

MAX LIFE

MAGAZINE OF
CITY CARE
PARTNERSHIP

ISSUE 16

WELCOME
ALI & AISHA
MUNA CELEBRATES
CITIZENSHIP

FOURWAYS
ACCREDITATION
WE ARE STRONGER
TOGETHER
PHOTOGRAPHER
OF THE YEAR!

ALAN'S SOLO GUITAR PERFORMANCE
PLAYS US INTO THE NEW YEAR!

ROCK OF THE NORTH



MESSAGE FROM THE EDITOR



As we move on from another busy season at City Care this edition reflects what matters most to us. This includes people, relationships and the moments that bring us together. From welcoming new individuals into their new homes and communities to celebrating achievements, milestones and everyday successes this issue captures the care, connection and belonging at the heart of what we do.

You will see stories that highlight the warmth and dedication of our teams, the importance of working alongside families and friends and the positive impact this has on the lives of the people we support. We also celebrate the incredible talents of the people we support; from Alan rocking the Christmas party with his guitar solo to Sam once again sharing his creative flair through some fantastic photographs and rightfully being named Photographer of the Year. Whether it is community events, seasonal celebrations or quiet moments of connection these experiences shape meaningful lives.

I am particularly proud to share the recognition achieved by Fourways whose commitment to autism informed and person-centred support has been acknowledged through national accreditation. This reflects not just one service but the collective effort across City Care to keep learning, improving and holding ourselves to high standards.

Thank you to everyone who has contributed to this edition and to those whose stories and photographs bring MaxLife to life. Your work, creativity and compassion continue to make City Care a place where people feel valued, supported and proud of what they are part of.

I hope you enjoy reading this issue as much as we enjoyed putting it together.

Phillip

Phillip Jones
Director of Health and Social Care

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OPEN RECRUITMENT EVENTS

WELCOME ALI AND AISHA

We're excited to give a warm welcome to Ali and Aisha.
 It's great to see them both settling in.



ALI

Ali joined City Care life at Ennerdale in September and has brought a strong sense of warmth and energy with him. He is polite, sociable and a pleasure to spend time with. Ali enjoys being active; anything from long walks and cycling to bowling. He particularly enjoys activities involving music. Ali has settled into his home extremely well and is thriving with a personalised routine that supports his independence. Ali looks forward to weekly family visits and enjoys getting to know the local community, regularly greeting neighbours and familiar faces. Whether at a disco, a City Care event or a karaoke night, Ali often enjoys being part of shared social occasions.

AISHA

Aisha has settled very well into her new home and quickly made it her own. From early on she showed confidence and curiosity, exploring her surroundings and becoming familiar with everything.

Aisha is calm, gentle and affectionate and enjoys shared moments such as having her hair brushed and mealtimes together. She also enjoys being outdoors, especially long walks in the park and spending time on the swings. Since moving in Aisha has grown in confidence, built positive relationships with those around her and enjoyed attending City Care events where she has engaged well with new people.

HELPING MAKE CHRISTMAS BRIGHTER



Scan to make
a donation



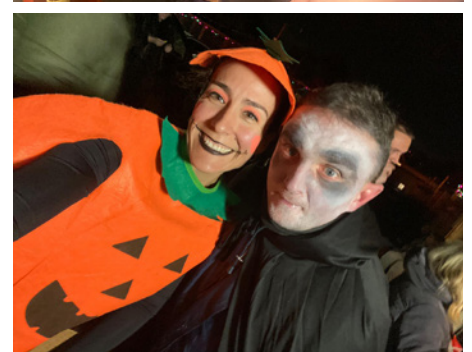
The generosity and the genuine kindness within our teams are clearly reflected in the amount of items that have been donated to the food and toy drive for The Tree of Life.

"It was wonderful to see everyone come together towards a common goal. I'm sure all the donations brought smiles to many faces and helped make Christmas a little brighter"
 – Estefania Pérez, Creative Programs & Events Coordinator.

HALLOWEEN



**ENTER IF YOU DARE...
THE HALLOWEEN HAUNT OF THE YEAR!**



STRONGER TOGETHER: FAMILIES, FRIENDS AND CITY CARE



At City Care we believe that the best outcomes come from working together. Families, friends and staff all play a vital part in helping people live happy and meaningful lives. This years' Family Feedback Survey shows how much these relationships matter and how strongly they shape the care we provide.

"The staff are wonderful. They really know my son and understand what makes him happy." – Family Member

When families are involved, care becomes more personal and consistent. Their insight helps us understand what matters most to each person and their support gives reassurance and continuity. The 2025 survey results reflect this partnership in action. 93% of families rated our services as Good or Outstanding, with Caring and Safe areas receiving the highest scores. Families praised the warmth, professionalism and compassion of our staff.



"I always feel confident that my daughter is safe and well looked after. The team really care." – Parent

These results remind us that great care is built on relationships. When families, friends and staff work together it creates a sense of trust and shared purpose.

As Alex, Director of Quality and Compliance, said,

"Good care happens when families, friends and staff work together. We learn from each other every day and that shared commitment is what makes our services so strong."

We have also listened carefully to the suggestions families shared. Strengthening communication between families, staff, and managers will remain a key focus as we continue to grow and improve.

Family and friend involvement turns care into true collaboration. It helps us learn, grow and build services where everyone feels safe, respected and valued. The survey shows that we are achieving this together and we are committed to continuing that journey side by side.

Our recent Staff Survey also highlighted a strong sense of teamwork and pride across our services. Many colleagues spoke about feeling valued, supported and proud of the difference they make each day. We are already acting on that feedback and will share more about our next steps in upcoming newsletters.



MUNA CELEBRATES



Eleven years after beginning the journey, Muna joyfully celebrates becoming a British citizen with her certificate of naturalisation in hand.

UPCOMING EVENT



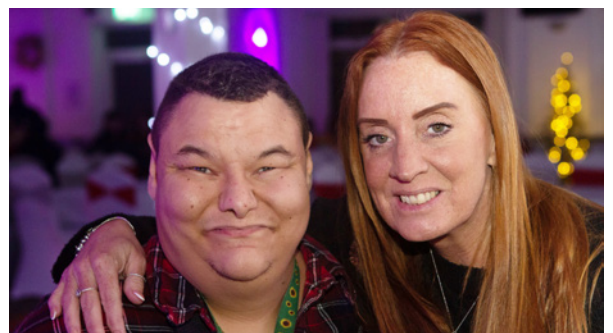
The Magic Of Christmas The Smiles We Share

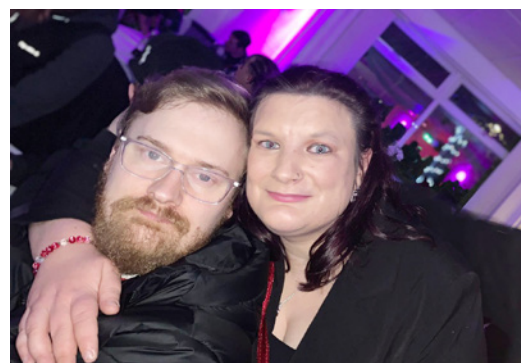


Christmas Is In Care



The festive season came alive
at our much-loved annual
Christmas Party.
Filled with joy, laughter, delicious
food, live performances, and
amazing music, it was
a night to remember!





SECRET SANTA

Gifts for all and plenty of surprises at our Yew Tree event.



FOURWAYS

ADVANCED AUTISM ACCREDITATION



We're really proud to share that Fourways has been officially recognised by the National Autistic Society for the quality of its support, earning Advanced Accreditation on its very first attempt.

"It's a brilliant achievement and really shows the strong foundations we've built through the CST and our shared values. Most of all, it reflects the hard work and commitment of everyone at Fourways who've embraced this approach and brought real benefits to the people we support."

– Phillip Jones, Director of Health and Social Care

This recognition reflects the hard work and dedication of the whole team at

Fourways, with strong support from City Care's specialist Central Support Team (CST). The CST includes PBS practitioners, autism specialists and clinical advisors who've helped to embed consistent, neurodivergent-informed practice throughout the service.

"I enjoyed completing the survey and preparing for the visit. I loved showing the ladies around my flat and garden and going through how I do my shopping list."

– Andrew

Fourways now joins Broom Lane and Heaton Vale in setting the high standard for autism-specialist support across Greater Manchester.



Brighter, Greener Homes at City Care

At City Care, we're always looking for ways to make our homes better – not just for the people who live in them, but for the planet too.

That's why we're launching a new wave of environmental improvements across our homes, starting with two simple but powerful steps: better insulation and low-energy lighting.

WHAT'S CHANGING

- **Insulation improvements:** By upgrading insulation in our houses, we'll make homes warmer in winter and cooler in summer – saving energy and keeping everyone more comfortable all year round.
- **Low-energy lighting:** We're switching to LED bulbs across our homes, which use much less electricity and last far longer than traditional lights. It's a small change with a big impact!

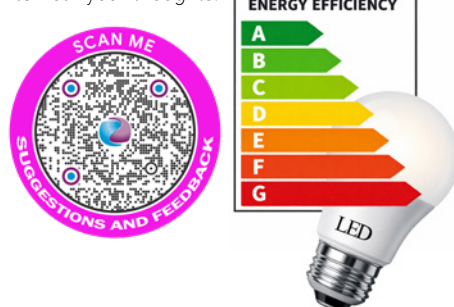
WHY IT MATTERS

These are the first steps in a bigger plan to make City Care's homes greener and more efficient. Over time, we'll be exploring more ways to reduce waste, use renewable energy, and make sustainability a natural part of how we work.

"Small changes add up to a big difference," said Tony Crowther. **"We're proud to take practical steps that help both our people and our planet. This is just the beginning of our journey toward a more sustainable future."**

GET INVOLVED

We'd love everyone at City Care to be part of this journey. Whether it's switching off unused lights, recycling more, or sharing energy-saving ideas, every action helps us build a greener future together. If you have suggestions or feedback about our environmental improvements, please let us know – we'd love to hear your thoughts!



We're proud to have received the
Autism Specialist Award **from**
the National Autistic Society!



National
Autistic
Society

Autism Specialist
Award





PHOTO COMPETITIONS

MaxLife is always delighted to celebrate the skills and talents of everyone within City Care. Over the 16 issues we particularly enjoy the photographic skills on show as they help us produce this magazine and showcase the lives and talents within the organisation. This year we have decided to celebrate the work of one Photographer in particular.

His love for photography is well known. He enters every competition and has the skill to take every type of photo from portraits

with people to beautiful landscapes. These are a sample of some of his entries for competitions this year, which we feel make him a fabulous choice for the first MaxLife Photographer of the Year award!

Next time you see him be sure to smile for his camera! Well done Sam!



**PHOTOGRAPHER OF
THE YEAR 2025: SAM**



SPRING WINNERS

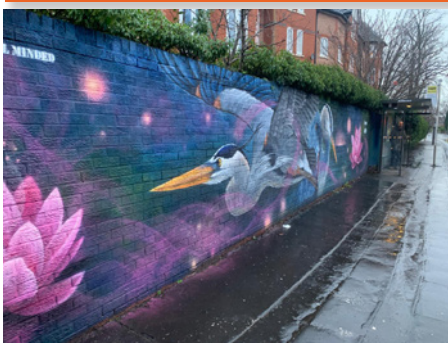
- 1st** "Patsy's day out"
by Lauren (above)
- 2nd** "Muna at the Beach"
by 28 Polefield
- 3rd** "Greenery & Glimmers"
by Sam

SUMMER WINNERS

- 1st** "Sam about to make a Splash!"
by 4 Broom Lane
- 2nd** "1st place Festival Stall"
by Lindsay Avenue
- 3rd** "Tyler enjoying a hike"
by Heaton Vale North

WINTER WINNERS

- 1st** "Thumbs Up from David"
by Graham
- 2nd** "Brad and Caelan bench chilling"
by 8 Broom Lane
- 3rd** "Colour Changing Canal"
by Sam



Make a real and lasting difference



to their lives... and to yours!



Open Recruitment Events!

Use this new year to find your new career!

We're looking for kind, active and reliable people to join our team. You don't need care experience. If you care about people, we'll give you full training and support. This is more than a job. You'll help people in your community – and build a better future for yourself!



Scan to register



Community Access Support Partners (Support Workers) required across Gtr Manchester

- Living Wage Employer • Full-time contracts
- No experience necessary • Fully paid training
- Benefits • £26,104 to £27,389 • 39 hr week

Scan code to register or call our recruitment team on
0161 905 3100 for more information



Scan for more
information