

# A YEAR IN STORIES

2018-2019 2020 CALENDAR



MilestonesTrust

# OUR VALUES

## 1. We start with the individual

You can't build a support service around a complex mental health condition or learning disability. But you can build a support service around a person if you understand their particular care needs, wants, and ambitions. And while that's our starting point, everyone changes. So we're never comfortable and never complacent. Instead, we adapt how we do things to reflect a service user's changing circumstances and desires as they go through life.



## 2. We bring people close

What we do is impossible without building good relationships between service users and their families, carers, teams, and departments. That takes time and patience, but it also takes kindness and respect – the building blocks of trust. It's the domino effect: trust leads to understanding, which leads to better individual care, which brings about positive change. Change that can make life easier, better, simpler, more comfortable, more enjoyable or more independent for an individual.



## 3. We take our creativity to work with us

Given what we do, limited resources have always been a challenge. But creativity hasn't. It's amazing how even a little lateral thinking and ingenuity can dramatically improve the lives of those we work with. Put another way, the more creative we are, the richer and more meaningful life becomes – for all of us. So we encourage everyone to think outside the box, whatever their role, whatever the issue. As Einstein said, "creativity is contagious, pass it on."



## 4. We are courageous in our approach

Where others see obstacles, we see opportunities. For us there is no blueprint, no magic formula, no one-size fits-all. Just a willingness to embrace the challenge head-on, try new things, and work for change. It's not about ripping up the rulebook. It's about rewriting it to make our services fit the person. That means drawing on our expertise, courage and resolve to encourage and support anyone who needs our specialist help.



# CEO Welcome and farewell

**Welcome to Milestones Trust's Annual Review 2018/19, 'A Year in Stories'. By popular demand we have kept with the same desk calendar – you don't need a desk to display it, any surface will do! We have also retained the same format – inspirational stories of the people we support, which will give a real flavour for what Milestones Trust does and how people with learning disabilities and mental health needs can achieve great things.**

We have included a broad range of experiences. I hope you gain as much pleasure reading about these accomplishments as I have had witnessing them – it is humbling to see what people can achieve through both their own efforts and courage, and enabled by the hard work, skill and dedication of our staff.

It has been another challenging year with little change in the external environment. Clearly the unmentionable 'B' word has not helped, but funding of social care remains a major national and regional issue and the health/social care sector remains under severe stress and uncertainty. Nevertheless, we have continued to soldier on and provide support of the highest quality within our resources.

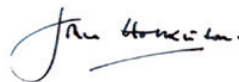
Sadly this is my last annual review as I will be retiring next June after 8 years as CEO – I will be of 'that age' and my greenhouse is pining for me! This will have been my third career after a stint in university administration and I can honestly say that I have loved it as much as my 40 years in the Army. So many values are similar; teamwork, commitment, courage, loyalty, integrity – I could go on. I have been truly humbled by the dedication,

devotion and compassion that all staff show to the people we support - and I wish more people could see what they do.

I have been extremely proud to have headed up Milestones and I know it will continue to provide personalised and high quality care and support despite all the challenges it will face, so that the people we support can live more independent and fulfilled lives. I will continue in my retirement to campaign for providers like Milestones to get the recognition they deserve.

I would like to thank my staff, and our volunteers (both individual and corporate) as well as others who have supported Milestones Trust this past year for the commitment, kindness and professionalism that you have shown to the people we support and the Trust as a whole.

I wish you all a very happy, healthy and peaceful 2020!



**John Hoskinson OBE,**  
*Chief Executive Officer*



# Going above and beyond

*By Matt Barrett, Administrative Assistant at Humphry Repton House*

Humphry Repton House Activity Co-ordinator, Mike Jessop, purchased a small Hornby train set for the residents at HRH and asked if I could create a layout for the train to run round.

When I had a spare hour or two, I spent time creating the model railway layout. **Everything had to be built either from scratch or from a kit**, for example the buildings, the village, hills and even the grass.

I wanted to incorporate some of our residents who have passed away, so I contacted family members who were happy for me to use their relative's surnames for certain aspects of the village. We also wanted it to be interactive, so I wired up some lights for the street and even a couple of vehicles have headlights that residents can turn on and off.

**The feedback from everyone has been great.** Most of our residents who walk past it will stop and look to see it going round. Even the relatives who kindly let me use their loved ones' names have popped in to see it.



*For the full story,  
visit 'Our Stories'  
on our website.*





To read Matt's  
story, have a  
look on page 4.

*For our staff, it's more than  
just a day job. We value our  
staff going above and beyond  
their job roles to the benefit of  
the people we support.*

## JANUARY 2020

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## FEBRUARY 2020

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# Lorraine hits 50 park runs

Lorraine who lives at Crantock Drive has completed her 50th park run at Eastville Park.

She was very proud of herself, rightly so, but so was everyone around her because of this massive achievement. Staff and service users from her home attended to support her, along with Heather, her previous Home Manager, and many friends who she has made along her park run journey. **Everyone was out celebrating her achievement with her.**

Lorraine has completed park runs across the UK and Ireland, from Chipping Sodbury and Cwmbran all the way to Claremorris in Ireland. An extra congratulations is in order as we have found out that from the data park run provide, Lorraine is the second highest wheelchair using attendee in the UK. **Amazingly, the highest record holder is only a few runs ahead of her!**



*To read the article in full, visit 'News' on our website.*







To read  
Lorraine's  
story, have a  
look on page 6.

*Our staff work hard to support individuals to achieve their goals and there is nothing more rewarding than seeing this happen. Whether it's a simple visit to a local shop or completing park runs, milestones like this are the reason we work where we do.*

## FEBRUARY 2020

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## MARCH 2020

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# Overcoming boundaries

*By Matthew's mum, Helen*

Matthew has cerebral palsy and a learning disability as a result of being born at 27 weeks.

He has recently undergone a selective dorsal rhizotomy operation (SDR) to improve his ability to walk and as a result has had to learn to walk again.

Matthew struggles with balance and pedalling but with the help of the lovely Andy and Geoff, was able to ride the trike at Warmley Wheelers **completely independently for the first time ever.**

As well as enjoying himself massively, Matthew was working hard whilst cycling without even realising! He was busy strengthening his weak muscles... physiotherapy on top of fun!



Keep up to date  
with news from  
Warmley Wheelers  
on their  
Facebook page!



*Community projects such as Warmley Wheelers provide great opportunities for not only the people we support, but the general public, to get involved in activities such as cycling with additional support.*



*To read more about Matthew's achievements, have a look on page 8.*

## MARCH 2020

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## APRIL 2020

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# Transforming lives

For 27 years Andrew, who has Tourette's syndrome, ADHD and OCD, lived in residential care, but his dream had always been to live more independently.

With the unwavering help and support from our teams, this dream became a reality and Andrew recently moved into supported living, marking a major step in his journey towards independent living.

Andrew said: **"I love where I live.** It's the best ever. I have my own space, the staff support us when we need them, and I can crack on with what I want to do. It's amazing.

**It's just the bees' knees!**

"The staff are very supportive and caring and great at helping me learn new things. I know that they are there and that they're friendly. **The support they've given me is spot on, it's perfect.**"



To read Andrew's story in full, visit 'Our Stories' on our website.



To read  
Andrew's story,  
have a look on  
page 10.

*We support individuals to live as independently as possible, giving the people we support the choice to live on their own or with other people. Whichever choice they make, we understand the importance of people living where they want to live.*

## APRIL 2020

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## MAY 2020

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# Mental Health Awareness Week 2019

Thank you to everyone that celebrated Mental Health Awareness Week 2019 with us! We looked at the theme Body Image throughout the week and what that means to people and their mental health. We took part in activities such as information sessions, dance therapy, the Harbourside Walk and art sessions!

## Harbourside Walk

On Tuesday, we went on a lovely walk around Bristol Harbourside, discussing what it means to be healthy and **how having body positivity can help improve your mental health**. It was a great meet up and an opportunity for people from different homes to have a nice catch up.

## Life Drawing

On Wednesday, we joined Louise Copping at the Expressions Arts Studio to do some life drawing! **We used different mediums and techniques** and shared our pieces of artwork to show different perspectives on body image.

## Vassall Centre

On Friday, we went to the Vassall Centre to an information session where Home Managers presented information about weight, oral health, physical health, sexual health, smoking, alcohol and medication. **There was lots of yummy food, art and video workshops for everyone to get involved in** and a fantastic dance therapy session that got everyone moving!





Remember that  
the next Mental  
Health Awareness  
Week is  
18 - 24 May 2020!

*Awareness Weeks give us the opportunity  
to offer advice, fun activities and spread  
awareness of important topics such as  
mental health and learning disabilities.*

## MAY 2020

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## JUNE 2020

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# Opening Minds

Our 2018 arts festival, 'Opening Minds' at Paintworks, showcased the fantastic range of artistic talents from our creative arts programme Expressions, that runs throughout the year and gives the people we support the opportunity to express themselves through art.

In addition to the more traditional mediums on display such as painting, textiles and ceramics, we also welcomed performing arts to the show, including singing and comedy. Highlights on the main stage included our very own **CHIME Choir** who pulled in a good crowd of friends, family and staff. We were also lucky enough to have **fantastic comedians** perform throughout the weekend, including our very own Beth Hendry who took to the stage with her amazing comedy and poetry set.

Workshops ran throughout the weekend too and ranged from **painting and badge making to creating art with moss and natural materials**. We also had 3 hours of busking in the courtyard each day, which attracted a lot of young, talented musicians.

**The weekend was a great celebration of Expressions** and we're grateful to everyone who took part - the people we support, staff and volunteers – who ensured the arts festival ran without a hitch.

Visit the Expressions page on our website for the latest 10th Anniversary plans!





## JUNE 2020

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## JULY 2020

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Read about our  
'Opening Minds'  
festival  
on page 14.

*Save the date! Join us between 12-15 June 2020  
at Paintworks in Bristol as we celebrate 10 years of  
Expressions. This will be a show not to be missed!*

# Gemma's story

By Gemma Giltrow, Team Leader

After I left school, I knew that I wanted to work with people with learning disabilities and that I preferred to learn in a practical, hands-on way, plus wanted to earn at the same time. I discovered Milestones Trust and their apprenticeship scheme. It was ideal for me and I left school at 17 to get started.

At that point I would not have believed it would have led to such an **interesting and rewarding career** that has spanned ten years so far. Over that time, I've completed several diplomas in Social Care, including Level 5, which is a degree level qualification, all funded by Milestones Trust.

**There aren't many other roles that can make such a big difference in other people's lives.** During my apprenticeship, my mentor told me I'd be a manager one day and I didn't believe her but I've recently been promoted to Acting Home Manager at Mulberry House. **I never would have dreamed of being in this kind of position when I started and it's fantastic** to see the difference our caring, compassionate and highly skilled staff can make for the people we work with.



Check out our  
recruitment  
website to see what  
job opportunities  
we have!





To read  
Gemma's story,  
have a look on  
page 16.

*We value the development of our staff and aim to get the best out of everyone. Our tailored leadership programme is provided to all managers and those on a management pathway, helping them to progress their career and to keep the talent within Milestones Trust.*

## JULY 2020

Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
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## AUGUST 2020

Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
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36	31						

# The impact of volunteers

Rachel volunteers as a swimming buddy with Milestones Trust, where she supports Paul who has anxiety and autism. A keen open water swimmer herself, she initially swam with Paul but now encourages him to swim as independently as possible.

Rachel said: “**It’s so satisfying to see how much comfort Paul gets out of swimming** – the difference between how he is before he gets in the water and afterwards is amazing; he’s so much calmer and more relaxed.

Milestones Trust have been great and provide on-going training and support, so **I feel confident working with Paul** and I now have practical skills in knowing how to deal with situations he could find challenging. **The way they’ve supported Paul has really helped improve his quality of life** and I get great satisfaction from knowing I’ve contributed to that.”



*Thank you so much to our 53 individual volunteers at the Trust who have supported the people we support in so many ways.*



Visit our 'Get Involved' section on the website to find out more.

## AUGUST 2020

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*At Milestones Trust, we have many individual and corporate volunteering opportunities. You could be decorating or gardening with your team or you could become a knitting or football buddy – the possibilities are endless!*

## SEPTEMBER 2020

Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
36		1	2	3	4	5	6
37	7	8	9	10	11	12	13
38	14	15	16	17	18	19	20
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# Leaps and bounds

Lisa, whose brother Michael is supported by Milestones Trust at Chasefield House, wrote a heartfelt piece about the home and the support they provide Michael.

Lisa said: “All the staff at Chasefield have gone above and beyond in taking care of my brother and his needs. **They are kind, caring and very attentive of Michael’s day to day needs.** They had to teach him many life skills, so that he would be able to do many things for himself with little or no assistance. He has come on in leaps and bounds and each year I visit him on my annual trip back to Bristol from America, I notice a massive difference in all the new things he can now do for himself.

The staff know what he likes to do and they try to accommodate this into his life. For example, he wanted to do some modelling, so they kindly arranged for him to go do a modelling session, where he put on his Manchester City top and his favourite black jeans. **The photo was amazing, he looked so happy.**

He was made to feel like part of the Chasefield family from day one, and I know he is very happy and content there.

I feel so blessed he is at such a fantastic care home with the best staff ever.”



*To read the article  
in full, visit  
'Our Stories' on  
our website*







To read  
Michael's story,  
have a look on  
page 20.

*Our person-centred approach means  
we focus on the individual to support  
them in achieving their goals.*

## SEPTEMBER 2020

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36		1	2	3	4	5	6
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## OCTOBER 2020

Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
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# The winning formula

Remi Makulec, the Moving and Handling Lead at Milestones Trust, was crowned winner of the Care and Support West Awards for Care Trainer of the Year, being rewarded for his commitment to the people we support and staff in providing a high standard of Moving and Handling training.

After his win, Remi then progressed to the regional finals at the Great South West Care Awards 2019, going head-to-head with other winners from local awards. **Remi was then successful, winning the Care Trainer Award** with judges saying: “With passion and commitment to training staff, Remi ensures they have the skills needed and be able to embrace risk-taking to enable service users to have a better quality of life.”

After winning the regional finals, Remi then went up against the other regional winners in the national Great British Care Awards 2019. Although Remi didn't come away with the national accolade, **his achievement in getting to the national finals recognises his hard work and success in Moving and Handling training within the Trust.** Well done, Remi!

*To read the article in full, visit 'News' on our website*





Read about  
Remi's success  
on page 22.

*We pride ourselves on having staff  
that are award-winning and experts in  
their field so they can provide the best  
support possible.*

## OCTOBER 2020

Wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
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## NOVEMBER 2020

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49	30						

# Making it possible

*By Judy and the Furber Road team*

**“I used to go on a train with Simon when he was here. He used to take me. I went to see my older sister. I enjoyed looking out of the train when we were going to see my older sister. That man fell in the canal and I thought it was funny.” - Judy**

Since Judy has lived at Furber Road, she has now visited her sister Helen twice in Oxford. With Judy being able to go down to Oxford and having a staff team at Furber Road who are confident enough to take her, **it can make all the difference to Judy and her sister’s relationship.**

The quote about the man falling in the canal is referring to the time during this trip when Simon, Judy and her sister were walking along the canal. A man fell in and Simon helped to get him out. Judy found this experience very amusing.

After the trip, the team at Furber Road received this lovely email from Judy’s sister:

**“Not many people would have been able to do what you did – taking Judy, with a wheelchair, on four trains, necessitating station changes, managing her needs and all the organisational admin, timing, tickets and money involved, and doing **all this with a smile and such reassuring calmness!**”**



*To read the article  
in full, visit  
'Our Stories'  
on our website.*

## NOVEMBER 2020

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## DECEMBER 2020

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To read Judy's story, have a look on page 24.

*We bring people close by helping individuals to maintain relationships with family and friends.*



# Diana's legacy

*By Moira Aston, Home Manager at Mayfield Park North*

Diana was a wonderful lady who lived at Mayfield Park North who was known for her cheeky demeanour, strength, sense of humour and her smile. Unfortunately, Diana passed away in February 2017 after living at Mayfield Park North for over 30 years.

Diana's parents travelled extensively around the world sending back regular postcards to Diana. **Ensuring her legacy would live on, Diana's estate was donated to Mayfield Park North.** After renovations to the garden room and a new sofa, there are still monies remaining.

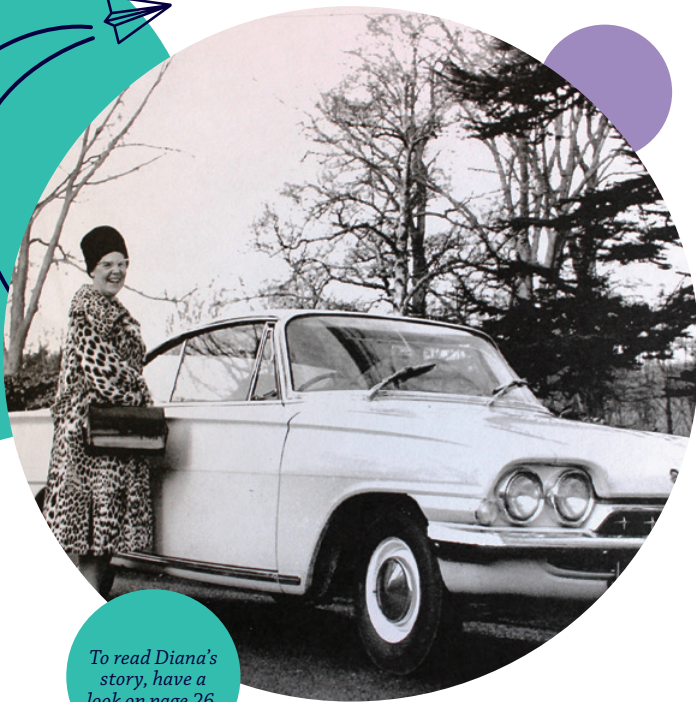
It would be great to think that we could enable others to send some postcards home from a destination that maybe has been a dream for some time. We would love to see someone having an adventure and it having as big an impact to their lives as Diana did to ours.

**There's a big world out there, go make some memories.**



For more information, visit our fundraising page on the website!





To read Diana's story, have a look on page 26.

*Money left through wills and legacies provide a much valued and needed additional funding that enables us to go above and beyond in the support we provide.*

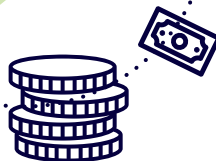
## DECEMBER 2020

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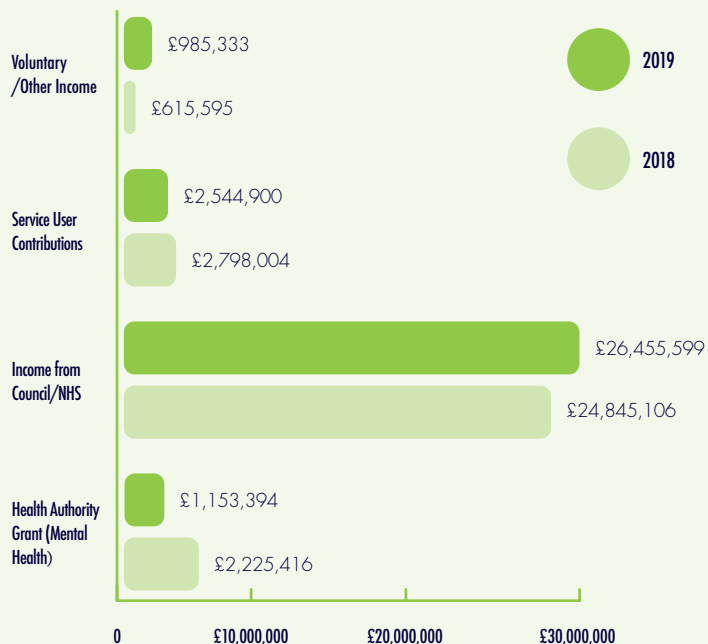
## JANUARY 2021

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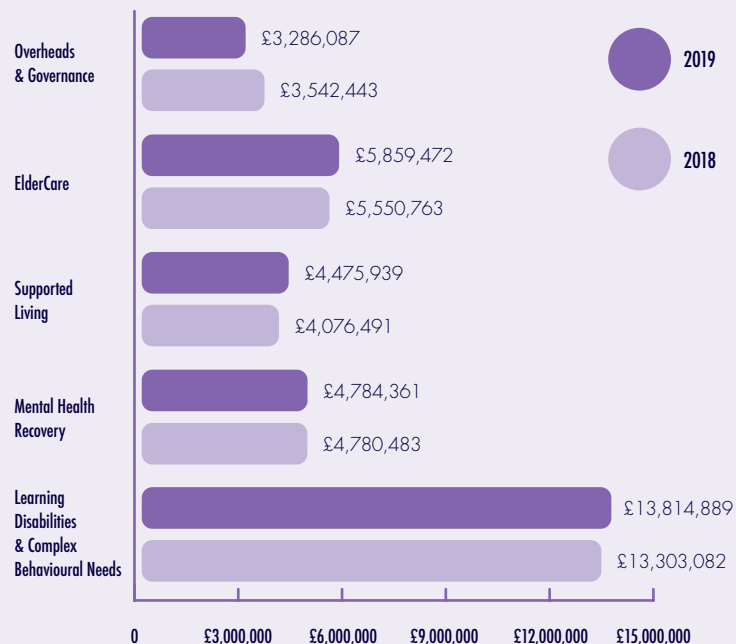
# A year in numbers



## Income

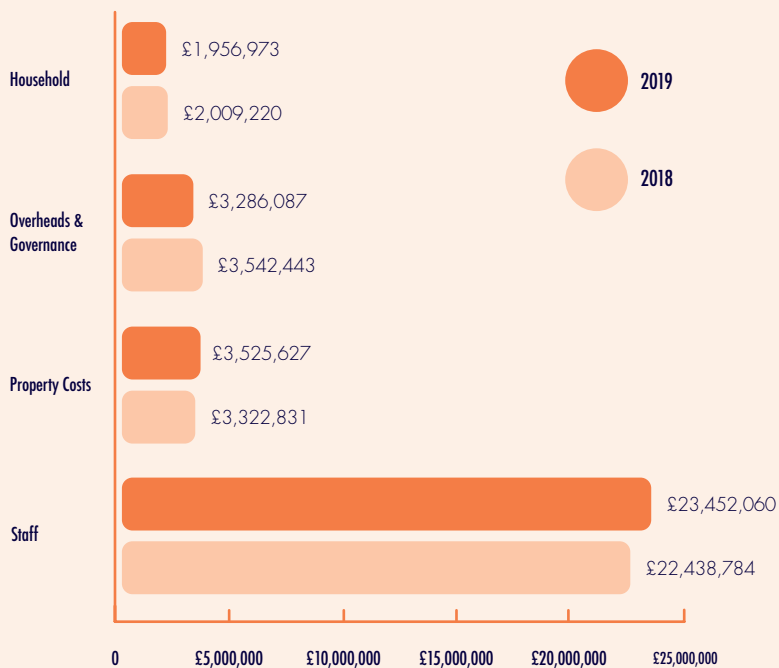


## Expenditure

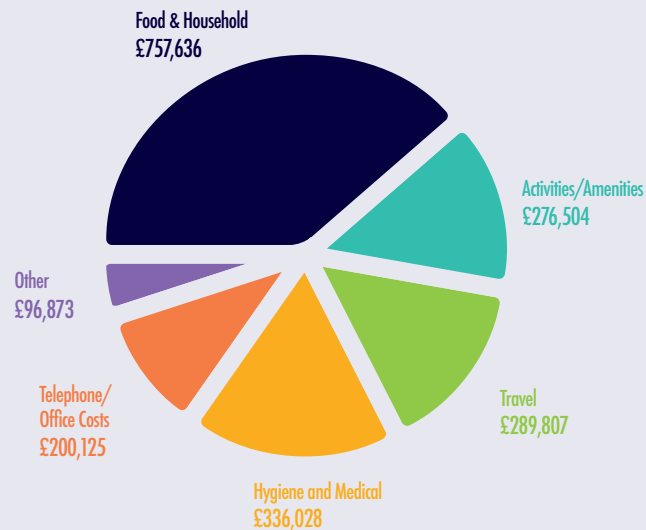


# A year in numbers

## Where the money went



## In the home



# Thank you!

We'd like to **thank all our sponsors** who have kindly supported us to create this year's Annual Review.



**Brunel Occupational Health**  
[www.brunelohss.co.uk](http://www.brunelohss.co.uk)



**Dean Healthcare**  
[www.deanhealthcare.co.uk](http://www.deanhealthcare.co.uk)



**Horders**  
[www.horders.co.uk](http://www.horders.co.uk)



**Royds Withy King**  
[www.roydswithyking.com](http://www.roydswithyking.com)



**Towergate Insurance**  
[www.towergateinsurance.co.uk](http://www.towergateinsurance.co.uk)

## Contact us

We'd love to hear any feedback you have of this year's review – please contact us through **Twitter** or **Instagram** @MilestonesTrust, search and join us on **Facebook** or **email** the marketing team on [marketing@milestonetrust.org.uk](mailto:marketing@milestonetrust.org.uk).

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