

# A YEAR IN THE LIFE OF OUTLOOK CARE

*Here's a brief look at our highlights from 2015/16. Full details are in the Trustees' Report.*

**WE HAVE  
RETAINED  
ALL OUR  
CUSTOMERS...**

**AND ARE  
DELIGHTED TO  
HAVE GAINED  
48 NEW  
CUSTOMERS IN  
BARKING AND  
DAGENHAM AND  
58 IN WALTHAM  
FOREST.  
WELCOME!**



**HOSPITAL ISN'T ALWAYS  
THE ANSWER TO RECOVERY  
WHEN YOU HAVE A MENTAL  
HEALTH CRISIS.**

*100% of the people we  
support continue to  
enjoy living at home.*



**NO ONE  
HAS TO RUN  
A MILE...**

**BUT WE HAVE ENCOURAGED OVER  
A THIRD MORE OF OUR CUSTOMERS  
TO TAKE REGULAR EXERCISE.**



**1**

**3**

THE CQC HAS AWARDED  
US A "GOOD" RATING  
ACROSS ALL OUR  
REGULATED SERVICES  
*and we have retained all  
our quality accreditations,  
(see back page).*



## EXPERTS BY EXPERIENCE

10

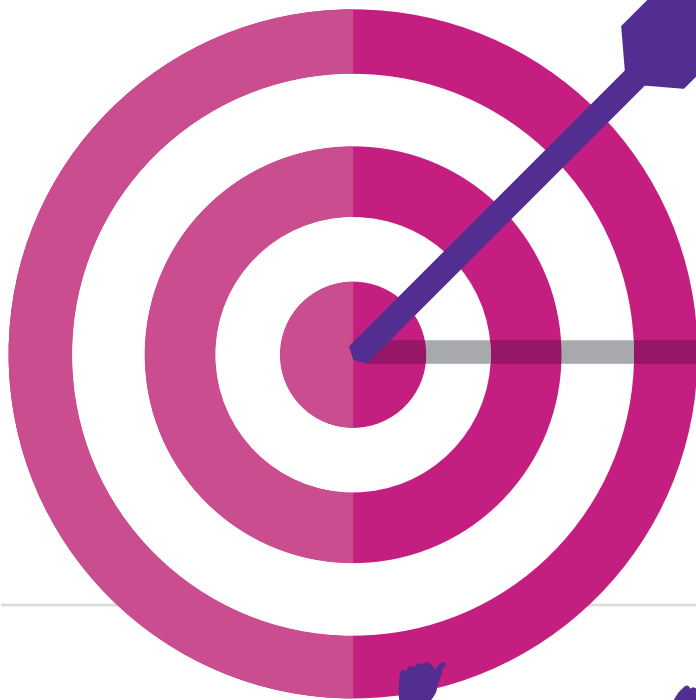
A TEAM OF PEOPLE WHO HAVE EITHER WORKED FOR US OR USED OUR SERVICES ARE NOW OUR JUDGES.

OUR QUARTERLY QUALITY AUDITS WILL CONTINUE AS USUAL.



# WE ♥ MONDAYS

Our customers in Barking and Dagenham have set up the Monday Club where you can learn a skill or take some exercise. There are 25 regular attendees and now our customers have formed a board.



# 85%

OF THE MONEY WE SPEND GOES DIRECTLY TO CARING FOR THE PEOPLE WE SUPPORT.

## POWER TO THE PEOPLE!

*When the landlords refused to decorate a property, our customers (with our support) lobbied them and changed their minds.*



## WINNER

**Jackie Smith, who works at Foxburrow Grange, won the East of England Great British Care Award for Care Home Worker 2015.**

*Her secret? Customers always come first for Jackie and she works tirelessly to maximise their independence and wellbeing and always puts a smile on their faces.*

**FOXBURROW GRANGE HAS NOW REACHED 96% OCCUPANCY.**

## Our vision...

People with individual needs, living the lives they choose.

## Our mission statements...

### Learning Disabilities

By delivering a range of flexible care and support services we will ensure people with learning disabilities are as independent as possible and connected with their local communities.

### Mental Health

Through recovery focussed support we encourage and support people with mental health needs to take control of their own lives as much as they can.

### Older People

By listening to our older residents and understanding what matters most to them, we will deliver exceptional nursing care and support.

## Thank you...

**On behalf of our staff and customers, their families and friends, we would like to take this opportunity to thank these companies for their generous donations over the past 12 months:**

- Clinicare Supplies [www.clinicaresupplies.com](http://www.clinicaresupplies.com)
- Formara Print+ [www.formara.co.uk](http://www.formara.co.uk)
- GW Commercial [www.gwcommercialequipment.co.uk](http://www.gwcommercialequipment.co.uk)
- Lambourne Carpets & Flooring Ltd [www.lambournecarpets.co.uk](http://www.lambournecarpets.co.uk)
- Park Office [www.parkofficeltd.co.uk](http://www.parkofficeltd.co.uk)
- White Recruitment [www.whiterecruitment.com](http://www.whiterecruitment.com)
- St George's Pest Control [www.stgeorgespestcontrol.co.uk](http://www.stgeorgespestcontrol.co.uk)

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Outlook Care is a registered society under the Co-operative and Community Benefit Societies Act 2014, incorporated on 24th January 1990 and recognised as charitable by HM Revenue & Customs. Registered Society Number 26988R.

We are regulated by the Care Quality Commission to deliver registered care and personal care, in your own home or in one of our specially adapted buildings.