

MAXLIFE

ISSUE 18

MAGAZINE OF
CITY CARE
PARTNERSHIP

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IN AN ENCHANTED WOOD WE FIND GAMES,
MUSIC AND A PLACE FULL OF WONDER...

FANTASY FEST '26



MESSAGE FROM THE EDITOR

It's always good to sit down and write this introduction because it gives me a chance to look back at everything that has been happening across City Care. And there has certainly been plenty going on!

Sometimes we can be so busy with the day-to-day that we don't stop and recognise just how much people achieve. This edition is a good reminder of that.

Of course, we have had the fantastic news that Broom Lane has been rated Outstanding by CQC. I know how much that means to everyone involved and I couldn't be prouder of the team. What pleased me most was that the inspectors recognised the things that really matter: the relationships people have with those supporting them, the opportunities people are given and a culture where people genuinely care about doing a good job.

For me, that isn't just about Broom Lane. I see it right across City Care and it shone through as we celebrated Fantasy Fest 2026.

Sometimes it's big achievements everyone hears about. Other times they are much quieter. Someone trying something new, becoming more confident, finding something they really enjoy or a member of staff doing something differently because it works better for that person. Those moments might not come with an Outstanding certificate but they matter just as much.

I'm also really pleased to see more opportunities for people we support and colleagues to learn alongside each other. Our Oliver McGowan training is a great example. It brings lived experience and professional knowledge together, learning from each other and growing together.

There are plenty of examples of that spirit in this edition and lots of people having fun along the way. That matters too. Life shouldn't just be about support plans, meetings and outcomes. It should be about friendships, laughter, trying new things and having things to look forward to.

So, thank you to everyone who plays their part in making City Care what it is and particularly to the people we support who continue to remind us why we do what we do.

Enjoy!

Phillip

Phillip Jones
Director of Health and Social Care

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**BRINGING OPPORTUNITIES
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BROOM LANE OUTSTANDING TOGETHER

When the CQC announced that Broom Lane had achieved an **Outstanding** rating, there was a real sense of pride across City Care.

Not because of the rating itself, but because of what it represents.

Outstanding isn't something you can switch on for an inspection. It reflects the care, compassion and commitment shown every single day by people who genuinely want the best for the people they support.

It starts with our amazing Community Access Support Partners (CASPs). They are the people who build relationships, encourage independence, celebrate achievements and are there through both the good days and the more challenging ones. They know that the little things often make the biggest difference and they never lose sight of the person behind the support.

The inspection recognised exactly that. It highlighted a culture where people are treated with kindness, dignity and respect and where support is truly centred around the individual. It also recognised the positive outcomes people achieve because of the dedication and consistency of our teams.

"The service demonstrated a strong and distinctive culture of care, where people were consistently treated with kindness, compassion and respect."

Our managers create environments where people feel supported, listened to and able to grow. The report recognised visible and approachable leadership and a culture where learning, openness and continuous improvement are part of everyday practice.

"Leadership at the service was strong, visible and focused on maintaining and improving high standards of care."



Of course, none of this happens without the many colleagues working behind the scenes.

Our Administration, Activities, Central Support, HR, Finance and Maintenance Team colleagues all play a huge part in helping our services succeed. Their work may not always be visible, but it makes an enormous difference to the quality of support we provide.

We also want to thank the families and professional partners involved. Their feedback, ideas and support help us keep improving and ensure that the people we support remain at the heart of everything we do.

"The service worked in close partnership with health and social care professionals and other organisations... Partnership working was proactive and contributed to coordinated care, timely responses and improved outcomes for people."

A special thank you goes to Beth and Patrick, who led the inspection process on behalf of City Care. Their preparation and ability to showcase the fantastic work taking place every day at Broom Lane played an important part in achieving this outcome.

"I'm so proud of everyone at Broom Lane for all their hard work and dedication to the people we support. I'm extremely grateful to work with such an amazing team, achieving

Outstanding is one of the proudest moments of my career. I honestly can't thank everyone enough for everything they do, day in and day out, to ensure the people we support are happy, safe, and live meaningful lives."

Beth, Registered Manager.

Most importantly though, this achievement belongs to everyone. To every CASP. Every Team Leader. Every Manager. Every colleague across our Central Services. Every family member who works with us. Every professional who supports us. Together you have created a service that people are proud to be part of.

"People were supported to achieve positive outcomes and maintain a good quality of life."

Finally, and more importantly, thank you to the people we support.

Your achievements, resilience and trust inspire us every day. You remind us why we do what we do and why we continue to live our vision of Manage Risk, Maximise Life.

"Overall, Broom Lane provided a high-quality, person-centred service with a strong culture of care, effective leadership and clear evidence of sustained improvement."

Congratulations everyone. This Outstanding rating belongs to us all.

DIDSBURY FESTIVAL

A day to remember as the community comes together.

City Care was delighted to be part of this year's Didsbury Festival, with a colourful stall full of flowers, plants and handmade arts and crafts.

The stall attracted plenty of visitors throughout the day, giving us a great opportunity to meet local people, share what we do and showcase the creativity and talents of the people we support. From beautiful plants to unique handcrafted items, there was something for everyone to enjoy.

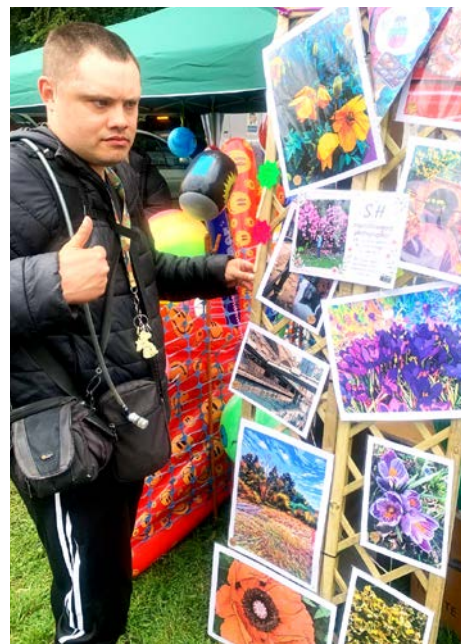
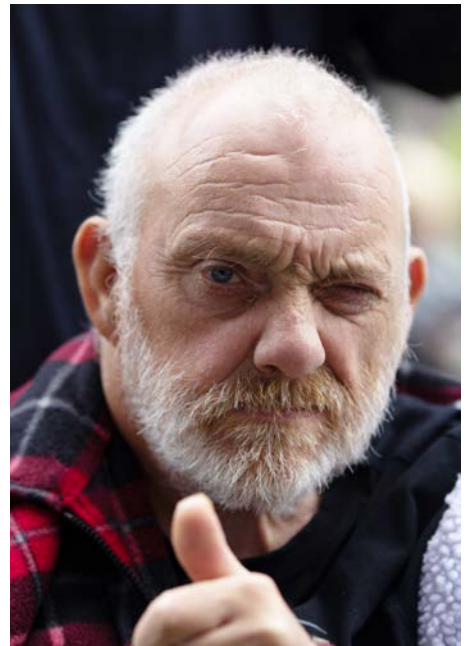
The festival was a fantastic community event, with a friendly atmosphere and lots of opportunities to connect with others. It was wonderful to see so many people stopping by to chat, browse the stall and learn more about City Care.

Estefania Perez; Activities, Creative Programmes & Events Coordinator, who organised the event, said:

"Didsbury Festival was such a lovely day. It was great to see people coming together, enjoying the flowers and crafts, and taking an interest in the amazing things people have created. Everyone worked really hard to get ready for the event and it was fantastic to see that effort recognised. The best part was seeing people feel proud of what they had achieved and being part of such a welcoming community event."

We raised £500 on the day with all proceeds going to the Tree of Life Foundation, which provides vital support to families in need.

A big thank you to everyone who helped prepare for the festival and supported the stall on the day. We're already looking forward to next year.





OLIVER MCGOWAN TRAINING CHAMPIONING EQUALITY TOGETHER

At City Care Partnership, we know the best learning happens when people learn from each other. That's why we're proud to celebrate an exciting milestone for six members of our team who are helping shape the future of The Oliver McGowan Mandatory Training on Learning Disability and Autism.

Eddie, Katie and Lisa have become Oliver McGowan co-trainers, while Alex, Phillip and Radha have qualified as Tier 2 Facilitating Trainers. Together they will deliver the training as equal partners, combining lived experience with professional expertise to create engaging, authentic learning that keeps the people we support at the heart of every session.

**"It's good to share my experiences to help someone see things differently."
Katie, Oliver McGowan Co-trainer**

Named in honour of Oliver McGowan, the training helps health and social care staff develop the knowledge, skills and confidence to provide person-centred support while promoting fair and equitable access to healthcare through greater understanding, reasonable adjustments and inclusive practice.

What makes this programme so powerful is the partnership between facilitating trainers and co-trainers. Professional knowledge and lived experience are equally important. Together they create learning that challenges assumptions, encourages reflection and helps colleagues better understand the experiences of people with a learning disability and autistic people. For Eddie, Katie and Lisa, becoming



co-trainers is an opportunity to develop new skills, build confidence and use their voices to influence how health and social care professionals think and work.

**"Being part of the training means our voices are heard. We can help others understand what good support looks and feels like from our point of view"
Eddie, Oliver McGowan Co-trainer**

Working alongside them Alex, Phillip and Radha will help turn those experiences into meaningful learning that inspires positive change in practice. Together, the whole team will help others champion diversity, challenge inequality and advocate for people to receive the reasonable adjustments and equitable access to healthcare they deserve.

"Our role is to create learning that challenges assumptions, champions diversity and gives people the

**confidence to advocate for fair and equitable access to healthcare."
Radha, Tier 2 Facilitating Trainer**

The impact reaches far beyond the training room. Every session helps build a workforce that better understands learning disability and autism, leading to more inclusive services, stronger advocacy and better outcomes for the people we support.

This achievement reflects City Care Partnership's commitment to investing in people, valuing lived experience and creating opportunities for everyone to make a difference. By learning together, we're building a culture where every voice matters and where better understanding leads to better lives.

Why it matters

The Oliver McGowan Mandatory Training is the national standard for learning disability and autism training across health and social care. By bringing together professional expertise and lived experience, it helps reduce health inequalities, improve understanding and ensure people receive the reasonable adjustments they need to access healthcare fairly and with dignity.



The team get together to plan up and coming training

YOUR VOICE, OUR ACTION!



On 27th August, we relaunched our former Voice & Action Group as the **Staff Voice and Culture Forum (VC Forum)**.

Led by Garry Titterington and Tayne Morgan, the VC Forum was introduced to give staff a positive, staff led space to share ideas, raise issues, celebrate good practice and help shape improvements across City Care.

The forum will meet quarterly and every service will have a VC Forum Representative, giving staff different ways to get involved. You can attend a meeting, speak to your representative or contact the forum directly.

Importantly, feedback won't just stop at the meetings. Actions and updates will be shared with staff through our **"You Said, We Did"** approach, so everyone can see what has been

raised, what we are doing about it and how staff voices are helping to make a difference.

Garry said: "We want the VC Forum to be somewhere staff feel comfortable sharing their ideas and experiences. By listening to each other and sharing what works well, we can make a real difference."

Whether you have an idea, something you think we could do better or some great practice worth sharing, we want to hear from you!

Get involved and have your say:
vc@citycarepartnership.co.uk

CITY CARE GET INTO THE WORLD CUP SPIRIT

Friday Activities has been full of excitement over the past four weeks as 12 participants took part in our very own **World Cup Penalty Shootout competition**.

Each participant represented a different country and the competition quickly brought plenty of friendly rivalry, determination and some impressive penalty taking. Week by week, everyone battled it out for a place in the final, with lots of encouragement, laughter and support along the way.

After four weeks of competition, everything came down to a tense final day. Rob, Selina, Andrew and Matthew had earned their places in the final shootout and the pressure was on!

Following some fantastic penalties and a closely fought contest, Rob, representing England, was crowned our World Cup Penalty Shootout champion!

A huge well done to Rob and congratulations to our other finalists. Most importantly, thank you to all 12 participants who took part and made the competition such great fun.

England finally brought it home!



Fantasy Fest '26

Yew Tree provided the perfect setting for Fantasy Fest 2026, bringing people together for another fantastic City Care celebration. Services embraced the Enchanted Garden theme with creative stalls, costumes, games and activities, alongside live entertainment and our ever popular baking competition. With colleagues, the people we support, families and friends joining in, the day was a great opportunity to celebrate creativity, community and simply spending time together.







UPCOMING EVENTS

29th October

**Halloween/
Fireworks**

18th December

**Christmas
Party**

23rd December

**Secret
Santa**



PATSY'S CREATIVE THURSDAYS



How patience, trust and creativity helped Patsy discover an activity she now looks forward to each week.

Patsy takes great pride in her home at Wellington Road and enjoys being involved in everyday life there. She knows what she likes and new opportunities work best when they are introduced at a pace that feels comfortable and meaningful to her.

Arts and crafts were first discussed during one of Patsy's outcome meetings as something she might enjoy. Before introducing the activity, Estefania spent time getting to know Patsy, visiting her at Wellington Road for coffee, a snack and a chat. This gave them time together and helped build a trusting relationship before trying something new.

When Estefania later suggested visiting Yew Tree to do some crafts, Patsy was keen to give it a try. The first session went so well that Patsy decided she wanted to stay longer the following week and take a packed lunch with her.



Arts and crafts at Yew Tree are now part of Patsy's Thursday routine. When she sees the activity on her TEACCH board, she smiles because she knows what is planned. She gets herself ready and makes sure she has her packed lunch before Estefania arrives.

Estefania and the Wellington Road team have also noticed how much care Patsy takes getting ready. She does her hair and likes to look nice before leaving home and is always smiling when Estefania arrives to collect her.

"Patsy is always excited to go. She is smiling when she realises it is Thursday on her TEACCH board because she knows what the plan is for the day."
Lauren, Team Leader

Painting has become Patsy's favourite creative activity. She has excellent fine motor skills and approaches her work with confidence, independence and care. She has been busy painting decorations for the upcoming festival, including a colourful Garden Guardian and has also helped create windsocks.

"Painting is definitely her strength and she approaches creative activities with confidence and care."
Estefania, Creative Programmes & Events Coordinator

Patsy's creativity has developed further than her Thursday sessions. She has started painting at home to make more decorations for the festival and has made it very clear that she wants to attend the

event too. She was so keen for Estefania to tell Lauren and Rachel that she directed her straight to the office!

At Yew Tree, Patsy takes part in ways that feel right for her. She enjoys spending time alongside other people and is becoming increasingly familiar and comfortable with the setting. When she returns to Wellington Road, she talks to staff about what she has been doing, tells them the session was good and confirms that she will be going again the following week.



"Every small step and every bit of progress along the way has been wonderful to see."
Estefania

The next goal is for Patsy to attend Yew Tree with support from her familiar team at Wellington Road. Patsy and the team will work towards this together at her pace, building on the trust, confidence and positive routine that have already developed.

Patsy's Creative Thursdays show what can happen when someone is given time, is listened to and supported to try something new in a way that works for them.

What began with a coffee, a snack and a chat has become a weekly activity that Patsy actively looks forward to. By building on her choices and strengths, Patsy has found something she enjoys and has opened the door to new experiences, greater confidence and more opportunities to be involved in the things that matter to her.

SUMMERTIME FUN



INVESTING IN THE FUTURE



**Creating opportunities.
Developing careers.
Delivering quality.**

At City Care Partnership, we believe the best way to build the future is by investing in our people. Through apprenticeships, leadership development and ongoing learning, we're helping colleagues build the skills and confidence to progress their careers while delivering outstanding support.

Apprenticeships Making a Difference

We're proud to celebrate another successful year, with every colleague who completed their Level 2 or Level 3 apprenticeship achieving a Merit or Distinction.

Congratulations to:

**John Armitage • Emily Maddocks •
Kieran McGlade • Manasseh Emeri
• Habbey Murisiku Okunnu
• Franklyn McPeake • Yip Leung**

We also supported Christiana Mawuli to complete her qualification through organisational funding when apprenticeship levy funding wasn't available, ensuring she could continue her

professional development.

We're equally pleased to welcome the newest members of our apprenticeship programme:

Jack Urwin • Josh Struthers

"Our partnership with City Care Partnership has been a real success and is built on open communication, mutual trust and a shared commitment to developing learners. This collaborative approach has resulted in excellent learner engagement, high achievement rates and outstanding end-point assessment outcomes."
**Jacquie Allen,
Growing People. Building Leaders.
Maximising Lives**



Developing Future Leaders

Alongside apprenticeships, our Apprentice Assistant Team Leader (AATL) Development Programme continues to prepare colleagues for leadership through mentoring, reflective practice, workplace projects and practical learning.

Congratulations to our latest finishers.

**Sharon Bennett • Chrisann
Forrester • Lavern Numero
• Emily Parker • Thomas Renshaw**

A new cohort is already underway, with aspiring leaders developing the confidence and skills to lead teams and improve outcomes for the people we support.

Alongside these programmes, colleagues continue to access development opportunities including Lead to Succeed, Effective Supervision, Positive Behaviour Support and Safeguarding for Managers training, helping us build confident leaders for the future.

FAMILY / STAFF SURVEY

Annual Feedback Time!

Your voice matters—help us grow and improve.



If you're family or friends, please complete the Family Feedback Survey.

If you're a staff member, we'd love your input via the Employee Satisfaction Survey.



Feedback helps us shape a better experience for everyone. Please scan and share your thoughts—thank you for helping us learn and develop!

BRINGING OPPORTUNITIES CLOSER TO HOME



11 new team members join City Care Partnership following successful community recruitment events.

City Care has hired 11 new team members following two successful recruitment events held at Wythenshawe Forum Library and our Care Management Office in Tyldesley.

Delivered in partnership with Manchester City Council, the events gave local jobseekers the opportunity to explore rewarding careers in specialist social care, meet our recruitment team and discover how they could make a positive difference to the lives of autistic people and people with learning disabilities.

Reflecting on the Wythenshawe event, Fiona Hewitt, Work & Skills Specialist at Manchester City Council, said:

“I thought the Wythenshawe recruitment day went really well and it was great to see so many jobs offered.”

She also praised the atmosphere on the day saying:

“As I was leaving the Forum, there were still six or so of

your candidates stood outside chatting and laughing, which was so great to see. Hopefully that bond is continuing through into the training too.”

These events were about much more than filling vacancies. They demonstrate how strong partnerships can create lasting social value by connecting local people with meaningful employment, investing in communities and strengthening the social care workforce across Greater Manchester.



Recruiting locally helps keep skills, opportunities and investment within the communities we serve while creating long-term career pathways in social care. Every new team member contributes to delivering high-quality, person-centred support while also supporting local economic growth and reducing barriers to employment. This work forms part of City Care's

wider Social Value Strategy, which focuses on increasing employment opportunities, particularly within Greater Manchester, building partnerships with local organisations, promoting inclusive recruitment and creating sustainable career pathways for people from diverse backgrounds.

A huge thank you to Manchester City Council, everyone who attended and our teams who made both events such a success. We are delighted to welcome our new team members and look forward to supporting them like we have with many others as they begin their journey with City Care.

RECRUITMENT BONUS

Great people know great people and at City Care, your recommendation could be worth £500!

Our Recruitment Bonus scheme rewards staff who introduce someone who goes on to join the City Care team.

At the end of each year, we recognise the staff members who have referred the most successful candidates who have completed their probationary period.

Congratulations to our 2026 winners!
Michelle Ward • Kamarla Edwards • Tayne Jones-Morgan • Clare Flynn • Ali El-Teraifi • Mthulisi Ncube

These six colleagues made the most successful referrals and will share this year's £500 end-of-year bonus pot.

There's still time to put yourself in the running for next year's prize. If you know someone with the right values to make a difference at City Care, encourage them to apply and make sure they tell us you referred them.

One referral could make a difference. One more could win you £500!

CITY CARE
PRESENTS

Xmas PARTY

**FRI 18TH
DECEMBER
7:30-11PM**

FEATURING LIVE MUSIC & FOOD

THE VENUE, 15 WESTBOURNE ROAD, URMSTON, M41 0XQ

Friends & Families Welcome!