

# 'Champions of Dignity'



A Positive affirmation of what Dignity means to staff at St Anne's in poems, quotes, stories, reflections and pictures



## INTRODUCTION

'Every life deserves a certain amount of dignity, no matter how poor or how damaged the shell that carries it.'

**Rick Bragg - Author of 'All over but the shouting'**

**Submitted by Sue Shearman, Area Manager, Doncaster**

This booklet is produced in the spirit of continuously promoting and sharing what we do and in recognition of the importance of dignity in our day to day practice,

I am therefore proud to introduce - 'Champions of Dignity'  
A powerful collection of Positive affirmations of what dignity means to our wonderful staff at St Anne's.

Dignity can mean many things to many people but can include having and being supported to have self respect, self worth, self esteem and pride in achievements

I have personally produced this booklet to promote the exemplary values and attitudes of St Anne's staff and to demonstrate our full commitment at St Anne's to ensuring we keep Dignity at the heart of our day to day work.


I am sure as you read you will be amazed by this thoughtful collection of poems, quotes, reflections and pictures providing a positive celebration and reassurance of what 'Dignity' means in our staff's approach to care/support.

We encourage all teams to nominate Dignity Champions but in essence;

We are all 'Champions of Dignity!'

**Karen**

**Karen Newsome-Director of Operations**



"One's dignity may be assaulted, vandalised and cruelly mocked,  
but cannot be taken away unless it is Surrendered"

*Michael J Fox*

This is a personal reflection that to me although dignity manifests in many forms, dignity is about "Untroubled peace and tranquility" The photograph I took in Scotland 5 years ago I use as a screen saver, and Michael J Fox I believe is inspirational in his approach to looking at personal challenges.

Mac McKechnie Project Manager, Wakefield Supported Living

# DIGNITY

**DIGNITY** is the ability  
to stand strong and tall  
in the face of adversity  
While being able  
to bow to the elderly  
and crawl with the children.

**DIGNITY** is taking a stand  
for your beliefs  
Without closing your mind  
to another's opinion.

**DIGNITY** is being an example  
by your deeds  
and through your words  
avoiding gossip, anger and lies

**DIGNITY** will manifest itself in  
the warmth of your smile,  
the depth of your love,  
and kindness for your fellowman.

'I've had it on my phone for many years  
and I've always liked it'.

**Denise Jabbi, Home Manager,  
Daleholme, North Yorkshire**

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## Dignity?

**Dignity** – it is not always easy to define - it means different things to different people.

### **So what does dignity mean to me?**

*Well, I can tell you what it is not. As a child I was bullied at school - I was verbally abused, physically abused ...and at one point I was knocked out cold.*

### **There was no dignity in that!**

*Consequently, I am passionate about ensuring that the clients that I work with are treated with the utmost dignity. I am also acutely aware that with many, their mental health has deteriorated at the hands of others. Dignity, I think, is essentially about showing people that they have worth. It's the old adage of, 'treat people as you would wish to be treated yourself'. Respect is a big part of it.*

### **So where does dignity start?**

*It commences at the beginning of a visit, making sure that I turn up on time. Why is this so important? – Well many clients suffer with anxiety and sitting there waiting, can make their situation worse. It occasionally happens, that I am unavoidably held up, so I will always phone before the time I am due, so that the client is not left in the dark.*

*When I arrive, I always try and find out how the client has been over recent days. Giving someone the chance to share the good and the bad times is so important, especially if they live alone and do not get the chance to share their thoughts. Giving people time to talk is crucial and at times it can run to an entire visit. Being understood and sharing situations is so important to people - being talked over or being ignored can be detrimental.*

*It is vital that any private discussions are dealt with in a sensitive and confidential manner and that a client trusts you not to break that confidence. I would not want everyone knowing about my own 'inner' world and I am careful to protect that of a client. It is a very privileged position that I am in and I know some of my clients in more depth than I know my own family. It takes a huge amount of trust to build that working relationship and it should not be jeopardised.*

*Also I try not to assume that I have read a situation correctly, it is always best to check with a client, to avoid any misunderstandings. I have had a client tell me that I made them feel uncomfortable and they explained why. I thanked them for telling me, because it can't have been easy and no matter how experienced we are, we all make mistakes. I think the words, "It is better to be saved by criticism, than ruined by praise," are very powerful.*

*Next, I will ask what the client would like to do during my visit and I will try my hardest to accommodate. The key is to help out when and where you can, but not to take away any independence, which is a careful balancing act.*

*It is also crucial not to be judgemental. Everyone does things in different ways and has different priorities. As a support worker, I try not to impose my ideas on anyone.*

***In summary, treating someone with dignity is about listening to a client, understanding them, respecting them, and not undermining them, belittling them or making them feel worthless.***

***It is the opposite of bullying.***

*The article is a piece of writing by Duncan Friend who is a support worker with the Sheffield CSS team and the Dignity Champion for the CSS and Sheffield SL Service.*

*Carole Pendleton, a client also contributed to the article.*

## **Quote**

*'I'm kind of private and I keep things inside a lot, but it's been so wonderful to realize that people care about you in a very deep way and that there is some bond between an actor and his audience. I don't even know how to describe that feeling.'*

*'I am careful not to confuse excellence with perfection. Excellence, I can reach for; perfection is God's business.'* **Michael J. Fox**

*Submitted by Gary Kendell, Nurse  
Fernlea, Batley*





*My Dignity Poem*

*I knew from an early age, what was important to me,  
Life experiences, some great, some bad, some happy and some sad,  
Have made me who I am.*

*My job is a vocation and with you I will share,  
Some of the reasons why we really should care.*

*A person should be treat, in the way we'd want to be,  
With dignity and respect for all eternity.*

*When a person needs your care and support,  
It isn't as an after thought,  
Nor is it something, that we're taught,  
It may not be through their choice,  
Ensure the person keeps their voice.*

*From a call in a morning until tucked up at night  
Let's aim to get their care just right.  
Give time to listen and understand,  
As well as being a helping hand.*

*Enable the person to keep control  
And to keep their self esteem,  
To know that they are, the important one  
Promoting how their care and support is done*

*As one day this maybe you,  
Please do think your actions through.*

*Julie Hillam, Area Manager Bradford and Wakefield*



HR

Don't ignore, listen to others views

## Individuals Matter

Give respect

Needs, how can we support you?

## Integrity

Together we'll aim  
for harmony

You are recognised  
+ valued



What does dignity mean to you?

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

### **Human Dignity is The Basis of Fundamental Human Rights**

- Human dignity is inviolable and it must be respected and protected. The dignity of the human person is not only a fundamental right in itself, but constitutes the basis of fundamental rights in international law.
- The 1948 Universal Declaration of Human Rights enshrined this principle in its preamble: 'recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world'.
- For this reason the dignity of the human person is part of the substance of any right protected by international human rights law. It must, therefore, be respected, even where a right is restricted.

### **Human Dignity is at the Heart of Human Identity**

- Without dignity none of the protections of the various legal human rights mechanisms can have real meaning, which is why the concept has held, and continues to hold, a central place in the international human rights framework.

Reference material

[www.dignityincare.org.uk](http://www.dignityincare.org.uk)

[www.humandignitytrust.org](http://www.humandignitytrust.org)

**Submitted by Neil Farnworth Deputy Manager Sunderland Services**

*I am a person short or tall  
I may walk, or not at all  
I may speak or I may not  
I am myself and so what?*

*I don't judge so why may you?  
I do not ask what you can do!  
Just a moment  
Let me think  
Life is hard, no time to blink*

*Life goes on, round and around,  
I may see but hear no sound  
We all are equal don't you see?  
You live your life the same as me*

*We do not ask the reasons why  
We live each day, do you and I  
We try our best to do what's right  
With our senses fight or flight*

*Dignity, the reason why  
We stand our ground, we do not sigh  
We are our selves, for that we're proud  
Dignity, we shout out loud!*

*This poem was written by a member of the staff team from Leeds  
Domiciliary Services, Middleton Crescent Leeds who wishes to remain  
anonymous, but wanted to submit.*

*We have all done a great job promoting dignity for one of our clients.*

*It was a project we were really struggling with, and now it's a huge success. At a review meeting we were considering introducing PBS measures to help deal with challenging behaviours, but thanks to the team's dedication and creativity, this wasn't even necessary.*

*We pooled ideas on activities which would avoid creating anxiety for the client, and would be more stimulating and structured.*

*Everyone is stunned by the difference the new person-centred support plan has made, as the client is engaging more than ever before. She has always loved horses and now has a riding lesson every week, where she is extremely confident and making progress all the time. Seeing how communicative and responsive she can be when doing something she truly enjoys is really rewarding.*

*Dignity is about promoting this kind of individuality, and staff being innovative in solving problems in a positive way.*



*Submitted by The domiciliary care team at Middleton Crescent, Leeds*



When I am an old woman I shall wear purple  
With a red hat which doesn't go, and doesn't suit me.  
And I shall spend my pension on brandy and summer gloves  
And satin sandals, and say we've no money for butter.  
I shall sit down on the pavement when I'm tired  
And gobble up samples in shops and press alarm bells  
And run my stick along the public railings  
And make up for the sobriety of my youth.  
I shall go out in my slippers in the rain  
And pick flowers in other people's gardens  
And learn to spit.

You can wear terrible shirts and grow more fat  
And eat three pounds of sausages at a go  
Or only bread and pickle for a week  
And hoard pens and pencils and beermats and things in boxes.

But now we must have clothes that keep us dry  
And pay our rent and not swear in the street  
And set a good example for the children.  
We must have friends to dinner and read the papers.

But maybe I ought to practice a little now?  
So people who know me are not too shocked and surprised  
When suddenly I am old, and start to wear purple.

"Warning" When I Am An Old Woman, written in 1961, Jenny Joseph

Submitted by Emma Bartholomew, Support Assistant on behalf of  
Fox View Respite Service, Dewsbury



## Sunderland Services

### Staff Story:-



Stuart approached staff and asked about hearing aids when his house mate received his. Stuart's wants and wishes were acted upon. Stuart was supported to design and complete a story book that included things such as what will happen if doctor said that hearing aids might not help and how hearing aids aren't for everybody. Stuart was supported to several health appointments such as enquiring with a doctor about how to go about getting hearing aids. He was supported to an audiology appointment where he was told that 1 hearing aid in his right ear would help him. Stuart was reassured and respected throughout this process and all information was interpreted to him in a way that he understands. When Stuart received his hearing aid he was very excited and took pride in showing everyone it. Stuart recently attended a disco where he said he enjoyed the music and danced along.

Stuart is now aware of sounds around him and can alert staff when he hears them. He is sometimes aware of people entering the room and is no longer shocked when he thinks no one is there but they are, as in the past Stuart would get a shock when he thought he was the only one in the room or staff tapped him on the shoulder to alert him that they were there.


I (LW) recently supported Stuart to enquire about hearing aids after Stuart expressed an interest in them.


   
Stuart Story


         
I asked staff for hearing aids. Staff helped me to

         
ring doctors to book appointment. I was then

         
asked to go to hospital. nurse looked in my ears.

         
told 1 hearing aid would help. I was happy excited.

          
i got hearing aid. I feel happy, like listening to

          
music and tv sounds. I hear cars and

        
buses. i feel included and not by myself.

Lindsay Watson and client Stuart Worthy

Sunderland Service

*Nowadays most people die of a sort of creeping common sense, and discover when it is too late that the only things one never regrets are one's mistakes.*

*The only thing to do with good advice is to pass it on. It is never of any use to oneself.*

Oscar Wilde

[http://www.litera.co.uk/poem\\_for\\_a\\_good\\_human\\_being/](http://www.litera.co.uk/poem_for_a_good_human_being/)

Submitted by Gary Kendell, Nurse - Fernlea Batley

*"Let us become the change we seek in the world" Mahatma Ghandi*

*"Whatever you can do, or dream you can, begin it. Boldness has genius, power and magic in it" Johann Wolfgang Von Goethe*

*"We don't understand what we see. We see what we can understand" Senge*

**Julie Robinson - Chief Executive**

*The North Kirklees Supported Housing service has recently introduced the 'Outcome Star' support planning tool. Clients feedback that they are able to celebrate and identify their achievements, even when they are in crisis or feeling low! Enforcing their self esteem, confidence and dignity.*

**Submitted by Debbie Liddle - North Kirklees Supported Housing Service**

## **A snapshot of compliments showing Dignity in Action!!**

*Positive stakeholder's questionnaire stated that the service is exemplary and service users have thrived since starting there and the team are friendly and helpful. Especially Jo Higgins who is very dedicated to her role and providing a high quality service. Cambridge Road, Huddersfield*

*The team won an Award in conjunction with Kent University showing a good working knowledge of PBS and are working towards shaping and influencing clients positively. Challenger Drive, Doncaster Supported Living*

*What a difference within the St Anne's services in relation to organisation, advice and continuity of support. All the staff seem to be happy and we seem to be the most efficient. Doncaster SL*

*CQC inspector carried out a visit and emailed Tony to advise him that he has some very good managers and staff and that we should all be very proud of them. Kirklees/Barnsley Services*

*Client's sister has emailed the service thanking Julie and her team for all the hard work and dedication they have shown towards her brother. His life has been enhanced; he has so many choices and the right support. Bradford Supported Living*

*Happy Birthday cards received from parents of clients for the Hatfield service upon reaching 5 years service. Thanking all the staff and wishing them all the best for the future. Hatfield Service, Northallerton*

*A member of the public noted that the client being supported on holiday was well looked after and the staff member deserved a medal for the work she does. St Anne's must be "a good place" because she could see the client was well looked after. Portland Aveune, Seaham*

*The staff received a card saying a thank you to them for looking after their son. The staff were all very professional and caring . Hartwell Road, Leeds*

*Thank you to Richard for making client's mental health issues easier to cope with. He won't forget his patience and understanding. Also thanked Hilary, for all her support and help. Leeds Supported Housing*

*A gentleman commented that he enjoyed volunteering and feels he has learned a lot, both professionally and personally from witnessing the clients fights to improve their lives. Alcohol Services, Leeds*

## **Listen To Me!**

**When I ask you to listen to me  
and you start giving me advice,  
you have not done what I asked.**

**When I ask you to listen to me  
and you begin to tell me why I shouldn't feel that way,  
you are trampling on my feelings.**

**When I ask you to listen to me  
and you feel you have to do something  
to solve my problem,  
you have failed me, strange as that may seem.**

## **Listen!**

**All I ask is that you listen.  
Don't talk or do - just hear me.  
Advice is cheap - 20 cents will get you both  
Dear Abby and Billy Graham in the same newspaper.  
And I can do for myself; I am not helpless.  
Maybe discouraged and faltering, but not helpless.**

**When you do something for me that I can  
and need to do for myself,  
you contribute to my fear and inadequacy.  
But when you accept as a simple fact  
that I feel what I feel, no matter how irrational,  
then I can stop trying to convince you  
and get about this business of understanding  
what's behind this irrational feeling.  
And when that's clear, the answers are obvious  
and I don't need advice.  
Irrational feelings make sense  
when we understand what's behind them.**

**So please listen, and just hear me.  
And if you want to talk,  
wait a minute for your turn,  
and I will listen to you.**

*'This poem was given to me whilst doing some training a very long time ago  
and it always stuck in my mind, I still have the poem in my training file'*

**Gareth Chapman  
Deputy Manager  
Sutherland Court**

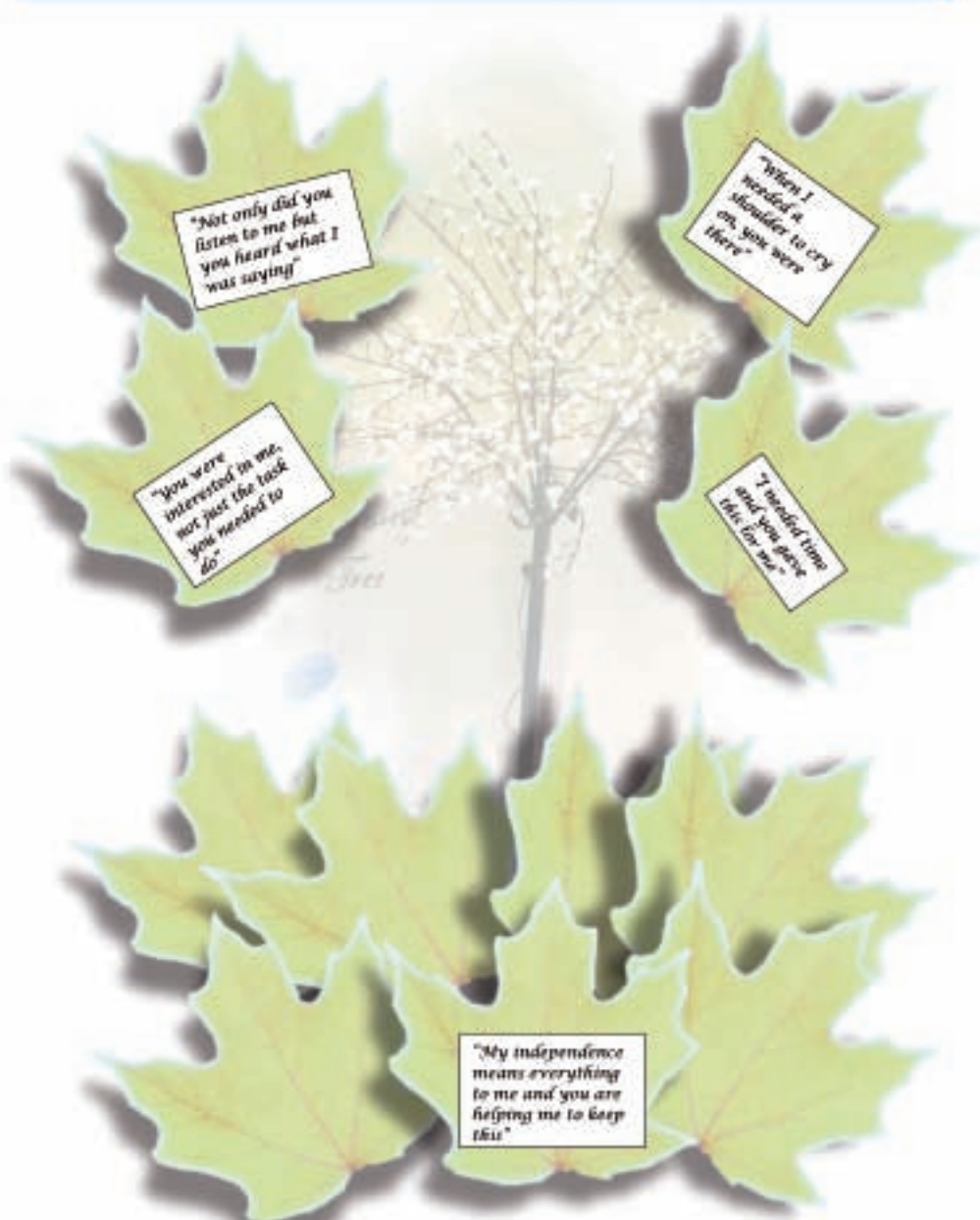
'We have a dignity tree at the office. We like people to make a note of what dignity means to them on the leaf and attach it to the tree'

## Bradford Office





# DIGNITY TREE LEAVES...





## KATE'S POEM

What do you see, nurses, what do you see?  
What are you thinking when you look at me?  
A crabbit old woman, not very wise,  
Uncertain of habit with far-away eyes  
Who dribbles her food and makes no reply  
When you say in a loud voice "I do wish you'd try".  
Who seems not to notice the things that you do  
And forever is losing a stick or a shoe  
Who unresistingly or not lets you do as you will,  
With bathing and feeding – the long day to fill.  
Is that what you're thinking? Is that what you see?  
Then open your eyes nurse – you're looking at me.  
I'll tell you who I am as I sit here so still  
As I move at your bidding, as I eat at your will.

I'm a small child of ten with a father and mother,  
Brothers and sisters who love one another.  
A young girl of sixteen with wings on her feet,  
Dreaming that soon a lover she'll meet.  
A bride soon, at twenty my heart gives a leap  
Remembering the vows that I promised to keep.  
At twenty-five now I have young of my own  
Who need me to build a secure happy home.  
A young woman of thirty my young now grow fast  
Bound to each other with ties that should last.  
At forty my young ones now grown will be gone  
But my memory stays beside me to see I don't mourn.  
At fifty, once more babies play round my knee  
Again, we know children my loved one and me,  
Dark days are upon me: my husband is dead  
I look at the future, I shudder with dread,  
For my young are all busy rearing young of their own  
And I think of the years and the love I have known.  
I'm an old woman now and nature is cruel  
The body it crumbles, grace and vigour depart  
There now is a stone where I once had a heart.  
But inside this old carcass a young girl still dwells  
And now and again my battered heart swells  
I remember the joys, I remember the pain  
And I'm loving and living life over again  
I think of the years – all too few – gone too fast  
And accept the stark fact that nothing can last  
So open your eyes, nurses, open and see  
Not a crabbit old woman..... look closer, see ME.

*'This dignity poem that had some of our staff in tears. It was given to me by someone from one of our outreach services.'*

Sharon Hunter, Sunderland Services

This was also submitted from a staff member at Marwood Park, Durham who states;

*'Remember this poem when you next meet an old person who you might brush aside without looking at the young soul within ..... We will one day be there, too!'*

### **This is what Dignity means to us !**

*1. A client's children asked 'Daddy, why is the flat so hot?' He answered them by explaining that the flat was now warm as Daddy was getting well and making it a family home, warm and cosy.*

*He never again wanted to have to explain such a fact and is so very proud of all he has achieved and the home he now has made for him and his children.*

*'Michael's face was full joy when telling us, but he also became emotional with a little regret and sadness along with the pride and happiness.'*

*2. The Christmas party alone was an insight to the work achieved and the diversity we work towards with our clients. It was amazing to see so many people continuing with their sobriety and such wonderful success stories from the people whose lives have changed with the help of St Anne's and the great staff teams determination and commitment.*

*3. A female client has now gained the confidence to continue with sobriety and is back driving. She is now actively playing the part of mother and home maker. This all may seem a small task, but for a person who struggled with her dependency and had massive anxieties regarding mixing with others and going out, she has achieved so much.*

*4. A male client stated that he learnt so much through this programme as staff had the ability to explain the sessions at all different levels. He stated that staff always make time for clients and nothing has ever been too much trouble always ensuring he feels supported and giving him self believe that he can achieve his goals.*

**Sharon Fargher on behalf of all the team at  
Alcohol Services, Leeds**

"Being one of the first people to sign up for the Dignity in Care launch in London in 2007 was very moving - listening to people describe how that most human of facets can be taken away in a second and the misery felt by people who by no fault of their own are treated without dignity"

Mark Fennelly  
Regional Operations Manager

*'Dignity I felt many times through my life.*

*When people show this they are well and understanding life and others.*

*Dignity to others/self is under-drawn when problems exist in mental health.*

*If someone feels it for them self and others then times are especially changing and improving.*

*People can lose dignity or gain it depending on their richness of good health and standings.'*

David Earle, Client, Wakefield Supported living services

*I was trying to decide what to submit and I remember a poem I wrote at the age of 13 after passing a lady sat in the window of her house. Last week I came across an article written by a New York cabbie and somehow the two together sums up what Dignity means to me.*

*Karen Newsome, Director of Operations*

**She lives a life of loneliness**

**Waiting in dread and fear,**

**No-one comes to visit her,**

**She never sheds a tear.**

**Her life is not worth living,**

**Her children she loved have flown**

**They forget the happiness they shared**

**Their love for her went down with the sun.**

**Her face is now all wrinkled**

**Her back is hunched and weak**

**Never thought of or respected,**

**Friendship and love, she still seeks.**

**A worn out tired face at the window**

**Willing to love and be loved,**

**Hoping someone may call**

**To see how much she suffered.**

**So how hard you try to ignore**

**Nothing can take away the sorry**

**Of this sad woman, with no hope left to follow.**



A NYC Taxi driver wrote: I arrived at the address and honked the horn. After waiting a few minutes I honked again. Since this was going to be my last ride of my shift I thought about just driving away, but instead I put the car in park and walked up to the door and knocked.. 'Just a minute', answered a frail, elderly voice. I could hear something being dragged across the floor. After a long pause, the door opened. A small woman in her 90's stood before me. She was wearing a print dress and a pillbox hat with a veil pinned on it, like somebody out of a 1940's movie. By her side was a small nylon suitcase. The apartment looked as if no one had lived in it for years. All the furniture was covered with sheets. There were no clocks on the walls, no knickknacks or utensils on the counters. In the corner was a cardboard box filled with photos and glassware.

'Would you carry my bag out to the car?' she said. I took the suitcase to the cab, and then returned to assist the woman. She took my arm and we walked slowly toward the curb. She kept thanking me for my kindness. 'It's nothing', I told her. 'I just try to treat my passengers the way I would want my mother to be treated.' 'Oh, you're such a good boy', she said. When we got in the cab, she gave me an address and then asked, 'Could you drive through downtown?' 'It's not the shortest way,' I answered quickly. 'Oh, I don't mind,' she said. 'I'm in no hurry. I'm on my way to a hospice.'

I looked in the rear-view mirror. Her eyes were glistening. 'I don't have any family left,' she continued in a soft voice. 'The doctor says I don't have very long.' I quietly reached over and shut off the meter. 'What route would you like me to take?' I asked. For the next two hours, we drove through the city. She showed me the building where she had once worked as an elevator operator. We drove through the neighborhood where she and her husband had lived when they were newlyweds she had me pull up in front of a furniture warehouse that had once been a ballroom where she had gone dancing as a girl.

*Sometimes she'd ask me to slow in front of a particular building or corner and would sit staring into the darkness, saying nothing. As the first hint of sun was creasing the horizon, she suddenly said, 'I'm tired. Let's go now'. We drove in silence to the address she had given me. It was a low building, like a small convalescent home, with a driveway that passed under a portico. Two orderlies came out to the cab as soon as we pulled up. They were solicitous and intent, watching her every move. They must have been expecting her. I opened the trunk and took the small suitcase to the door. The woman was already seated in a wheelchair. 'How much do I owe you?' She asked, reaching into her purse.*

*'Nothing,' I said 'You have to make a living,' she answered. 'There are other passengers,' I responded. Almost without thinking, I bent and gave her a hug. She held onto me tightly. 'You gave an old woman a little moment of joy,' she said. 'Thank you.' I squeezed her hand, and then walked into the dim morning light. Behind me, a door shut. It was the sound of the closing of a life. I didn't pick up any more passengers that shift. I drove aimlessly lost in thought. For the rest of that day, I could hardly talk. What if that woman had gotten an angry driver, or one who was impatient to end his shift? What if I had refused to take the run, or had honked once, then driven away? On a quick review, I don't think that I have done anything more important in my life. We're conditioned to think that our lives revolve around great moments, but great moments often catch us unaware-beautifully wrapped in what others may consider a small one.*

Julie Mathewson, Temp Project Manager and her team from Portland Avenue Supported Living, Seaham completed this especially for the booklet.

What am I thinking ?

I want to  
get up  
when I  
choose

I want to  
be able to  
live my life  
and be  
treated as  
an equal  
and with  
dignity and  
respect

I want to go  
to bed when I  
choose not  
when my  
support  
workers tell  
me too

I don't wish to be  
spoken to as if I am  
a child, I would like  
to be treated as an  
equal

I just want to be  
left alone and  
would like some  
privacy

Don't talk  
about me as if  
I am not there  
I have feelings  
too

I want  
people to  
talk to me  
and not  
my carers  
on my  
behalf

Why are my support  
workers ignoring me  
and talking on their  
phones and to each  
other . Don't ignore  
me !





### *A Day In My Darkness.*

*As I open my eyes  
I do not see  
That's why a nice friendly voice  
Means the world to me.*

*I don't ask for pity  
In fact I don't ask for much  
Just the warmth of your hand  
And your gentle touch.*

*I need you to guide me  
Throughout the day.  
Respecting my dignity  
All the way.*

*I can smell the season  
You described them to me  
Now in my darkness  
I am able to see.*

*You listen to my music  
The tunes I play  
You singing along  
Just makes my day.*

*When things go wrong  
And I feel worried & sad  
Your reassuring words  
Make it seem,  
Not so bad.*

*Thank you for taking the time  
To be nice to me.  
It make life that much easier  
Not been able to see.*

*When laid in my darkness  
At the end of the day.  
I thank god you're coming  
Another day.*

*You don't need to see kindness as long as you can feel it*

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**Judith Everett, Senior Supported Living Worker, Bradford  
Supported Living**

A couple we support are going through a very difficult and stressful time due to being told recently by the court that they won't be able to keep their 10 month old little girl and she will be adopted. From this point their contact time is to be reduced until a final visit when she is adopted. After this time they will only have letter box access and this will be at the discretion of the adoptive parents.

The managers and support workers have and are helping the couple through this and have suggested they put together a photo album of their daughter so they will always have their memories and photos of the time they have been able to spend with her.

Hopefully in the years to come they will be able to have contact once again. But until that time they will always have her in their hearts but will also have their photos and memories. The couple have been invited to the St Anne's office for support to download their photographs and to put together an album. A memory box has also been suggested to support them through their grieving process, as well as giving them the opportunity to talk about their daughter and also for the letterbox access or to share with their daughter should she make contact when she is older.

### **Bradford Supported Living Services**

"Every year I get a Christmas card from the parents of someone I supported for years nearly 20 years ago - the card always says... " still remember everything you did for Andrew and the time you saved his life and made others treat him properly so he got better".

Mark Fennelly  
Regional Operations Manager



### *And More Compliments!:*

*A client's sister commented that they showed compassion and care while meeting the client's medical needs. She goes on to say that she has nothing but praise for the care and carers who are professional and supportive. Oxfield Court, Huddersfield*

*The sister of a client thanked the staff for the "lovely" party they gave for her sister, who absolutely loved it, and she appreciates the way that she is looked after. Wetherby Services*

*Thank you cards stated they would never forget what the service had done, another said that, thanks to them, she has her life back and one commented on what "a brilliant team you all are" Alcohol Services, Leeds*

*A member of staff thanked Rachel Bickerdike, for putting him at ease and being "friendly, courteous & professional". Human Resources Team*

*When the staff accompanied A to visit his family in Poland the family commented how comfortable and relaxed he was and were amazed by the condition of his health. Cloughside, Calderdale*

*A social worker from Newcastle Council stated staff "go out of their way to find new ways to meet a persons needs, thinking creatively and making use of telecare to increase a person's independence." She thinks they are all fab! North Tyneside*

*The client has recently passed away and the family have thanked staff for the care to their relative over the years and for the hospitality on the day of the funeral. Thornhill Road, Calderdale*

*John Daly's training was wonderful, thought provoking and exactly what she wanted. Her staff were motivated and excited by Nicky's style of teaching. She is so passionate and emphatic.  
Learning and Development*

*Social services thanked the staff member for sending over a support plan for a client, stating she "thinks the care co-ordinators would collapse in a heap without St Anne's." Sheffield MH*

*Amanda from the NHS stated how impressed she was with the Health Action Plan and supplementary information that came into the hospital with one of their residents. They were of a very high standard. Sutherland Court, Calderdale*

## *Respect Me*

*-I'm not right sure how you see me?*

*As I can not help having a disability  
I was born into this world the same as you  
So I don't like you telling me what I can and can't do*

*I may have a disability of some kind,  
But this does not mean I do not have my own mind.*

*Please treat me with respect, as I would with you,  
And stop talking about me, as you often do.*

*How would you like it if you was me  
Telling me what time I have to eat my tea?  
It might be suited to you but not for me,  
I don't want to have my tea at half past three.*

*This is not respect and not dignity,  
I will choose the times that best suit me.  
I go to bed when I feel tired and get up when I am fully awake,  
So please don't tell me what to do and give me a break -*

*I am human too; please respect me for this,  
As this is my life and this is my wish.  
Involve me as a person with my life and affairs,  
And stop standing and staring and giving me your glares.*

*I will feel a whole lot happier if you give me respect,  
As im sure you would too, on my life I would bet!-*

*That's all I am asking, that's all I expect,  
Thank you for listening and showing respect*

Written by Cath Goodland, Support Worker  
Kirk House  
Dewsbury



**Submitted by Jonathan Philpott, Manager,  
Alcohol Services, Leeds.**

*That Was Then & This Is Now!*

*About 10 years ago the staff and clients of Alcohol Services did a photography/art project. The result was a collage of photographs, cut and then stuck onto a piece of hardboard. Although the faces on the photographs were mainly of smiling clients and staff, it's what was intermingled in the collage that was less joyous - pictures of overflowing ashtrays, dirty mugs, plates of unappetising meals (quiche, spaghetti hoops and croquette potatoes together as a meal?!?), discarded fruit peelings and iron railings, I never hung it up. It's remained stored behind a filing cabinet ever since – a reminder of times gone past. And it isn't to knock what Alcohol Services was doing all those years ago – different times.*



*And now? I know that we're not perfect. But I know that what we produce now is worth celebrating – not kept stuck behind a filing cabinet for 10 years. We celebrate our achievements – the achievements of our clients.*

*Come and see our 'Thank You Wall' – a wall covered with the Thank You cards from our clients and their relatives, and not be impressed.*

*Come and hear the clients reading out their Affirmations on the last day of their programme, and not be inspired.*

*Come and read the life-changing stories that our clients have produced, and not be moved.*

*And all done with a sense of grace, a measure of humility and a touch of dignity.*









## ***The Darker Side***

*I remember when life wasn't always so good  
I've had my share of troubles, often not understood  
Others I know have also been there to hell  
When dignity is all that's left to help us keep well*

*Some can feel dark but it doesn't show too much  
It can start with a feeling or sometimes a touch  
They are normally up, but can also feel down  
And their usual smile easily turns to a frown*

*When it happens to some they can turn very low  
Their feelings can change and they start to "not know"  
Is it a bit of depression that they are starting to feel?  
They get very touchy and it's kind of unreal*

*They raise their voices when speaking to you  
They argue and shout, that's what they'll do  
It's not very nice when they get in this state  
For them and for others, but by then it's too late*

*Medication they take, and we know that it works  
To relieve the symptoms that really do hurt  
To take pills for ever are very stark choices  
But for most they at least reduce hearing the voices*

*It can take them some time or it can be quite quick  
It can also make them feel sometimes quite sick  
I don't understand but I try to be there  
Because for those affected it seems very unfair*

*It can happen to all and the reasons they differ  
Some have it easier and others they suffer  
Times can be bad and can get really tough  
They sometimes feel that they've had more than enough*

*I know in the past when I've felt lonely and sad  
And when it happened to me I know I felt bad  
I was down for a while but I picked up you see  
Because I managed to hold on to my dignity.*

*'This week I had the regrettable task of supporting a client through a mental health breakdown leading to the client being detained under section 2 of the MHA. As I accompanied the client to hospital with the client's care manager, I realised how much I was hurting, in empathy with the client, so this poem is a personal reflection of how holding on to our dignity is sometimes all we have..... I have struggled many years ago with life'*

*Mac McKechnie Project Manager, Wakefield Services*



### *A poem to help*

*At grove house  
You find your meaning  
We even have many meetings  
and social events  
For you and others*

*You have a life  
it's better than the streets  
at Christmas and other times there's many sweets  
and people for you to meet  
You feel as though times are good  
and because they are  
like at school you will feel a star*

*Just like anybody else  
life is interesting and full of wealth  
about your self  
it may not be millionaire street  
but it is like a good feat*

*Don't be scared to chat  
open your mouth and see that you have a life  
hopefully not full of strife!*

*So as today is good  
think that tomorrow will be too  
you may not feel it so much  
but I'm not speaking double dutch*

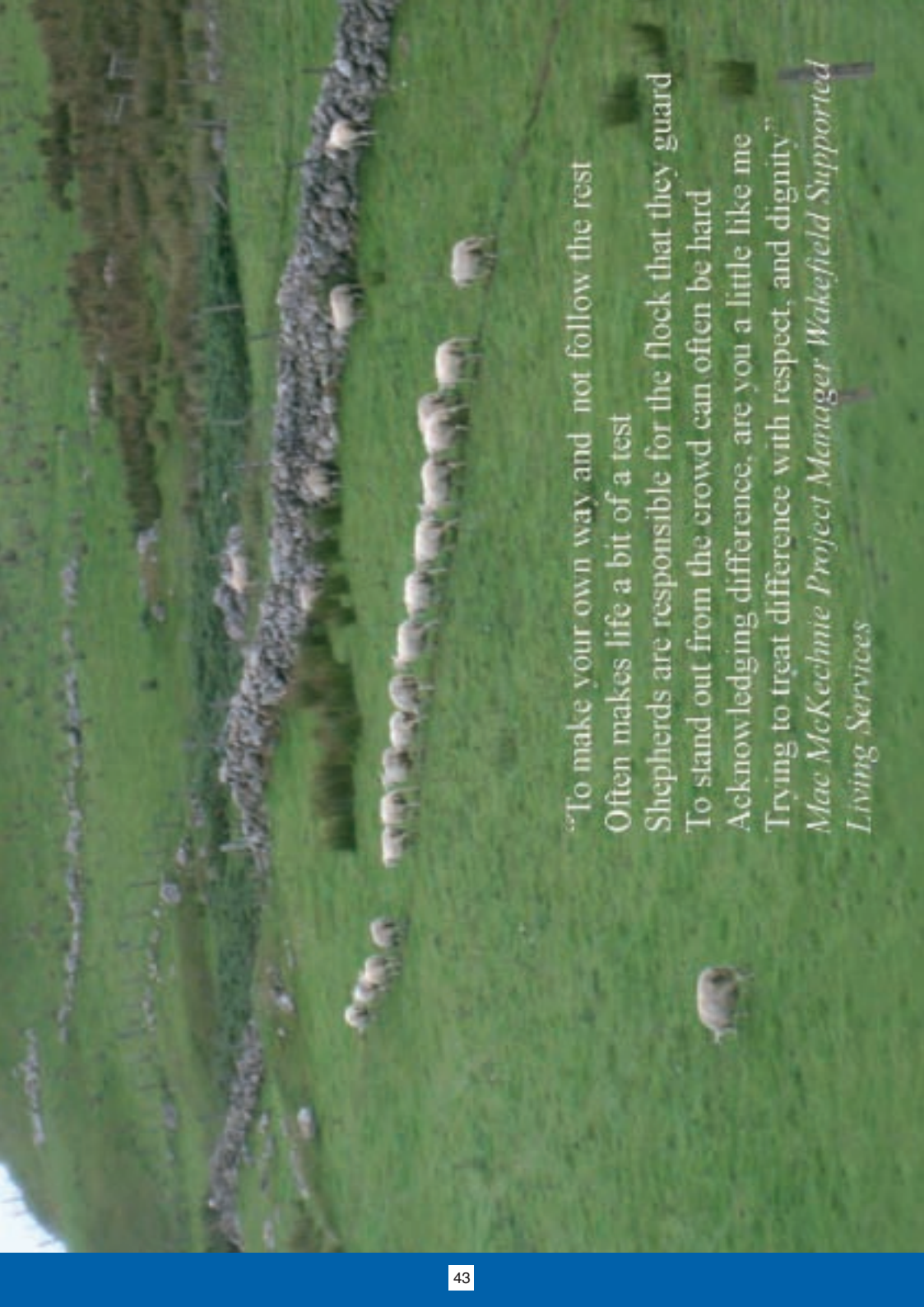
*So enjoy your Christmas  
and understand that it's your life*

*You are in charge of your destiny  
and still have a free life.*

**David Earle.** *Service user from Grove House*





A photograph of a flock of sheep grazing in a lush green field. A long, low stone wall runs across the middle ground, separating the foreground from the background. Several sheep are scattered throughout the field, some near the wall and others further away. The background shows more greenery and a few trees under a clear sky.

“To make your own way and not follow the rest  
Often makes life a bit of a test  
Shepherds are responsible for the flock that they guard  
To stand out from the crowd can often be hard  
Acknowledging difference, are you a little like me  
Trying to treat difference with respect, and dignity”

*Mac McKechnie Project Manager Wakefield Supported  
Living Services*



**Christmas Coffee morning at  
Middleton Crescent, Leeds**



'This is a photo of me swimming with friends on my 2013 holiday. I am very proud and happy to be going on holiday. I am already planning 2014!'

Mr K Holmes supported by Kath.

Silver Jubilee House

Leeds



## And Lastly!

The service has received a number of verbal compliments from clients and client's family members thanking them for being accommodating and allowing them an extra night's stay when the snow was very bad Shady trees, Huddersfield

Mark has received a number of positive tweets and responses from using St Anne's twitter feed, proving this is an effective, popular medium.

The family said staff were professional and good humoured and created a happy atmosphere. They were also touched by the attendance of staff and clients at her funeral. Orchard View, Wetherby

*The NHS foundation trust have thanked the service for working with them to produce a DVD on DNAR. The staff have been fantastic, the manager really supportive and The family had nothing but praise for the service and the care they deliver.* Oxfield Court, Huddersfield

A staff member on the Management Development Programme thanked them for being so helpful and welcoming. Working with a different client group has been really valuable to her work. Raise, Leeds

Deutsche Bank has congratulated the successful grant application to Street-Smart to help support the most vulnerable people in the community.

Ann Sunter Homeless, Drug and Alcohol service

David Peers the manager of Bevin Court has received an award for the work he has done on lowering anti social behaviour in the community. Bevin Court, Sheffield

And Finally;  
Thank you to you all as Champions  
of Dignity!

