



Newsletter

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 Houlton 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
- Nick B - 24th November
- Romeo S - 17th November
- George B - 10th November
- Louis B - 28th November
- Steven H - 1st November
- Kevin K - 18th November
- Taiwo A - 9th November
- Jody T - 15th November
- Hayley K - 7th November
- Tom B - 14th November
- Oluwakemi J - 2nd November
- Charlotte F - 4th November
- Sue W - 11th November
- Philip R - 24th November
- Talia D - 11th November
- Patrick E - 13th November
- Rebecca G - 23rd November
- Sophie C - 23rd November
- Adam M - 14th November
- Jo Ridley - 4th November
- Graham A - 9th November
- Nazneen A - 24th November
- Keith A - 14th November
- Lateefat O - 9th November
- Peyton C - 10th 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
- Dean S - 11th December
- Amaniy S - 10th December
- Ruth E - 2nd December
- Christine R - 17th December
- Tim M - 24th December
- Clare H - 8th December
- Fatou B - 27th 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
- Monica M - 7th December
- Zoe H - 12th December
- Kate L - 11th December
- Sarah T - 9th December
- Lynn B - 19th December
- Sam M - 5th December
- Wayne W - 8th December
- Chelsea S - 25th December
- Kelly-Jane W - 20th December
- Melissa P - 19th December
- Loochie 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



Party time!



BH treated fellow resident to cheer him up!



Christmas Party!



SC loved the Christmas market

A year in highlights...

January



Birthdays and Bake offs

February



New cars and TV appearances

March



Charity events and snowmen

April



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 staff
- We are also looking for community staff in Shropshire

Refer a Friend

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

Bonus Supported Living!



Christmas Party!



TW is settling in well!

Staff Member of the Month:

John Jeffreys

For continual service and dedication to our service users



See you in February! Please send photos or stories to becky@complexso.co.uk

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 Complezzo 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

