



Expect

Against the Odds 2022

www.expect-excellence.org

Fighting back against
The Pandemic...

Meeting Challenge With
Expertise And Passion



Expect Ltd – a potted history

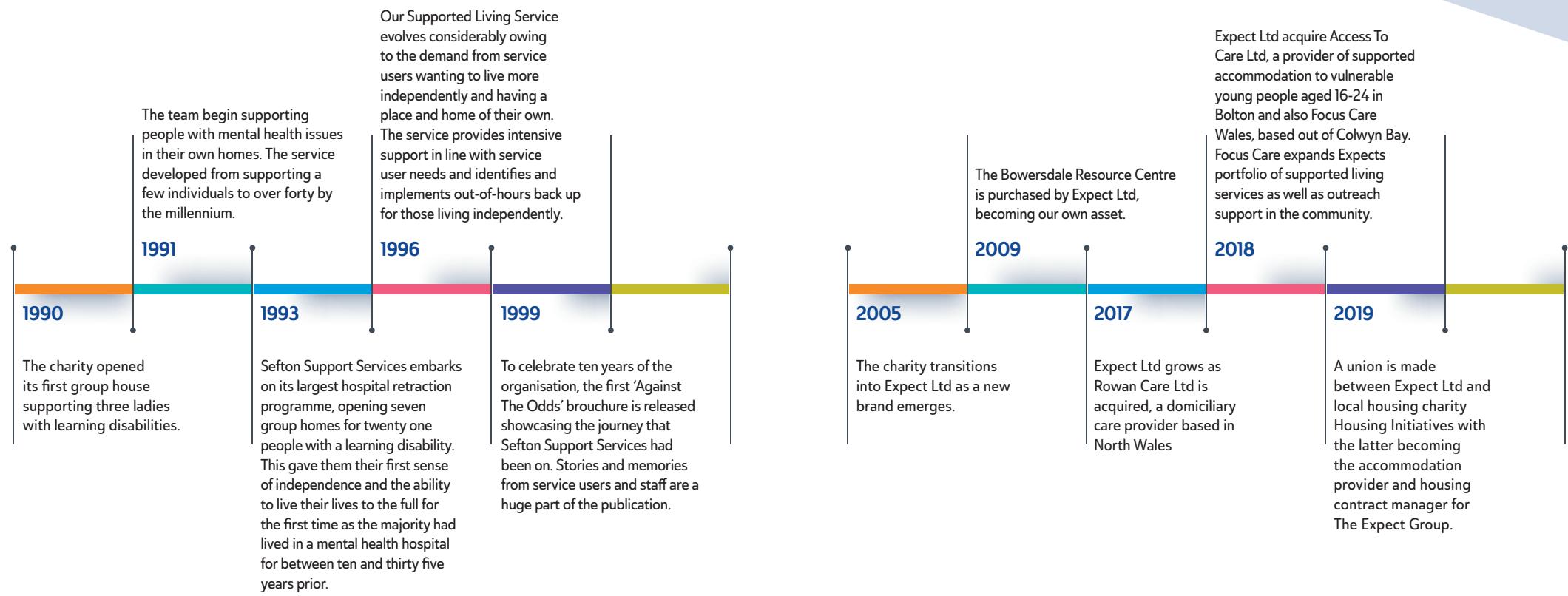
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South Sefton Mental Health Housing Group Ltd (as we were then known) is born.

Our first four houses opened with twelve people who had spent between eight and fifty-four years in Winwick Hospital (a long-stay psychiatric hospital) moving back home to Bootle and Seaforth into housing association properties, three people sharing each house.



A message from our Chief Executive

It has now been more than three decades since Expect Limited's emergence as a provider of social care services to adults with a learning disability or mental health issue, albeit that prior to 2005 we were known as Sefton Support Services.

Since then the social care landscape has changed, and continues to change, immeasurably and so the demand and need for what Expect offers has never been greater.

Although recent years have seen the exponential growth of Expect, who now operate on a group structure, our ethos and values remain unchanged. We are passionate about providing a voice for people who may have felt excluded or marginalised so that they are able to live independently within their local communities and live the lives that they choose.

Our campaign 'Against the Odds' is a celebration of diversity in disability and our aim is that it can serve as an example to other people living with a disability that they too can achieve their full potential within positive, supportive environments. We also hope that the campaign engenders collaborative working with the



wider business community and general public as we need the widest possible audience to spread awareness and help us to fundraise for the opening of further services to meet an ever increasing demand.

At a pivotal time when we are seeing more and more people facing issues with mental health, on the back of the COVID pandemic and cost of living crisis, we believe that now is the right time to share our work, hopes and aspirations and how better to do that than to share the inspiring, often humorous, stories of the people who we support.

Margaret Ollivier
CEO Expect Ltd.

Expect Residential Services

We currently have four small residential care homes for adults in the Sefton area. These provide high-quality services for people who may require personal care, including end of life support. We take pride in providing high quality, homely living environments with support provided by professional, committed, and friendly staff.

Expect is registered with CQC and provides small, homely residential services to people living with mental ill health, learning disabilities, Autism Spectrum Disorders, Acquired Brain Injury, Dementia and Personality Disorders to live as independently as possible whilst

having 24 hour support. Residents have personalised support plans aimed at maximising independence and being able to integrate within their local communities.



Case Study Pauline – Resident

Pauline has been a member of the Expect family for more than twenty years and took part in the original Against the Odds brochure that was published in 2000.

Pauline loves eating and especially enjoys being taken out for meals in her mobility car when she also gets to see more of the local area.

She is a very curious lady and gets very excited at meeting new people. It is obvious to all who know Pauline that she is never happier than when she can relax in her rocking chair in the garden observing the wildlife.

Expect Residential Services

Pauline's Poem: Written by her Support Worker in 2000

I am a young lady called Pauline
Whose life before was just boring

I live in a house just like you
Nice and homely, that'll do

Wanted to be seen all my life

I know what to do, I'll cause some strife
That used to work- that's for sure

I don't need to- not anymore
I am happy now doing my thing

I let people know by the way that I sing
Not confined-free to roam

Out and about or at home.

Sometimes I don't believe it's real

Can't express how good it feels
Lots of years to look forward to

So much more for me to do

Many people I class as friends

Hope this feeling never ends.



Expect Residential Services

Case Study Ivan – Support Worker



I've been working with Expect for more than 7 years now. My job involves me looking after service users, ensuring that they are happy.

I enjoy working with our service users, supporting them to live as independently as possible. I enjoy helping people and making them smile. It's like a family here.

Outside of work, I have three young boys. I love to spend time with them and I try to be a hero for all of them.

Case Study Margaret – Resident



I've lived here for more than twenty years now. I like it a great deal. I can work with and co-operate with staff and I get on well with everyone. I can have a laugh with anyone too.

I enjoy reading, especially novels and poems and love looking at brightly coloured flowers...my daughter brought me some recently.

Last year, I started painting in watercolours and oils, creating pictures for my room. I like to paint landscapes from memories in my head.

At Christmas time, I love to play Christmas carols on my organ. My favourite is Silent Night. Staff sometimes join in.

Going forward, I hope to continue to live here, I just like to get on with my life. I love to see my son and daughter who come to visit me.

Expect Residential Services



Case Study Danny – Resident

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Danny has been a part of Expect Ltd for over twenty years and was featured in the original booklet of 'Against the Odds'.

Danny is a regular at our Bowersdale Resource Day Centre, attending independently over the years and now with support.

He's known for his tambourine, he's always up and entertaining. He goes all out at events dressing up to the theme and is first on the Dance floor during karaoke and music sessions.

Expect Supported Living Services

Expect's Supported Living Services support adults and young people throughout Liverpool and Sefton who have a learning disability or suffer with mental ill health to live their lives as independently as possible in their own tenancy.

All of our services are bespoke based on the needs of the individual and our mission is to empower people to achieve their aspirations and goals. Our services include shared accommodation, single occupancy homes and self-contained flats with shared communal areas. All of our services are staffed 24/7.



Case Study Gemma

I've been living here for three months now. I like it here. It's like a little family, staff and residents together.

There's a lovely team here, which is great. They are all approachable and supportive and have already helped me massively with my anxiety.

I've really enjoyed decorating my room since I've come here, I've been given the space to do that by staff which I really appreciate. It's given me a safe space that's all of my own.

I've enjoyed getting to know the other residents who live here as well. Going shopping with them, enjoying meals out together and playing pool.

I enjoy going to the Bingo most Wednesdays too. I've even had a couple of small wins!

I hope to continue to build my confidence up whilst I'm here and continue to build up my independence as I would like to get out more and more. I'd like to continue to learn more coping strategies for my mental and physical health as well.

Expect Supported Living Services

Day Services



Case Study Ramon

I've been here approximately 2 years. I enjoy living here, it's no problem at all. I love being back in Liverpool. The staff are fine to get on with too. I really enjoy my reading. At one point I had a library of 13,000 books. Everything from Greek Philosophy to Dickens and Shakespeare!

I also enjoy listening to Radio 3 and enjoy using the music from the radio as background whilst I read. I mostly enjoy classical music. I'm fine in my own company but do enjoy going out locally too. I'm happy enjoying life and getting out in the fresh air when I can.

Case Study Tony - Support Worker

I started on the 1st November 2008, so it's almost 14 years now for me at Expect. I was at Belvedere Park to begin with. My job is to support our service users day to day, caring for them, taking them out to parks and gardens, the cinema etc. and seeing a smile on their faces as they live their lives.

I've known the service users for a long time and built up a great rapport with them. They become like family. You get to know each other's likes, dislikes and general habits!

I love sport, I play golf five days a week. My handicap is currently 14 but there is always room for improvement! I also enjoy walking my dog Teddy along the shoreline and around Victoria Park.

I would love to see the service users able to access a minibus again, the trips to North Wales and Blackpool etc. are some of my favourite memories.

As for my own future, I'd just like to remain in good health!



The Bowersdale Resource Centre is a Day Centre owned and run by Expect Ltd and we endeavour to work in full partnership with the local community.

The Day Centre is a resource and Drop-in Centre for Sefton residents living primarily with complex mental health needs. It also provides services for people with dual diagnoses, and Out-of-Borough referrals are reviewed on an individual case by case basis.

The Day Centre is predominantly grant funded by Sefton Clinical Commissioning Group (CCG) and for those service users with complex mental health needs the service is free. Service users who live within one our Expect Supported Living

or Residential Services also have the opportunity to access the service.

The Centre provides friendly and respectful support to people with mental health needs and/or learning disabilities in a non-clinical setting and offers a wide range of structured activities which focus on skill building to maximise independence. Service users attending the Day Centre are able to access all activities without costs and there is no limit to how many sessions they can attend.



Case Study Stephen

I've been coming to the Bowersdale Day Resource Centre for around 6 years. I love coming to the centre, it's great for me. The centre allows me to mix with people, be independent and stay as long as I want depending on what's going on. I enjoy taking part in the centre activities such as Walking Group, Arts N Crafts sessions, and gardening lessons.

My favourite session is with the Walking group because that allows me to get out of the house, exercise and meet with my friends from the Centre.

Away from the Centre I like to keep busy and enjoy reading. I love Murder Mystery books, sometimes I have three on the go at once!

I'm happy enjoying life and getting out in the fresh air when I can.

Day Services



Case Study

Peter

I'm 74 years of age now and have been involved with the centre for around thirty years. I retired at 40 and worked for a local oil refinery. I loved my work, turning crude oil into food oil. My mates and I were called The F Troop because we were all characters!

The day centre has a really friendly atmosphere and everyone is welcome which is brilliant. I enjoy most of the activities and would love to do more photography sessions. I did photography for more than twenty years. I've really enjoyed taking pictures when I've done that in the past.

I like to keep active too, I used to do fell walking, all over Wales with the Catholic Rambling Society and I also love electrical things...I'm into clocks and watches. I must have around twenty watches and I have ten clocks in the house all ticking away! I have five up just in my living room. I've got used to all the ticking!!

Case Study

Joanne

I've been coming to the Day Centre for ten years. I enjoy bingo, playing snooker and the theme and party days as I like to sing and dance.

I enjoy talking at The Mental Health group on a Thursday. Sharing my thoughts and feelings and listening and helping others.

I love doing my shopping every week and I enjoy travelling to the centre independently by bus. Coming to the centre makes me happy and content with my life.

I also love movies; my favourite are horror movies. My favourite movie is Chucky.

Day Services



Case Study

Amy. Staff Member at Bowersdale Resource Day Centre

I'm Amy and I'm a Support Worker at The Bowersdale Resource Day Centre. I love to welcome our service users to the centre on a day-to-day basis, engaging in activities with them and encouraging them to participate and grow in confidence.

My favourite part of the role is seeing our service users enjoying life and being a part of a wider group, developing their friendships.

My favourite memory of my time working here was our Llandudno trip with around 27 service users. It was the first trip we were able to take part in since the pandemic. It was the town's Victorian Extravaganza Week whilst we were there, so there was loads going on.

We asked service users what they wanted to do and get involved in. There was a band playing called 'The Old Time Sailors' and loads of our service users got up and danced.

It made me so proud to see them all enjoying themselves, smiling and dancing. I knew they had enjoyed the trip and the day had been a success. It's a memory that's stuck with me.

It made me so proud to see them all enjoying themselves, smiling and dancing. I knew they had enjoyed the trip and the day had been a success. It's a memory that's stuck with me.

I first came to Expect Ltd and the Centre whilst I was on placement doing a Mental Health and Wellbeing qualification, I've worked as part of our bank staff, and the Outreach team as well. I absolutely love my job at the Centre. I really love it here.

Outside of work I enjoy having days out and adventures with my son.



Case Study Barry

I'm 81 now and have been coming to the centre for 25 years. I lost my job and suffered from depression. I can get very nervous and coming to the day centre helps me with that.

I enjoy Art and visiting the Centre to have a chat with friends and a cup of tea. I like the Centre very much. Coming here every day and chatting to people helps my depression. It's helped me a lot.

At home I listen to my CD's. I like 50's and 60's music, Ben E King is my favourite, and my favourite songs are Saturday Night at the Movies and Stand by Me.



Case Study Mickey

I've been involved with the Centre for a long time, four straight years now. I like coming to the Centre as it gives me something to do in the day instead of just sitting around on my own watching the TV. It really helps my mental health, getting around and seeing people who I enjoy spending time with.

I'm proud to be a service user of the Centre and I'm proud to be a service user helper as well. This role gives me the best of both worlds. I love interacting with the staff and chatting to the other service users.

I enjoy calling the bingo at the centre and taking part in the arts and crafts sessions as well as playing games, especially card games. I like to help organise some activities alongside the staff. It makes me feel happy and needed. I love the centre how it is.

Outside of the centre, I like to go cycling and regularly use my bike.

Incidentally, my favourite joke is, "what did the judge say to the dentist?" "I want the tooth, the whole tooth and nothing but the tooth".

Bowersdale Hire details

Our Bowersdale Resource Day Centre is now available for community and business organisations to hire. Based in the heart of the Seaford community, our centre is perfect for groups and gatherings of all sizes and is competitively priced.



The Main Hall

Our Main Hall has a capacity for 120* people and is perfect for parties, conferences, or larger training events.

It has its own kitchen and toilet facilities, folding tables and chairs, stage, lighting, and sound system-ideal for presentations, performances and larger children's parties.

The hall facilities can also be sub divided into two large rooms, Stage Side and Kitchen Side in case a smaller event space is required.

Bowersdale Hire details

The Hub



Our **HUB** is an entirely self-contained section of building, within the Day Centre.

It benefits from its own entrance as well as its own kitchen and toilet facilities. There is also direct access on to the Bowersdale Park, which includes a patio area which is perfect for summer events creating a light and airy space for attendees. This area is fully accessible and is located close to shops, cafes, and transport links such as Seaforth Train Station.

The **HUB** is regularly used as a training venue to provide training events to support our workforce development which is hosted by one of our preferred training providers, 'Aintree Training Limited'. This HUB is perfect for training sessions as it provides large space for theoretical and practical work.

The setting is also ideal for smaller groups who meet more regularly to provide specific activities. The space is be used to set up soft play.

The **HUB** also boasts its own fit for purpose Manual Handling of People training suite. To make this as 'real world' as possible this simulated environment is currently configured as a bedroom.

This allows hirers to practice person centred techniques and use of equipment in a real-world environment and practice skill development in safe and effective transfers individuals with mobility issues.

This room is equipped with a Profiling Bed and Mobile Hoist. Some additional moving and handing equipment is also available for training use such as a wheelchair, Turning Aid, Walking Stick, and Zimmer Frame.

To enquire about hiring out one of our spaces and costings please contact

Telephone 0151 257 6370

Email Jerryann.blaney@expect-excellence.org

Access to Care has been an established provider of support and accommodation for Looked After Children for more than 16 years. From our humble beginnings offering provision for semi-independent placements for Looked After Teens, we now have residential services offering semi-independent living for 16 -18 year olds.

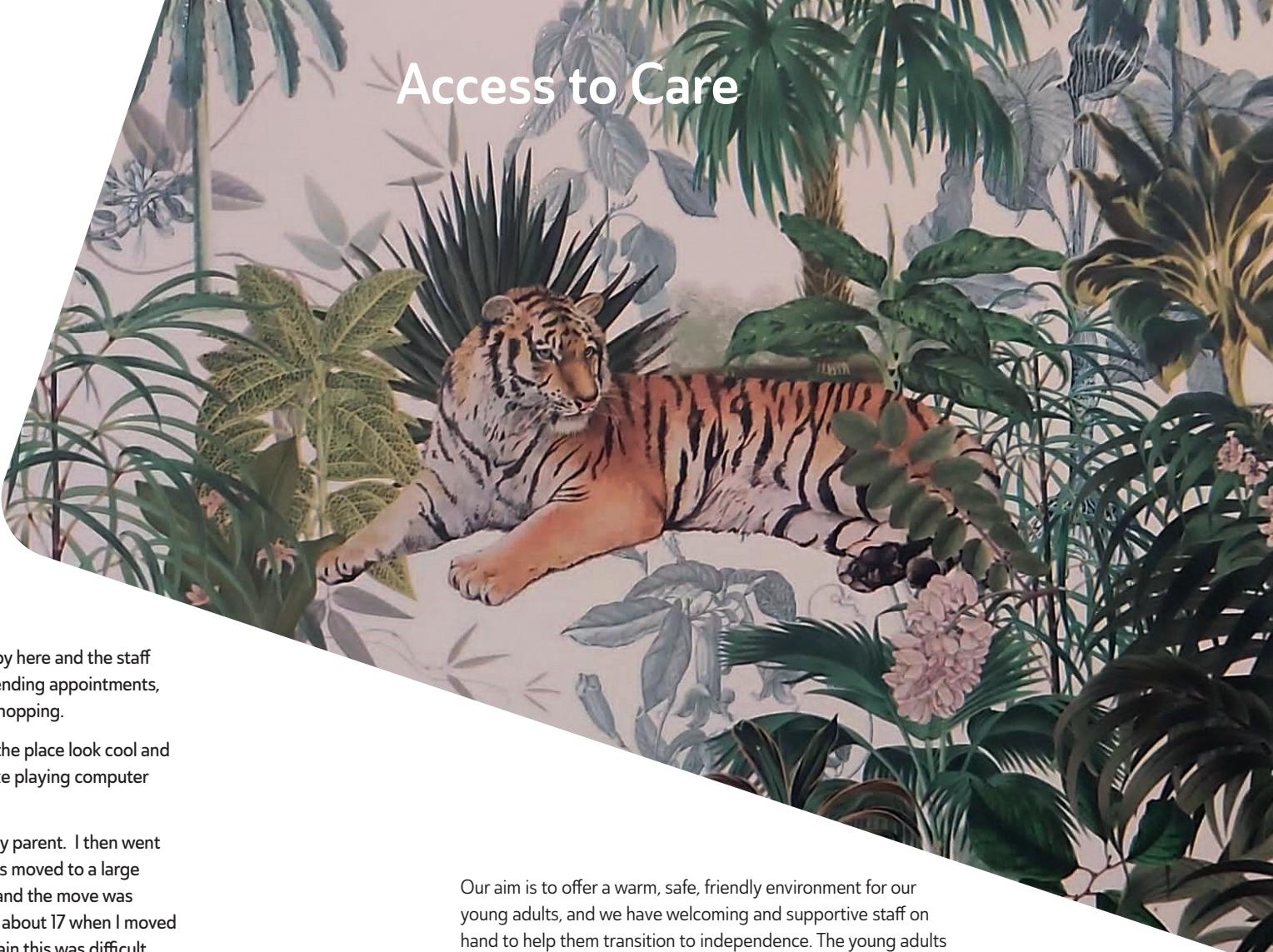
I have been at my placement for about 3 years. I feel very happy here and the staff are really good, they help me with the things I need to do, attending appointments, budgeting and job searching, helping me plan my meals and shopping.

I like art and like to put my work up on the walls which makes the place look cool and I like it when people who visit are amazed at my work. I also like playing computer games and movies, normal sort of things, I guess.

When I was very young, I had some difficult times, and I lost my parent. I then went to live with my Nan, I lived with my Nan until I was 15 then I was moved to a large children's home in Lancashire...this was another difficult time, and the move was scary for me but eventually I settled in to the placement. I was about 17 when I moved to Access to Care, yeah it was just before my 18th Birthday again this was difficult saying goodbye to friends and moving to a new address and meeting new people, however when we had a BBQ for my birthday and I was able to invite friends from my last placement, it was well cool and helped me get settled.

In the future, I want to be here with my "family" for quite a while, other than that I have no big plans, maybe I will get a job but for now I enjoy my hobbies, photography, gaming, movies and art. I have a girlfriend who lives in Scotland, we talk over FaceTime every day and can be on the phone all night gaming and watching movies with each other.

Access to Care



Our aim is to offer a warm, safe, friendly environment for our young adults, and we have welcoming and supportive staff on hand to help them transition to independence. The young adults we support are encouraged and supported to achieve goals and maintain their hobbies and interests as well as develop their independent living skills. Since 2018, Access to Care has been a part of Expect Limited.

Access to Care offer a variety of services from solo placements providing bespoke support packages, to semi-independent provisions where we can continue to support via outreach after placement ends if necessary.

Expect Wales is based in Conwy in North Wales and provides a wide range of personalised services such as: personal care, shopping, sitting service, light cleaning around your home and meal preparation. The team develop an individually tailored support plan to match your requirements.

Expect Wales understands that having the opportunity to continue to live in your own home can have an enormous impact on an individual's confidence and wellbeing. Our Expect Wales team provides a quality, flexible and friendly service, delivering excellent care. Expect Wales (originally named Rowan Care and Focus Care Wales) have been part of Expect Limited since 2018.



Case Study Matthew

I've been working at the service for almost 8 years.

I like the fact I can help others achieve goals and gain independence and work with people as a team to achieve these outcomes.

Outside of work, I enjoy playing football and following Liverpool FC home and away and around the world. I enjoy going to the gym and doing any form of exercise, meeting with friends and music.

My dreams for the future are to have a family, stay healthy and maybe do a bit of travelling to see other parts of the world.



Case Study Adrian

I've been a part of the team for nearly 5 years.

I enjoy working as part of a team and helping the service user gain their independence and enjoy the best quality of life. The service is what it is!

My hobbies include walking and being a trustee/treasurer for a local youth group.

I'm looking forward to working towards retirement and watching my daughters blossom.

I'm at my happiest when spending quality time with my wife and relaxing in the sun.



Housing Initiatives

Housing Initiatives provides additional/intensive housing management functions and tasks that would not be provided in general needs accommodation where no additional needs exist.

Supported Housing is provided to tenants who are disadvantaged with a wide range of complex and changing needs.

There are a significant proportion of tenants whose high support needs, poor housing management awareness and lack of practical skills, mean that there is a requirement for a much more enhanced housing management provision

to ensure that the tenants can sustain their tenancy whilst at the same time ensure that the landlord is providing reasonable and adequate accommodation for all tenants.

Housing Initiatives go above and beyond for all their tenants.



Case Study Stephen and Maddie

Stephen

I was a tenant at Housing Initiatives for five years. I was in hospital at the time I first met the team, having an operation to eliminate my epilepsy. It was a tough time, but I made it through.

I met with HI and managed to sign a tenancy agreement after leaving hospital and viewing the flat. I liked it straight away, it was accessible, and I lived there for two years, before moving to another flat with HI where I lived for three years.

I went into hospital in 2004 and stayed there for three months, the operation I had has changed my life. I'm always happy now. I've been seizure free for 18 years since my operation.

Maddie

I met Stephen at St. Edmunds when we lived there together. We knew we would get on straight away. It was a tough time when he was in hospital. We thought we were going to lose him at one point. We have known each other for 20 years now.

Housing Initiatives

Stephen – It was love at first sight. We used to send love notes to each other. I asked her out and she said, 'Yes Please'. We went to the cinema for our first date to see Titanic.

I live in a lovely flat now- I've been there 13 years. Maddie and I get together whenever we can. Maddie visits me every other Friday. We go out and shop together and enjoy meals out. Next year we hope to go to Llandudno together to celebrate our 20th anniversary.

Maddie – I live in Southport now, I love it there. I haven't been this happy for a long time. I go out and about, walk to the town centre. I enjoy having my lunch or tea out on Lord's Street.

Stephen – I never used to be able to cook due to my Epilepsy, but now I love to cook. I have an individual flat now, it's great to have my own space. I've recently sorted out the garden and got it looking beautiful.

We love Housing Initiatives. We would never have met if not for them. We owe them a lot. We have fond memories of our time, and we particularly remember our day trips out, we loved going out on the barge boat with HI. It was a great laugh.

Our ambition as a couple is to go on a cruise. We would love to do a Mediterranean cruise stopping off in Portugal or Tenerife. We have a lot of plans for our future.



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