

Autumn/Winter 2021



QEF

queen elizabeth's
foundation for
disabled people

Happening

Achieving goals for life

qef.org.uk

VIRTUAL EVENTS

Embracing
change

CHARITY SHOP SPOTLIGHT

Beyond the
shop window

ROYAL VISIT

The official opening of the Care
and Rehabilitation Centre



Welcome to the Autumn 2021 issue of Happening

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Front cover photo: HRH The Countess of Wessex opens the Care and Rehabilitation Centre

At QEF we work together to deliver caring and creative solutions for people with disabilities of all ages, enabling them to live life to the full.



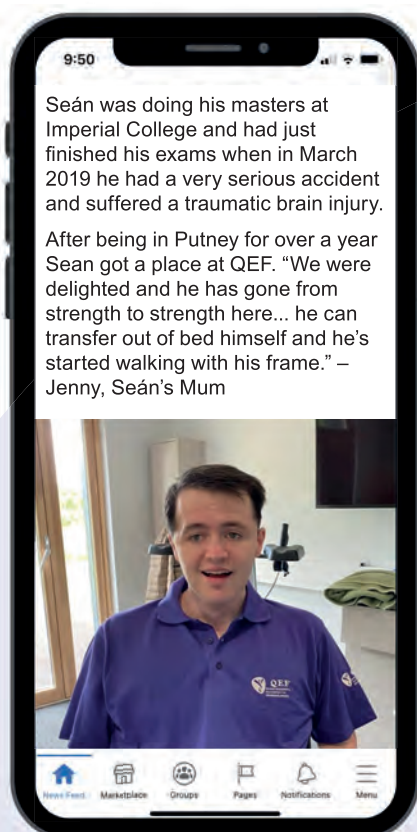
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Follow The Grange: [@thegrange2016](https://www.facebook.com/thegrange2016) or visit: thegrangekent.co.uk

Your feedback

On the road to recovery

Pam Barnett

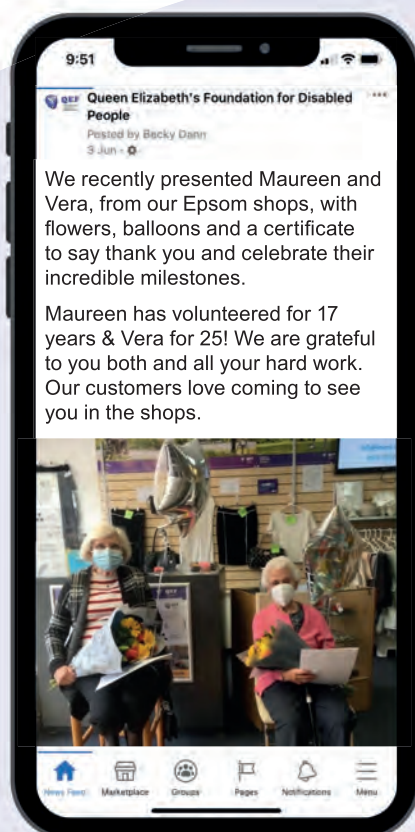
Well done Sean what a true inspiration you are 🍌🍌🍌



#VolunteersWeek

Ellie Lyeach

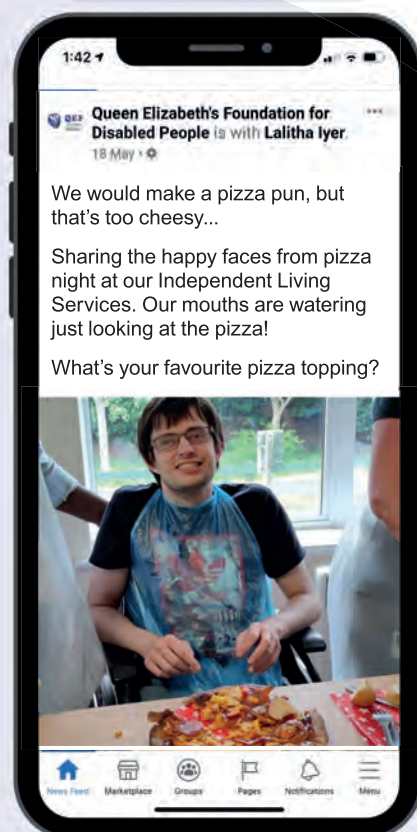
Congratulations lovely ladies x x x



Enjoying pizza night

Teejay Harris

Pepperoni 🍕 yummy looks like they all had a great time making them 🍕



A year of reflection...



I AM DELIGHTED TO SAY THAT THE LAST 6 MONTHS HAVE BEEN POSITIVE FOR QEF.

All our services and retail shops opened again in April, meaning our teams at Mobility Services could support clients to improve their mobility and learn to drive again. The teams have worked hard all summer to try and get as many people assessed or back to lessons as soon as possible.

Our shops are a vital source of income and we have had some fantastic donations over the last few months, from sought after comics to designer clothes. You can read more about this in our QEF Spotlight feature on pages 6 and 7.

Thank you for your continued support – where we have been challenged to do things differently, you have embraced our new events, ensuring that vital income has continually supported our work. This has meant that we have been able to take on refurbishment work at Dorincourt to improve the shared spaces and bedrooms and The Grange has also refreshed their communal facilities as well. Find out more on page 10.

We've hosted two virtual Audience With.... events with some very distinguished guests. In March, Professor Stephen Powis, National Medical Director of NHS England and Dr. Yvonne Doyle, Medical Director and Director of Health Protection for Public Health England joined us to discuss the response to the pandemic

and the importance of working with partner organisations such as QEF. In June we focused on disability at work and were joined by Sir James Wates CBE and Steve Ingham, discussing how their organisations are committed to improve diversity, equality and inclusion. You can watch both events on our website www.qef.org.uk/audience_with_experts

And last but by no means least, in June we were honoured to welcome HRH The Countess of Wessex to officially open our Care and Rehabilitation Centre. She met several clients and spoke to staff about their experiences of working on the frontline during the pandemic; supporting people to rebuild their lives after a stroke or acquired brain injury. Read more on pages 4 and 5

We are looking to the future with both hope and caution. We will continue to prioritise safety, whilst maximising opportunities for growth of our services and reconnecting residents at The Grange and Dorincourt with local communities and external activities. We are looking forward to 'in person' events again. If you've been thinking about taking on a challenge event, maybe now is the time..?

Thank you to Peter Gordon

After 4 years as Chair and 8 years as a Trustee, Peter Gordon stepped down as Chair of QEF Trustees in May 2021. QEF's Trustees thank Peter for his leadership and dedicated service to QEF, which has guided the charity through a series of challenges, including the impact of a global pandemic. The Trustees have appointed John Denning, QEF's longest serving Trustee, to act as interim Chair until a new Chair is appointed.

Karen Deacon
QEF Chief Executive



HRH The Countess of Wessex and Karen Deacon



Charity shop spotlight



Refurbishments at Dorincourt



HRH talks to a client in the visitor dome that was extensively used during the pandemic

HRH The Countess of Wessex officially opens new Care and Rehabilitation Centre

Thursday 24 June was a monumental day for all at QEF, as we welcomed HRH The Countess of Wessex to officially open the state-of-the-art Care and Rehabilitation Centre (CRC) – a centre of neuro rehabilitation expertise that supports people to rebuild their lives after an acquired brain injury, stroke, incomplete spinal injury or other neurological condition.

During the visit, Her Royal Highness spoke to staff about their experiences

of the past year and the challenges of providing therapy and care during a pandemic to people straight from hospital and often Intensive Care.

Her Royal Highness met members of the care and therapy teams, as well as support staff and volunteers, all of whom have been integral to the service over the past year. The Countess also took the time to talk to several clients to hear about their experiences of the CRC, including James who has long-covid and suffered a seizure whilst in hospital.

Karen Deacon, QEF's Chief Executive says: "It has been an honour to show Her Royal Highness The Countess of Wessex our Care and Rehabilitation Centre today and introduce her to staff who have worked so hard during the last year. Opening a new centre is always a challenge but opening at the height of a global pandemic has taken an incredible commitment from everyone involved. Our expert teams are dedicated to providing person-centred therapy and care to



HRH talks to CRC client
Sean and his mum Jenny

“QEF has exemplified how organisations have stepped up throughout the period, providing care and rehabilitation to patients who’ve suffered strokes or seizures or other brain injuries.”

Professor Stephen Powis, National Medical Director for NHS England



enable people to rebuild their lives after an acquired brain injury, stroke or neurological condition. Over the last year they have adapted how they work to ensure safety whilst also providing the best possible support for clients. I am delighted that this visit recognises the hard work of everyone involved; from our invaluable volunteers, IT and maintenance teams to our care and therapy staff.”

Her Royal Highness was given a demonstration of the innovative accessible technology that has been installed in every bedroom, putting familiar ‘Alexa’ controls to new uses, for the benefit of clients. Every bedroom has connected smart devices, such as televisions, blinds, heating controls and lights which can be controlled by simple voice commands. Clients are therefore able to control their personal environments, so if the room is too warm, they can turn the temperature down, or if they want the TV off they don’t need to ask someone to do this for them. The devices can be controlled either by voice commands, hard switches or ‘text to talk’ apps for those without verbal communication.

As the visit came to an end, Her Royal Highness addressed staff, volunteers, clients and guests and then officially opened the Care and Rehabilitation Centre by unveiling the commemorative plaque.

Case Study: James’ Story

James was taken to hospital with COVID on Christmas Eve 2020. He says:

“I was in ICU on a ventilator for over two weeks which saved my life. When I was stable, I was transferred to St. Thomas’ hospital and was on a ventilator there for another four weeks, during which I had a mild stroke, and I was also on dialysis as my kidneys started failing.

When I came round, I was completely paralysed, and I’d lost sight in my left eye – I couldn’t even swallow on my own. I was there for two months and then I was transferred back to my local hospital. The head physio there recommended QEF as the best place for my neuro rehabilitation needs.

When I came to QEF all I could do was feed myself – just! I couldn’t even rollover on my side. But after a few weeks I started to see improvements. It’s a brilliant facility here. I can use both legs now. I can stand up and walk with crutches and a frame.

I’m doing a lot of physiotherapy here and the care has been terrific – the nurses and carers have been absolutely brilliant.”



James at
the CRC

QEF Retail Spotlight...

Charity Shops:

Beyond the shop window

For the past 73 years, our UK high streets have been home to over 11,000 charity shops with over 230,000 volunteers and 26,000 paid staff, ensuring donated goods are checked, sorted, displayed and sold to help raise millions of pounds for thousands of charities every year – and QEF are no exception. QEF Trading was established in 1967 selling 'new goods', and we now have 18 charity shops across Surrey.

HOW SHOPPING AT A QEF CHARITY SHOP CAN MAKE A REAL DIFFERENCE

QEF charity shops not only provide vital income to enable us to continue providing care and support to thousands of disabled people each year, but our charity shops are helping by providing much needed environmental benefits.

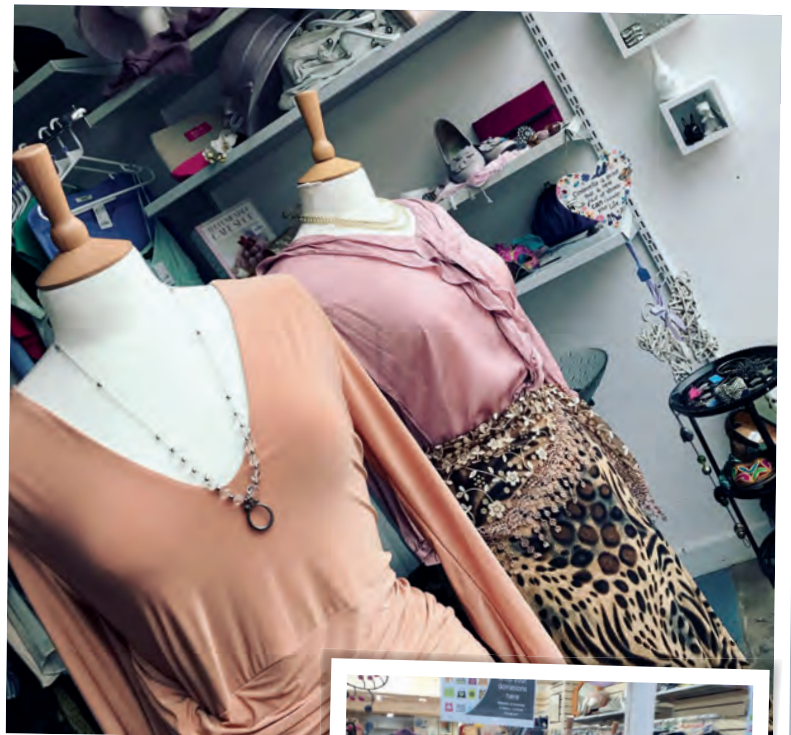
- **Promotes re-use:** providing a sustainable and ethical option for unwanted items
- **Promotes recycling:** if an item cannot be sold, they are correctly recycled
- **Reduces landfill:** by boosting re-use and recycle, we reduce waste ending up in landfill
- **Reduces CO2:** the reduction in landfill makes a positive difference to the UK's carbon footprint
- **Slows down fast-fashion:** we provide clothing to people at a price they can afford, providing market competition to fast-fashion outlets



The weird and wonderful donations, from a suit of armour to a camel saddle!

BEYOND THE SHOP WINDOW

We are so fortunate to have an incredible army of volunteers and staff to keep the cogs turning every single week, from those working at our warehouse, to the drivers, the sorters, the maintenance team and all those working on the shop floors. As a team we have seen some fantastic results, not to mention some strange yet wonderful donations.



Fascinating facts!

- 315,000 items purchased by customers
- 200 tonnes of donated product sent to recycling companies NOT landfill
- £1.3m of income generated
- £80,000 raised through Gift Aid
- 220 retail volunteers

**Statistics taken from 2019 pre-covid)*

HOW CAN YOU HELP?

Our charity shops rely on good quality preloved and new items to sell. Here are some of the bestselling items that we're always on the lookout for (but not limited to):

- Ladies shoes, hand bags and clothing
- Furniture
- Pushchairs and buggies
- Children's clothing and toys



How to donate your items

Donations really do help us to change people's lives! If you're interested in donating, all you need to do is bring your donations into one of our shops during normal trading hours. Unfortunately, anything left outside the shops can't be sold, due to guidelines specified by the Charity Retail Association – as these donations could be damaged or tampered with.

For a full list of our charity shops, visit: www.qef.org.uk/qef-shops/our-shops

Or scan this QR code by simply pointing your phone camera at the QR code and tap the pop-up notification.



Why I volunteer

Mike Metcalf has been volunteering for QEF for over 9 years. Mike is QEF's Volunteer Van Driver and has spent many many hours traveling between the charity shops, delivering and collecting saleable items, and having the odd cuppa along the way - "I laugh and have a giggle with everyone" says Mike.

"I'm only supposed to work Monday's and Friday's, but I end up doing Tuesday's and Wednesday's and Thursday's! A little bit extra here and there. I can't help myself.

QEF has become part of my life. So long as I don't have any hospital appointments to go to, if I get a call to help and they need me, I'm there."



It's family, this is family to me. I love volunteering for QEF."

If you are interested in becoming a volunteer like Mike, please contact Hazel Drye by emailing: hazel.drye@qef.org.uk or calling: 07771 575198.

In Memory of David Steel



On 23 July, the sun shone as family, friends and colleagues from across QEF gathered at the new Care and Rehabilitation Centre (CRC) for a memorial ceremony to celebrate the life of David Steel. David was a long-standing member of the QEF retail team and fundraising volunteer, who sadly passed away from COVID during the early stages of the pandemic.

Joined by David's wife Alison and son Adam, tributes were made to a man who 'could talk for England and is now very much missed'.

A commemorative bench now resides in the garden of the CRC and the van David used to drive has been officially named 'The David Steel' a fitting way to remember David.



Thank you, Unilever!



Clients entering our Care and Rehabilitation Centre (CRC) often arrive empty handed, straight from hospital, so QEF wanted to ensure

that new clients were welcomed to the service with a few home comforts.

Having approached our longstanding supporter, Unilever, they very kindly donated 80 goodie bags full of toiletries to QEF. The goodie bags included shampoo, conditioner, shower gel, toothpaste, deodorant and soap.

Clients at the CRC were not the only ones to benefit from Unilever's generosity. Goodie bags were also

shared with residents at Dorincourt our Independent Living Service. As you can see, the residents were delighted with their bags.

Unilever also donated an additional £500, which will be used to fund vital equipment for the CRC.

From everyone at QEF, a huge thank you to Unilever and all our wonderful corporate partners for their generous donations.



UPDATE: The Edward Guinness Appeal

This vital appeal to raise the final £2.7 million to complete and fully fund the Care and Rehabilitation Centre (CRC) continues and has exceeded the £900,000 milestone. Thank you so much to everyone that has supported so far, it is making an unbelievable difference to our clients and their families.

People like Michael, a business lecturer who contracted Covid-19 in March 2020 and during his treatment in hospital also suffered a seizure.

"When I contracted COVID-19 I didn't have any chest problems – instead, my mind went very foggy. I was admitted to East Surrey Hospital and was put into an induced coma and had a seizure. Then in May I was transferred

to QEF where I had a large room, facing the grounds and excellent facilities. I had a lot of support with my short term memory loss, its a fantastic place, the staff really helped me.

I had occupational therapy to help me do everyday things like cross the road and relearn about money. The psychology team helped me look at how my brain was ticking and how well it was working. They showed me some results of tests I had done earlier, and I could see how much I had improved. I am now back at home and I am going to do a test lecture to see how well I do and get their feedback."

The CRC represents a major milestone for QEF, and a strong foundation for future growth, any donation you make will support our clients and will help to fund additional



Michael was one of the first to benefit at the CRC

lifts, make the grounds more accessible, fund the provision of accessible technology, and increase the provision of client activities.

To support this Appeal or request a brochure to find out more, please contact QEF Head of Philanthropy
marisa.goldsborough@qef.org.uk
or call 01372 841120.

Virtual proves vital for QEF!



Edward Guinness CVO and his daughter Henri toasting our Save the 55th Guinness & Oyster Luncheon

March 2020 was the month that our lives changed forever! We entered a global pandemic resulting in numerous national and international lockdowns! In-person events were cancelled, decimating QEF's event programme and income.

BUT our wonderful supporters embraced the uncertainty with us and QEF went virtual!

From our virtual Queen's Tea event, which saw participants receive

delicious cream teas delivered straight to their door, to challenge events where supporters dressed up to take on a mile each and complete the QEF Marathon! We also got creative and hosted the first ever QEF weekly Boredom Buster virtual quiz!

We held a virtual Save the 55th Guinness and Oyster Luncheon, where supporters paid for a ticket not to attend the event and received a commemorative Save the 55th COVID-19 Response pin badge.

Supporters joined us as we virtually climbed the Three Peaks in The Big Thrive Challenge and over 190 children took part in QEF's Easter Craft Club event, where children received an Easter tree making kit with online tutorial and a few chocolatey treats!

Over £140,000 has been raised through virtual events and we cannot thank our incredible supporters enough.

Thank you for trusting us and trying something new!

Gifts in your Will – A gift for future generations

Each generation leaves their own legacy and in this edition of Happening we shared with you the visit from the Countess of Wessex and the difference the new Care and Rehabilitation Centre will make to the lives of disabled people for years to come. It's part of our long history of innovation and Royal patronage. Leaving a gift in your Will is one of the ways you can ensure the charities and causes close to your heart can continue. QEF relies on legacy income each year to provide expert advice and life changing services for children and adults with disabilities. Simply put, we couldn't do our work without gifts in Wills.

Including a charity in your Will is a simple process. Once you have looked after family and friends please consider QEF - gifts of all sizes can make a big difference.

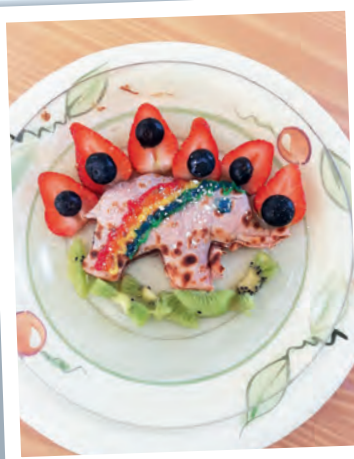
If you would like more information on including QEF in your Will and leaving your legacy for future generations, contact Jane Lloyd: jane.lloyd@qef.org.uk or call the team on 01372 841151.



Never a dull day at Dorincourt

It's been a busy summer for our residents at Dorincourt, home to our Independent Living Service. Not only are they enjoying the easing of restrictions with visits from friends and family, but their home has received some much needed improvements and redecoration thanks to our wonderful supporters who have helped fund this project.

On 29 May, they celebrated Elmer Day. Elmer is a story about being different, being true, being kind and accepting, and being yourself. The day was about being mindful, and accepting the differences of people and the world around us. Our Activity Team at Dorincourt said: "We had a colouricious pancake session in the morning, then we introduced the residents to the story of Elmer, the patchwork elephant. We explored the colours and patterns of the crafty world with a friendship chain of elephants that we made with the residents and then had a disco in the afternoon run by our talented DJ-MJ for all the residents to enjoy."



Rainbow elephant pancakes and discos



EURO 2020 BBQ

The highlight of the summer for the residents had to be the UEFA EURO 2020. Residents enjoyed following the competition and had a great time enjoying the beautiful weather with a EURO 2020 BBQ.



Millers ARk Animals

To end the summer, our residents enjoyed a visit from Millers Ark Animals – the first external visit since the start of the pandemic. The weather was perfect and the goats especially enjoyed lots of people feeding them!

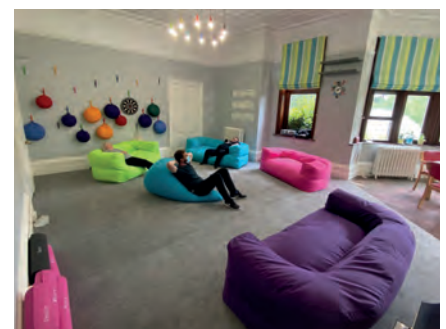
Transformations at The Grange



Earlier this year, The Grange completed a project to transform the interior communal areas to better reflect the needs and wishes of the residents. It was important that the residents were involved in the process of choosing what they wanted for each of the areas. So, staff worked with groups of residents to decide on colour schemes and accessories. The activity room



at The Grange had the biggest transformation - from hardly being used, it now provides a multi-use space that is inviting, comfortable and most importantly, fun! The room is equipped with meditation cushions for mindfulness sessions and personalised yoga mats for everyone. They have even brought the Big Screen to The Grange with a new projector for movie nights



in. The residents at The Grange are delighted with the transformation of their home; "I have lived here for a long time, and now it really feels like MY home!"

You can follow The Grange on Facebook:

[facebook.com/thegrange2016](https://www.facebook.com/thegrange2016).

Or for career opportunities, visit [thegrangekent.co.uk](https://www.thegrangekent.co.uk).

Raising the roof while raising money!

MERU technician Mark Mayer is a keen gamer and recently co-organised a four-day music festival that was live streamed on the gaming platform Twitch.

Featuring 42 acts the event attracted over **100,000** views. The initial fundraising target of **£500** was quickly surpassed, and the final amount raised for MERU was over **£3000!** A big thank you to Mark and the performers, artists, DJs, and supporters who made the event such a success. ●



MERU's
online
music
festival

Hedgehog highway

Long term supporters Berkeley Homes Southern recently commissioned MERU to make some Hedgehog gates for their new home's development.

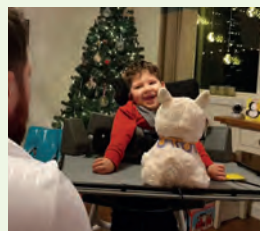


The gates fit around a specially made hole in each garden fence, allowing rehomed hedgehogs to freely roam from garden to garden. Too cute for words!

Christmas switch adapted toy service

It is nearly our favourite time of year again at MERU, and this year our elves are aiming to adapt more toys than ever before to ensure that every child can play with their presents on Christmas day. Our hugely popular switch adapted toy service allows families to send in their battery-operated toys to be adapted to work with big button switches, making them accessible to children with reduced dexterity. Play is what being a child is all about, especially at Christmas and MERU's unique service offers children with disabilities the opportunity to play with their toys just like any other child.

MERU's switch adapted toy service is free to access for children and families across the UK, for more information, visit www.meru.org.uk.



QEF Mobility Services – increasing independent mobility and connecting people with their community

Our Mobility Services, based in Carshalton offer a wide variety of mobility focused assessments for people of all ages. From learning to drive to driving assessments after an acquired impairment or mobility equipment assessments.

As society starts to fully reopen again, QEF's Transport

Hub has never been more important – our advisors can help people who can't drive to find out what suitable transport options are available to them and to manage any associated anxiety, as well as connecting people more with their community. Find out more at qef.org.uk/transporthub

QEF's Transport Hub is 1 of 7 hubs across the country which are all part of a pilot project funded by the Department for Transport aiming to reduce social isolation. Information on other transport hubs across the country is available here www.drivingmobility.org.uk/alternatives-to-driving/hubs-centres/

QEF Events Calendar

From adrenaline-packed challenge events to lunches, dinners, and craft activities, QEF has something for everyone. Find an event that suits you and enjoy!

Thursday 25 November 2021

GUINNESS AND OYSTER LUNCHEON

Mansion House, London

Held in the beautiful surroundings of Mansion house, the extremely sought-after Guinness and Oyster Luncheon is a city event spanning over 55 years. Each year over 500 supporters attend this relaxed, stand-up luncheon to support QEF.

Wednesday 1 December 2021

CHRISTMAS WREATH MAKING

At home

Have the spirit of Christmas delivered to your door through our virtual wreath making kit and tutorial.

Thursday 2 December 2021

QEF MAGICAL CHRISTMAS

Lambeth Palace, London

An evening of Christmas magic and festive cheer to dive into the festivities of the world's favourite holiday!

Tuesday 1 February 2022

A CELEBRATION OF THE BEST OF BRITISH WINE

Join vineyards from across the UK to sample the best of British wine at an exclusive London venue (TBC), in support of The Edward Guinness Appeal.

Thursday 3 March 2022

RUGBY LEGENDS GALA DINNER

Grosvenor House, London

Set to be a magical evening with rugby legends including a champagne reception, 3-course meal and a night full of entertainment.

Spring 2022

LADIES SPRING LUNCH

Epsom Downs Racecourse

Our Ladies Spring Lunch consists of a shopping fair, a two-course lunch and a special celebrity guest speaker.



Sunday 2 October 2022

2022 TCS LONDON MARATHON

We have spaces available for next year's marathon, so if you would like to run for TeamQEF, please get in touch.

ONGOING EVENTS

SKYDIVING

Jump out of a plane for QEF! We've teamed up with Skyline Events to bring you this adrenaline-packed experience.

For more information or to register for an event:

W: qef.org.uk/events

E: events@qef.org.uk

T: 01372 841222

Yes, I will make a gift to support the life changing work at QEF

Please accept my gift of: ☐ £15 ☐ £25 ☐ £35 or my choice: £ _____

Please make your cheque payable to QEF OR Please charge my:

☐ Visa ☐ Mastercard ☐ Maestro ☐ CAF/Charity card

Card No. Security Code:

Start Date: Expiry Date: Issue No (Maestro only):

Name: _____

Address: _____

Postcode: _____

I'm happy to receive emails at: _____

and calls on: _____

Please complete and return this form to:

Freepost RTCJ-SRJB-XRKK, QEF, Leatherhead Court, Woodlands Road, Leatherhead, KT22 0BN.

If you prefer, telephone 01372 841151 or go to qef.org.uk/donate

Your support is vital and we really want to stay in touch based on our legitimate interest in communicating with you, but please tick this box ☐ if you *do not* want to receive this information by post. **QEF will never pass your details onto anyone else. All donations will go towards QEF and their life changing work, unless specified above.**

We will keep your details safe and you can change your preferences at any time.

For full details of what information we hold and how we protect your data please visit:

www.qef.org.uk/about-us/privacy-policy or call 01372 841132.

QEF, Leatherhead Court, Woodlands Road, Leatherhead, Surrey KT22 0BN
01372 841132 | appeals@qef.org.uk | Registered charity No. 251051 | Ref: H-A-21



PLEASE
REMEMBER TO
INCLUDE YOUR
NAME AND
ADDRESS

OR SCAN THIS
QR CODE
TO DONATE
ONLINE NOW



giftaid it



Your gift could be worth 25% more!

☐ I want to Gift Aid any donations made in the last four years and any I make in the future to QEF. I am a UK taxpayer and understand if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that year it is my responsibility to pay any difference.

Gift Aid is reclaimed by QEF from the tax you pay for the current year. Please notify QEF if you want to cancel this declaration, change your name or address or no longer pay sufficient tax on your income and/or capital gains.

☐ No, I am NOT a taxpayer.

Date: ____ / ____ / ____