



Health & Safety Update



COVID-19 Rapid Test



Community pharmacies in Scotland are now providing free rapid Lateral Flow Device (LFD) Covid-19 tests for everyone in Scotland who does not have coronavirus symptoms.

These rapid tests are simple and quick to use and you can do them at home.

Stay safe this summer. Avoid sunburn and overheating by following these tips:

- Cover your skin during 11am and 3pm
- Wear loose clothing and a hat
- Shut windows and blinds to help keep your rooms cool
- Drink water regularly
- Have cool baths and showers
- Use sunscreen with a high factor (50)
- If you feel unwell, tell someone.



Complaints Update



Between January and March 2021, Ark received **11 complaints**:

- 7 were about Care and Support
- 3 were about Asset Management
- 1 was about other departments.

We looked at each of these complaints. We agreed with 3 complaints, we partially agreed with 5 and we did not agree with 3.



Learning from complaints...

Some of the complaints we received this quarter were repairs not being carried out.

The Asset team explained the government advice to the tenants and they agreed to organise checks on the properties once restrictions are lifted.

Full report on our website.



If you're not happy about the support you receive from Ark, or with the service we provide, please let a member of staff know.

Would you like to become a member of Ark?

For more information, contact Mary Bell at
mary.bell@arkha.org.uk



0131 447 9027

**The Care Inspectorate checks that
service providers like Ark are doing
a good job supporting people.**

Many of you who get Ark support have
spoken to a Care Inspector and told
them how you are getting on with your
support. Remember you can always
get in touch with them if you are
unhappy with your support.

enquiries@careinspectorate.com
0345 600 9527



If you made a complaint to Ark
and you want something more to be
done, you can ask the Ombudsman to
look at your complaint.

enquiries@scottishombudsman.org.uk
0800 377 7330

