







Christmas Edition

Sept - Oct 2023





RM + LH decorated a beautiful tree!

News



Santa came to visit!



BH is in the festive spirit!

News

Huge congratulations to our senior Adam Hoult for completing his level 3 in Health & Social care!

TW moved into his new property and is working well with his staff team!

Congratulations to Leon Chambers for becoming our newest Senior Support Worker

Head Office News Becky had a slightly early 30th **Birthday Party!**







HR Policies Spotlight

Please familiarise yourselves with the following on QCS:

- Receiving Gifts Return to Work/sickness

Upcoming events

7th January - Autism Friendly screening of Wonka @ Cineworld 26th January - Dudley Voices for Choice Community Chat Autism Café at the clock - various events Jan/Feb

Jan 6th 2024 - Shrewsbury Town vs Wrexham

Friday 2nd February - Flamingo Lounge inclusive @ Ellesmere 13th - 20th January 2024 - Beauty & The Beast @ Brierley Hill Civic

21st January - Himley Hall Antiques Fair

16th - 22nd December - Wolverhampton Christmas Market

19th December - 7th Jan - Snow White Pantomime @ Grand Theatre

19th December - 7th Jan - Jack & The Beanstalk @ Theatre Severn

27th January 2023 - Sing A Long Matilda @ The Alex Theatre B'ham

6th Feb - 14th Feb - Cinderella @ Stourbridge Town Hall

15th February - All Star Superslam @ Dudley Town Hall

Birthday announcements!

Happy Birthday all!



November

Brandon M - 17th November
Matthew N - 1st November
Bradley H - 22nd November
Romeo S - 17th November
George B - 10th November
Louis B - 28th November
Louis B - 28th November
Steven H - 1st November
Kevin K - 18th November
Taiwo A - 9th November
Hayley K - 7th November
Jody T - 15th November
Oluwakemi J - 2nd
November
Charlotte F - 4th November
Sue W - 11th November
Talia D - 11th November
Talia D - 11th November
Philip R - 24th November
Rebecca G - 23rd November
Rebecca G - 23rd November
Graham M - 14th November
Jo Ridley - 4th November
Nazneen A - 24th November
Keith A - 14th November
Lateefat O - 9th November
Ruby - 11th November

December



• Kym G - 18th December
• Donald G - 10th December
• Charles J - 7th December
• Kay P - 17th December
• Gavin M - 9th December
• David L - 22nd December
• Jay M - 10th December
• Anthony G - 22nd December
• Amaniy S - 10th December
• Amaniy S - 10th December
• Christine R - 17th December
• Clare H - 8th December
• Clare H - 8th December
• Michael A - 28th December
• Sunny E - 7th December
• Jadine W - 3rd December
• Kelvin A - 15th December
• Joy I - 27th December
• Henna R - 6th December
• Honica M - 7th December
• Kate L - 11th December
• Kate L - 11th December
• Kate L - 19th December
• Chelsea S - 25th December
• Kelly-Jane W - 20th December
• Kelly-Jane W - 20th December
• Kelly-Jane W - 20th December
• Loocie B - 2nd December









Antonio UI - 20th December Candice B - 26th December Kelly G - 13th December Rodwell M - 6th December David Ellin - 21st December Jak Wilson - 18th December Becky Bowden - 20th December

What we've been up to...



Pamper time for KC!



Annual xmas party @ Brooksmead!



DS celebrated
his 41st
Birthday!



Pre Christmas games



Xmas market must haves



SC + JY visited Burton Road!



LPH visited Santa!



DJD went to see the Panto

















BH treated fellow resident to cheer him up!



Christmas Party!



SC loved the Christmas market

A year in highlights...







New cars and TV appearances

March Charity events and

Charity events and snowmen





Celebrity sightings and coffee dates

May



Coronation and Coronation Street!

June



Sunshine and Socialising

July



Birthday parties galore

August



Bowling & the funfair

September



Dudley Zoo and a Karaoke Disco!

October



Holidays and frothy coffees!

November



Theatre trips and Christmas shopping

December



Christmas Festivities

CRS Zone

Good News Story:

Service User RH had a tendency to disengage and not leave her home. With the same support workers attending her every week they were able to get RH to go and visit her father for the first time in over 10 years!



Good News Story:

Service user CR was referred to us in September 2023
Initially they were not very accepting of support
We are pleased to say that with a consistent and persistent approach with a handful of staff CR is now accepting support on offer and opening up to his staff



Vacancies

- CRS are currently recruiting drivers in the Dudley area
- Supported Living are currently still recruiting in Dudley, Stourbridge for Mental Health
- We are also looking for community staff in Shropshire

Refer a Friend

We are still offering our refer-afriend scheme for Supported Living-it starts at £100* per referral *if they are employed and after you both complete probation

Bonus Supported Living!







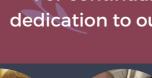
TW is settling in well!













Staff Member of the Month:

John Jeffreys

For continual service and dedication to our service users

A note from John, Kate and Denis...

The last part of this year as flown by, writing this on the 18th of December is a bit of a shock where the last 12 months have gone?

And what a year!!

In total we have grown by 33% this year - we now support over 200 people and have had over 120 new colleagues join us!

Lots of new services have opened, which included our first apartment block for complex needs, Tudor Court, the latest version of transitional shared living, with Burton Road and many other new homes, all with exceptional standards.

CRS have started working with Wolverhampton, Kidderminster and soon to start covering Staffordshire. CRS now achieves 1600 hours per week!

Community Support in Shropshire also started this year and is growing from strength to strength.

We are also looking at opening 7 new apartments, in Stourbridge, in January. We hope to sign off 9 new apartments in Rugeley for April, followed by a further 5 in Oswestry in May. We also have plans to open further developments throughout the year. Together with our CRS & Community growth, we are planning again for over 30% growth,

I'm excited to announce that the Support Worker development project will also be in place next year; a training and development programme to grow the seniors of the future from within.

Lots and lots of great stories, pictures and you going above and beyond in your support and dedication. For this we cannot thank you enough. The values and culture of Complesso lives because of your commitment and support!!

I hope you and all your loved ones have an amazing Christmas and we wish you all a Happy New Year!

Best wishes

John, Kate & Denis

