

Autumn/Winter 2020



QEF

queen elizabeth's
foundation for
disabled people

Happening

Achieving goals for life

qef.org.uk

**CARE AND
REHABILITATION
CENTRE OPENS
TO CLIENTS**

**EMMA
BARTON**
supports our
appeal

**A YEAR LIKE
NO OTHER**
A message from
CEO Karen
Deacon

Thanks to you!

**Emergency Survive and Thrive
Appeal is a success!**



Welcome to the Autumn 2020 issue of Happening Contents

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Front cover photo: Emma Barton at 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.



Your feedback

Queen Elizabeth's Foundation for Disabled People
16 Jun at 17:12 •

Jude is two years old and can't move around independently.

His family were on the waiting list for **MERU Bugzi** - a small powered wheelchair for young children. But before he could have his mobility assessment both MERU and QEF Mobility Services had to close due to the pandemic. You can read more about Jude's story here:
<https://qef.org.uk/Judes-story>



Sarah Edwards
Let's hope Jude gets his Bugzi soon. What a beautiful family.

An NHS nurse responds to Karen Deacon's letter to editors, after Prime Minister Boris Johnson criticised care homes for not following procedures carefully enough:

"I sincerely hope you get recognition for the services you and your staff provide at this difficult time. I am an NHS nurse and would like to see the care services supported, as you are the continuing journey of our patients and your team do a tremendous job with all you have available and I'm pleased you have acknowledged that."


You can read Karen's letter to editors here:
<https://qef.org.uk/lettertoeditors>

I am an NHS nurse and would like to see the care services supported as you are the continuing journey of our patients and your team do a tremendous job.

Penny Firshman
And for many the beginning and continuation. But there is a lot to improve from personal experience of the social care system. I have been to QEF I wish my brother could be somewhere as good as you guys.

QEF residents and staff members have come together to form a 26 strong 'Diversity Choir', singing and signing to **Andra Day's** song 'Rise Up' as a message of positivity and inclusivity for everyone during these challenging times.

They are also raising money to support QEF which provides 24/7 care and support for them, enabling each person to develop and achieve their potential. Find out more and support them at
<https://qef.org.uk/news/residents-dorincourt-sing-and-sign-part-qef-diversity-choir>



QEF's Diversity Choir sing and sign to 'Rise Up' by Andra Day

Claire Holdsworth
Wow this is incredible and so heart warming. You are all such heroes and we appreciate all your doing at this difficult time. Missing you all xx

A year like no other...



2020 IS PROVING TO BE A YEAR LIKE NO OTHER – we’ve all faced challenges we never expected and some have also had to cope with very difficult personal situations. So I want to say a heartfelt thank you to the whole QEF community - our friends, supporters, volunteers, staff, trustees, referrers, funders and suppliers. Never have the decisions we’ve taken been more important and our role as carers been more in the spotlight. We have prioritised safety and found ways to ensure that frontline staff, residents and neuro rehabilitation clients continue to be looked after during a time of international crisis.

There have been many challenges; our charity shops and assessment-based services closed, over 100 staff were furloughed and we faced a £1 million drop in our income. Residents and clients have had losses too, with a complete change to their independence programmes. But there have also been highlights.

On July 7th our neuro rehabilitation

service moved into the ground floor of our purpose-built Care and Rehabilitation Centre. A big achievement at any time, but exceptional during the pandemic and I must thank all the staff involved for their hard work. It is fantastic to see clients enjoying the modern accommodation and spacious therapy rooms. Find out more on pages 4 and 5.

Every decision has had safety at its heart and so we’ve decided not to move ILS residents for the moment. Merging the two services presented a risk to health, especially when maintaining small social groups at ILS has proved to be so effective. We will push forward with some improvements to Dorincourt to ensure this continues to be a comfortable environment.

The Trustees and I have also been very impressed with the dedication of frontline staff at the CRC, ILS and The Grange during this COVID-19 crisis. Their hard work and commitment kept service users safe and well cared for, despite unprecedented challenges.

Most of our charity shops and assessment services have re-opened but with reduced capacity and everyone has a real commitment to get going again!

Finally, a very big thank you to everyone that has supported our Survive and Thrive emergency appeal. We have needed you more than ever before and you responded - even when money has been tight you kept on giving both your money and time. You got involved in so many different ways and we celebrate this on page 7-9. Life may not be the same for a long time, but we have learned that together the QEF community are a team that can always be relied on. Thank you.

Karen Deacon
QEF Chief Executive

“We have learned that together the QEF community are a team that can always be relied on.””



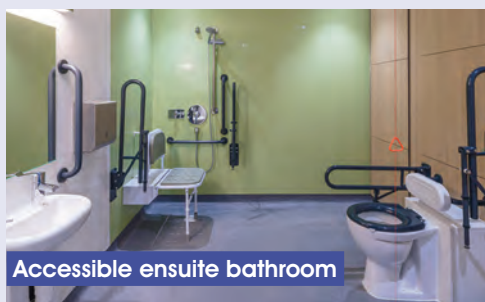


Expert neuro rehabilitation at the Care and Rehabilitation Centre

Welcoming clients who rely on our expertise



Bedroom



Accessible ensuite bathroom



Kitchenette

Thanks to your ongoing support, this July we were able to achieve a major milestone for QEF when we opened the fantastic Care and Rehabilitation Centre. This centre has been designed and built over several years to specifically meet the needs of QEF's clients, so our facilities enhance the service we can provide.

The ground floor of the CRC is now supporting neuro rehabilitation clients; people who are relying on the team to help them rebuild their lives following an acquired brain injury, stroke incomplete spinal injury or neurological illness.

With bright and comfortable



Therapy gym and rooms



Reception



Activities room

accommodation, clients also benefit from innovative use of accessible technology, in their bedrooms, so they have more control over their personal space, such as closing the blinds, turning lights off and controlling their room temperature.

FANTASTIC THERAPY FACILITIES

Therapy areas include a large, bright therapy gym with double hoist systems, so therapists can support at least two

people at the same time. There are also a range of adaptable therapy rooms for additional physiotherapy, speech and language, psychology and occupational therapy.

As the building has been specifically designed for QEF, by LOM architecture and design, there are also lots of communal and break out spaces, including two activities rooms, two multi-purpose dining rooms, a training kitchen and several areas where

clients can welcome their guests.

Demand for our neuro rehabilitation service is growing and research is also starting to show an increased risk of neurological events such as stroke as a result of COVID-19. There are already several people relying on QEF to help them rebuild their lives after surviving COVID-19 and a neurological event. You can read more about this in a blog from Carol Carr, QEF's Head of Therapies www.qef.org.uk/neurorehab_postcovid19

Unfortunately, the coronavirus pandemic significantly reduced our income. With your support we hope to be able to do this by the end of March 2021, so more people can benefit from our expertise and rebuild their lives. ●

“There are already several people relying on QEF to help them rebuild their lives after surviving COVID-19 and a neurological event.”

Supporting people with learning disabilities at The Grange, Kent



In May we announced that The Grange (2016) Ltd had joined QEF as a wholly owned subsidiary, complimenting and expanding QEF's services for disabled people. The Grange provides support for up to 25 people with a learning disability in a range of residential and supported living settings in Kent.

Felicity White, Registered Manager of The Grange says "Everyone at The Grange is passionate about enabling people to live enriched, fulfilled and

happy lives. People are supported with kindness and compassion and everyone is valued for their uniqueness. No goal or aspiration is too big or too small for us to try and bring it to life"

Chief Executive, Karen Deacon adds "We share core values and this is an exciting development for both organisations, creating opportunities for growth and shared learning". **Find out more at www.thegrangekent.co.uk/about/** ●



Service users at The Grange

Make a difference beyond your lifetime

Looking after our loved ones and planning for the future is a priority for many of us at the moment and QEF is no exception. The focus of our emergency appeal has been to ensure that our services can survive into the future so we can continue to enable disabled people to thrive. One of the ways this can be achieved is through the generous support of people such as David, who is leaving a gift in his Will to QEF.

Friend and loyal supporter, David Hypher says "It is not only the achievements of the people that QEF helps that amazes me, but also the impact their achievements have on

others around them. This is why I am leaving a gift in my Will to QEF, I'm confident that my legacy will have a measurable impact on the future achievements of disabled children and adults supported by QEF."

A gift in your Will is a wonderful way of making a positive difference beyond your lifetime.

To request your free Gift in Wills pack, please email hazel.cornick@qef.org.uk or call **01372 841131**.

QEF have teamed up with The Goodwill Partnership to offer an easy and affordable Will writing service – just £130 for a single Will. **Find out more www.qef.org.uk/legacies** ●



"I'm confident that my legacy will have a measurable impact on the future"

QEF's Survive and Thrive Emergency Appeal

Help QEF's services survive, so that disabled people can thrive

In March 2020, when the country went into lockdown, QEF had to make some very fast and significant changes to try and limit the inevitable financial impact. We found ourselves facing a £1million shortfall in income, threatening the survival of our services. After exploring every self-help option, we launched the *Survive and Thrive Emergency Appeal* to raise £500,000 by the end of September, so our services could survive to enable disabled people to thrive.

At the same time, with stretched resources, our expert neuro rehabilitation teams are now in greater demand; working closely with the NHS to provide rehabilitation for people with acquired brain injuries and also post COVID-19 patients who have complex needs as a result of their illness. We are very proud to be playing our part in the recovery from this pandemic, helping us all to move forward by supporting people when they need us most.

The very biggest thank you to everyone in the QEF community who came together to support our work during the most challenging time in our 85-year history. You have been the lifeline of the charity and we couldn't be more grateful.



By 30th September you've helped us to raise a simply fantastic total of

£551,077

£100,000

from Barclays Bank

£292,650

from Trust and Foundations, local Councils and Health Authorities, including £100,000 from the National lottery and HM Government

£113,549

from individual donations

£44,878

from community fundraising and virtual events and challenges

THANK YOU

for standing by us during this uniquely difficult time.



QEF's Diversity Choir



Residents at the Grange took on lots of 2.6 challenges

Everyone got involved...

26 residents and staff at ILS created the Diversity Choir, singing and signing to some of their favourite songs whilst they were unable to see family and friends for such a long time. Their video of 'Rise Up' even got QEF's Karen Deacon onto BBC Breakfast, as part of the 2.6 Challenge in April. You can watch them on our You Tube channel.

Thank you!

you were
there when
we needed
you most!



"It's so frustrating sitting here and not being able to just get in the car and go out for a walk on the South Downs"

-Richard

You shared your stories...

Thank you to everyone who shared their stories with us, whether for social media, our website, virtual events or interviews with the media. You helped bring the importance of our services to life, encouraging people to support our appeal. This meant that QEF had some fantastic media coverage, including BBC Radio in Surrey and Kent, and Karen Deacon's letter to editors reaching over 3.8 million people in July, in response to comments from the Prime Minister about the care sector.



Emma Barton

You shared your celebrity...

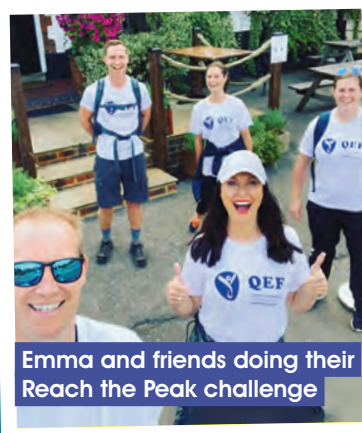
Thank you to Emma Barton for being Patron of the Survive and Thrive appeal; coming to the CRC to meet clients (with safe social distancing) and making time for numerous media interviews to raise awareness of our appeal. She also took on the Reach the Peak challenge with friends, raising over £1,500 towards QEF's appeal total. We couldn't have asked for a better patron.



You took on the challenge...

Thank you to each person who took on a challenge and got sponsored to achieve it, including our virtual challenges such as the Big Thrive or organised your own fundraising events. From bike rides at 4 years old to virtual marathons, fear defying parachute jumps to virtual mountain climbing and Reach the Peak - The Big Climb, you did it all!

In April, QEF employee and volunteer David Steel sadly passed away from COVID-19. David was due to take part in The Prudential RideLondon, so 14 friends cycled one mile for each year of his life - 58 miles in total, raising over £2,000 in his memory. Thank you to everyone who donated to his tribute fund, which has raised over £8,000. He is much missed by everyone.



Emma and friends doing their Reach the Peak challenge



David Steel's cycling team



Your challenges for QEF



David Steel

You trusted us...

Thank you to everyone who generously donated the value of their ticket for cancelled events and took a gamble on buying tickets to our new virtual event, The Queens Tea. This was a great success thanks to your support and sponsorship from The Banham Foundation.



You donated...

Every £1 you donated got us closer to the total we needed to achieve - from pocket money to corporate generosity, it all counts. A big thank you must go to the National Lottery and HM Government for a grant of £100,000 and Barclays Bank

for another £100,000, both to support QEF through the financial impact of the pandemic. Berkeley Homes (Southern) Limited and UNUM donated £10,000 and £5,000 respectively to support MERU's Bugzi loan scheme.

Thank you to QEF Trustees

When QEF's voluntary income almost evaporated overnight and assessment-based services and charity shops were forced to close, QEF Trustees actively

stepped forward and helped guide the charity through very turbulent times.

Thank you for your fundraising support and leadership. ●

Can you support us with a regular gift?

Now more than ever, a regular monthly donation will help us to plan ahead and develop our services for children and adults with disabilities or acquired brain injuries. Regular gifts mean we know that we have a steady income stream that we can rely upon, as well as knowing we have you by our side every step of the way. Find out more: www.qef.org.uk/direct-debit

Celebrities rally to support QEF



Emma Barton

In response to QEF's Survive and Thrive emergency appeal, Surrey based celebrities have supported the charity like never before. A massive thank you to Prue Leith, Alison Steadman, Arlene Phillips, Nicholas Witchell, Marion Bailey and Juliet Aubrey for making our first virtual event, the Queens Tea a great success, and providing a unique experience for our supporters to enjoy.

We were thrilled to have TV star and Strictly Come Dancing finalist Emma Barton as Patron for this emergency appeal. She was a fantastic support.

Emma said; "I was honoured to be asked to support QEF's emergency



Prue Leith



Nicholas Witchell and Alison Steadman

Survive and Thrive appeal. Their work enables children and adults with disabilities to be as independent as possible – helping each person to live the life they choose. They change peoples' lives. It's vitally important that their services continue to be there for the people who rely on them." ●

The changing face of events

as we rise to the challenge of 2020...

We have needed to embrace change - moving from physically attended events to the new virtual world of online activities.

Back in April we held our first ever Ladies Lunch committee meeting via zoom – a new experience for everyone at that point - and the Queen's Tea event was born, coinciding with The late Queen Mothers' birthday and QEF's 85th anniversary. This was to be our first ever QEF virtual event.

Participants joined from

across the UK, Switzerland and Portugal with some choosing to have superb cream teas delivered straight to their home, whilst others hosted their own socially distanced parties. An internet connection then enabled everyone to join the live event.

Guests enjoyed hearing from Prue Leith CBE, Nicholas Witchell and the trumpeters of The Band of The Welsh Guards who opened and closed proceedings. Thank you to everyone involved for making this such a



success and The Banham Foundation for generously supporting us. We are continuing to develop new virtual events and challenges and you can find out more at

www.fundraising.qef.org.uk/events



Looking forward

Everyone at QEF is excited about our services resuming and supporting as many people as possible to improve their independence.

The good news is that we have reopened many of our charity shops and assessment services. We have also moved our neuro rehabilitation service into the ground floor of the fantastic Care and Rehabilitation Centre (find out more on pages 4 and 5), so there is lots to look forward to.

We are taking bookings for our accessible holiday home in West Sussex and we still have some availability for this year, so please contact us if you are interested in an accessible staycation that's just 5 mins from the beach. ●



Mobility Services

For the latest information on driving assessments, driving lessons, Tryb4uFly assessments and equipment hire, contact Mobility Services on **0208 770 1151**. Our satellite centre in Worthing has also now re-opened for driving assessments. We are currently working to a reduced capacity though, ensuring all equipment can be cleaned between assessments. The teams are also able to provide lots of free advice over the phone.



MERU

MERU is moving over the next few months and our team will then be based at QEF Mobility Services in Carshalton. We are open again for adapted toy orders, ready-made products and Bugzi loans. You can also now apply online for a Bugzi loan! The digital form is encrypted and securely sent to us, so no more paperwork getting lost in the post! <https://www.meru.org.uk/bugzi-loan-scheme-application/> Contact MERU for more information on **01372 725 203**



QEF Shops

Many of our shops have re-opened. Please continue to support our shops with your custom and help us raise much needed funds to support QEF's work. To ensure a safe environment for our staff, volunteers and customers we are controlling the volumes of donated stock (which has to be quarantined for 48 hours) that we are able to accept. Please check shop doors for more information and opening hours. Please be aware of the new restrictions on the items we can receive.

Your acts of kindness

A very big **thank you** to everyone that supported QEF with thoughtful and generous acts of kindness. They were really appreciated by staff, residents and clients.



Unilever



Domino's Pizza
Leatherhead



Waitrose Cobham



Families at ILS

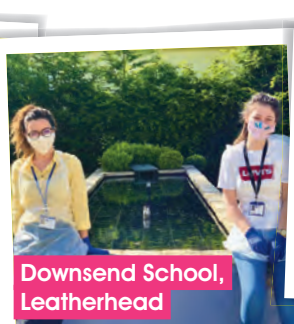


Unilever donated PPE and 1,880 litres of vital hand sanitiser that was used across QEF • **Domino's Pizza Leatherhead** for 15 pizzas for all the care providers at Dorincourt. • **Waitrose Cobham** for the generous donation of goodies for the residents and staff at Dorincourt. • Thank you to **families at ILS** for your generous donations of chocolates, gin and hand sanitiser! • **Bookham Butterflies WI** for colourful, made to order scrubs and face coverings for the NRS team • **Downsend School, Leatherhead** and the **Design and Technology Department at Kingston Grammar School** for making protective face visors for our frontline staff. • **Volunteers** for making handmade masks and scrubs bags for our support workers. • Thank you to **Jonathan Price from Absolute Events Ltd** for generously donating 4 flat screen TVs and a radio to our Neuro Rehabilitation Service. They made such a difference to people who were self-isolating in their rooms.

Thank you to everyone for supporting QEF during this challenging time.



Bookham
Butterflies WI



Downsend School,
Leatherhead



Design and Technology
Department at Kingston
Grammar School



Jonathan Price
from Absolute
Events Ltd

☒ **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 841132** 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.**

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**.

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01372 841132 appeals@qef.org.uk Registered charity No. 251051 Ref: H-A-20

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: ____ / ____ / ____

