

THE COMPANY STORY

ABOUT TENDER HEART
SUPPORTED LIVING SERVICES

Tender Heart Support Services Ltd started operating in April 2005. It became a Limited Liability Company in July 2006. The organisation provides Accommodation and Support for people with Mental Health challenges, needing support and care to live independently in the community.

Tender Heart Support Services was accredited on the 8th of July 2008 by the Newham Adult Mental Health Team, using the standards of Supporting People Quality Assurance Framework (QAF). We are standards regulated by CQC and ISO 9001:2015 since 2012 and 2014 respectively. We have shared accommodations and self-contained flats. Our shared accommodation comprises of 20 places in six 4-bedroomed houses whilst there are 4 places in our 4 self-contained flats.

Our staff strength consists of qualified Managers, Mental Health Nurses, Senior support workers, Administrator, Team leaders, Counsellors, and Fire Safety officials. Our future business expansion will cover Children & Young People Services and Independent Living Services for Old People. Our referral routes are Community Mental Health Teams in London Boroughs of Newham, Tower Hamlets, Hackney, Barking and Dagenham and Waltham Forest. Others include, The Assertive Outreach Team, Rehabilitation and Recovery Team and Early Intervention in Psychosis Team, all under the Newham Adult Mental Health Services.

Upcoming Birthdays

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Our birthday wishes go to: Ali Mursal Yusuf: Feb 15th

Philip Roy: March 9th
Congratulations and a very Happy Birthday from us all.

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Did you Know?

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Did you know.....? If you try to suppress a sneeze, you could rupture a blood vessel in your head or neck and die. So let it out guys (put a smiley face)...into a tissue of course.

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NEW BEGINNINGS

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We are looking forward to tapping into a range of activities offered by MIND and INUF along with those of the local and wider community for 2018.

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NEW YEAR GREETING

“Year’s end is neither an end nor a beginning but a going on, with all the wisdom that experience can instil in us. Cheers to a new year and another chance for us to get it right.”
— Oprah Winfrey

Here at Tender Heart, we are grateful for the opportunities this past year, 2017, afforded us. We won some and we learned some! We are even more grateful and excited for this New Year, 2018, because we get new opportunities to apply all the lessons learned through the peaks and troughs of last year. We are most excited this year because we now get to share these experiences with you via our newsletter! We hope you will drop by every quarter to share our experiences with us as we hope to give you a peak into our world through our new media page on this website. We hope that, just like us, you will take what you have learned from life thus far and do better with that knowledge and experience. HAPPY NEW YEAR TO YOU AND YOURS!



*I did then what
I knew how to
do. Now that
I know better,
I do better.”*

- Maya Angelou

SERVICE USER FORUM (held @ all services)

Our service user forum was established following the introduction of personalisation and person-centered approach to our services to service users'. This forum, which is held once a month, gives the service user an opportunity to voice any issues or concerns about the service. This helps bring about improvement to the service in addition to our 6 monthly customer feedback form. Our next Service User forum will be held on the 22nd of Feb 2018 @ 2pm in our various services.

THE MONTH THAT'S PAST:

The Christmas fun began at the end of November, when residents got involved in decorating communal spaces in our services. The Christmas preparations climaxed with our service user and staff Christmas party on the 22nd of Dec 2017 which was great! A big thank you to all the staff who contributed to making it a success.

OUR NEW WEBSITE

Our website is packed full of helpful and exciting news – and pictures galore!

www.tenderheart.co.uk

FRIDAY FUN DAY

Jan 2018

12noon @ ELDERBERRY WAY

Fridays come alive and colourful at Elderberry Way with a whole range of games that tease the best out of our service users'. Our fun days typically kick off at 12 noon with most service users often keen to take lead and arrange or assist in the game day preparations.

- Jan 12th - Chair movement and Music
- Jan 19th - Exercise session and refreshments
- Jan 26th - Motivation, a light exercise class
- Feb 2nd - Movie Day with popcorn
- Feb 9th - Quiz session with prizes to be won
- Feb 16th - Skills and Talent display day
- Feb 23rd - Karaoke Day/ Sing-a-long
- Mar 2nd - Cooking sessions
- Mar 9th - Board and mind games
- Mar 16th - Group discussions on topics of interest
- Mar 23rd - Movie Day with drinks and popcorn
- Mar 30th - Movie Day with popcorn

COFFEE MORNINGS @ NELSON STREET

Our coffee mornings, featuring themed conversations, are held every Tuesday by 12noon @ 104 Nelson Street. Each service user may invite up to 2 guests. There will be sandwiches, scones, cakes, tea, coffee, and several games.

- Jan 9th - Board and mind games
- Jan 16th - Friendship skills and Karaoke sing-a-long
- Jan 23rd - conversation skills Jan 30th-Conversation about Manners
- Feb 6th - Conversation about self-esteem and a self-esteem building activity
- Feb 13th - Coping skills and a game of building a coping skills box/menu
- Feb 20th - Arts and Crafts with drawing, colouring, and painting
- Feb 27th - Conversation on Fitness followed by armchair exercise
- Mar 6th - Mental health journeys and testimonials
- Mar 13th - making shortbread with Mark and friends
- Mar 20th - Bingo with prizes to be won
- Mar 27th - Relaxation techniques (anti-fear & anti-worry)