

Dear supporter,



WELCOME TO THE SPRING 2020 ISSUE

of Happening. It's great to be able to share photos of the new Care and Rehabilitation Centre (CRC) with you, rather than just computer-generated visuals. It brings home just how fantastic this centre is going to be for everyone who relies on our neuro rehabilitation and specialist care expertise. This is

demonstrated on page 6 by Simon and Sarah, who have kindly shared their powerful story with us.

Thanks to your support we are now at a really exciting point; the builders have finished and we are furnishing and equipping the new centre ahead of opening by the end of Spring. This has only been possible with your generosity, although we aren't there yet! Page 5 has an interview with Edward Guinness CVO, who has supported QEF for over 40 years and has generously set up The Edward Guinness Appeal to raise the outstanding £2.7m needed.

I am extremely grateful to Edward for his commitment to QEF

and passion for the development of the CRC, and to everyone who has already supported the Appeal.

We also welcomed in March new Trustees to QEF who can bring a wealth of valuable experience with them. They will help to shape the future growth of QEF, so we can support more disabled people

"It brings home just how fantastic this centre is going to be for everyone who relies on our neuro rehabilitation and specialist care expertise."

to achieve their potential. Our Chairman, Peter Gordon introduces them opposite.

Thank you for your valuable support. Our teams are committed to providing expert services that enable disabled people to maximise their independence, and we can only continue to do this with your generosity.

Karen Deacon **QEF Chief Executive Officer**

Front cover photo: The Care and Rehabilitation Centre



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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.









Welcome to QEF's new Trustees from our Chairman



Peter Gordon

As Chairman of QEF's Board of Trustees I am delighted to welcome several new members to the Board. Between them they bring a wide variety of skills and expertise; from finance and fundraising to risk management and business transformation. These experienced professionals will help lead the way with QEF's plans for growth and the development of our services.

I would also like to take this opportunity to thank all our Trustees, past and present for their ongoing commitment and contributions to QEF's work.

Abby Price

Abby has worked in brand and marketing communications for a number of blue chip companies, and then went on to hold a number of Fundraising and

Communications positions for several charities. She is currently working with a domestic abuse charity and a refugee organisation.

Gordon Bowser

Now retired, Gordon has worked for Citicorp, Merrill Lynch, ING Bank, Lehman Brothers, and most recently the Royal Bank of

Canada at managing director level, with a focus on risk management.

delivering complex transformation programmes. She has received awards for her successful leadership of clinical, medical and hospital teams and research to achieve transformational change in patient pathways.

Michael Connaughton

Michael has 23 years' experience of working in the IT industry and is currently Head of Analytics & Big Data for the EMEA region at Oracle, a California-based global

technology Fortune
100 company. He
is a long-term
supporter of
QEF and was
a founder
member of the
London Events
Committee.



Alice Collins

Alice joined Make-A-Wish UK in 2016, and has led fundraising teams at Alzheimer's Society, Sue Ryder and Macmillan Cancer Support.

and Macmillan
Cancer Support.
Her background is predominantly in the areas of high value and corporate partnerships.

"They bring a wide variety of skills and expertise"

Liz Sharp
Liz is the former
National
Director
of Clinical
Services for BMI
Healthcare, and
has vast experience
in leading and



For a list of all QEF Trustees visit qef.org.uk/about-us/governance/trustees



The Edward Guinness Appeal



Raising £2.7 million to complete the cost of building and equipping the CRC

£15 million development, the Care and Rehabilitation Centre (CRC) is the largest ever investment in QEF's facilities in our 85-year history. This will be a centre of disability expertise, bringing together a range of expert therapists, care providers and specialist nurses.

By combining and sharing expertise from across our existing residential services, we will provide personcentred care and neuro rehabilitation for people recovering from a brain injury, stroke or living with life-long complex disabilities. Our teams are committed to helping each person to develop key skills and maximise their independence.

There will be a suite of adaptable therapy rooms as well as a large fully equipped gym, making it much easier for therapists to work together to improve outcomes and set goals for personal development that help each person to achieve their potential.

As well as creating modern and comfortable accommodation,

we are also installing assistive technology in every bedroom; giving each person greater control over their personal space. This includes seemingly simple things that are easily taken for granted, but that give individuals a real sense of control – such as adjusting the temperature and lighting in their room, turning the TV on or off when they choose, and deciding whether to have the blinds open or closed.

We have raised over 80% of the money needed for this exciting development already, through land sales and generous charitable

donations – but we need **£2.7 million** to complete the cost of building and equipping this fantastic new centre.

We are therefore delighted to have the support of Edward Guinness CVO, a former Trustee of QEF and supporter of our work for more than 40 years. With his help we have launched **The Edward Guinness Appeal** to raise the £2.7 million needed to complete the CRC, and to date the Appeal has raised more than £500,000. As Appeal President, Edward has generously pledged £200,000 and will dedicate his time, energy and contacts to its success.

Watch our films

For a more immersive experience on the development of the CRC, watch our short 360-degree film! Look around the different areas that are being created and hear Karen Deacon, QEF's Chief Executive, explain how the facilities we are creating will help people achieve their potential.

You can also hear Edward Guinness CVO talk about the Appeal and why he's involved.

Visit qef.org.uk/ edwardguinnessappeal

A message from Edward Guinness CVO

t 95, this Appeal represents to me the swansong of 40 years of dedicated support in aid of QEF and its thousands of beneficiaries. It would mean a great deal to me if you'd consider supporting us in hitting our target and transforming the future of QEF for decades to come.

As a former Trustee I'm immensely proud to continue to support QEF. The work they do is an inspiration, which is why I am proud to have put my name to this important appeal.

I have always felt great admiration for the holistic approach to brain injury that is a signature of QEF, particularly when young people in the prime of their lives experience a life-changing event. QEF offers wonderful support and care for both their mental, as well as their physical rehabilitation, and exceptional support for their families, for whom the injury is also devastating.

With advanced therapeutic areas, expert staff and accessible technology offered in a comfortable

environment, this new build will position QEF at the forefront of neuro rehabilitation and specialist care for people with acquired or lifelong complex disabilities. It will enable QEF to offer them the best support possible, so they can maximise their independence and achieve their potential.

This will make a real difference to people's lives now, and your support can make sure that we achieve even more in the future. Together we can build futures and change lives."

"I'm immensely proud to continue to support QEF. The work they do is an inspiration, which is why I am proud to have put my name to this important appeal."



How you can support this Appeal

- Financial gift
- Corporate sponsorship
- Hold an event e.g. coffee morning, lunch with friends
- Provide raffle / auction prizes for QEF events
- Participate in a challenge event, such as the London Marathon
- Introduce people to QEF who may be able to support the Appeal

For more information email edward.guinness@qef.org.uk or call 01372 841120

Events

There will be several exciting events taking place to support The Edward Guinness Appeal, and our annual black-tie gala dinner will take place each March. This year's event has been postponed until June. qef.org.uk/rugbylegends.



Simon and Sarah's story of recovery after a traumatic brain injury

fter suffering a heart attack at 54, Simon took up mountain biking with his wife Sarah to get fit.

They found they had a real passion for it. But in August 2018 Simon was a victim of trail sabotage – someone had left logs across the cycle pathway to specifically cause injury. He hit the logs at speed and was dragged down the hill.

At A&E the consultant explained to his wife Sarah that he had suffered a traumatic brain injury due to a weakened blood vessel from the fall, which had burst and was bleeding. He also had left side neglect, broken bones in his back and neck, and facial injuries.

Personal goals and motivation

After hospital, Simon spent 7 weeks with the neuro rehabilitation team at QEF. He says:

"We fell in love with QEF. From the first few days, the capability and drive

of the staff made a huge impression – from the rehab assistants getting me dressed each morning, to the physios and occupational therapists who challenged me every day. I was set goals to achieve and felt motivated, secure and well cared for. My keyworker Emma helped me to sit independently and to stand with supports (this was a key goal for me, after 5 months of being hoisted). Her cheerful 'can-do' attitude was always a highlight of my day.

It was apparent from early on that I'd need longer term rehab. So after 7

"I know we wouldn't have come this far, this fast, without Emma and her wonderful team at QEF"

weeks with QEF I was moved to Queen Mary's hospital in Roehampton, where I stayed for 4 months.

I was delighted to return to QEF as an outpatient. Now, each day comprises daily physio and I'm learning to walk with only a quad stick.

QEF also introduced us to their Tryb4uFly assessment service. I now feel confident I can endure the journey to Australia to stay with Sarah's sister – something exciting to look forward to!"

Sarah adds "QEF will always have a special place in our hearts. They recruit only the best, which is something we've learned having met an array of medical staff during this last year. I know we wouldn't have come this far, this fast, without Emma and her wonderful team at QEF.

Simon and I were delighted to be asked to be guest speakers at the launch of The Edward Guinness Appeal, helping to raise money for QEF's new Care and Rehabilitation Centre that will help many more people like us."

Neuro physiotherapy – getting people moving after brain injury

Emma Berkshire is our lead neuro physiotherapist, and has been with QEF for 13 years.

mma leads a close-knit team of professional physiotherapists in the assessment, treatment and rehabilitation of clients with disabilities resulting from acquired brain injuries, stroke, or neurological illness.

She believes "the biggest tool for a neuro physiotherapist is their hands. We need to try and get the body moving as close to normal as possible, and for this you need an understanding of how the body and brain can adapt."

Emma's role includes talking to new clients and their families to

assess the client's abilities, producing comprehensive rehabilitation programmes, physically working with clients to improve their mobility, and liaising with her occupational therapy and psychology colleagues to make sure the client is getting all the help they need.

Her enthusiasm for working at QEF is infectious. "I work with a strong, solid team – they're like a family. Some of our clients have gone through horrific changes and it's really rewarding to be able to help them along their path to independence, making a difference at a difficult time in their lives."

At the end of last year Emma was
Simon's keyworker (see apposite

At the end of last year Emma was Simon's keyworker (see opposite page). She led the team that helped him to sit independently and stand with supports, and he can now walk with the aid of a quad stick.

Improved access and handling

Emma has been looking forward to the move to the new CRC. "At QEF I'm part of a wonderful team and service. After moving we'll maintain the same level of therapy – but we'll be working in a custom-built building, designed with this sort of therapy in mind, which will help us provide much better support.

The larger accommodation means the overhead hoists in bedrooms and bathrooms are easier to access, which makes moving and handling our clients much easier and safer. And more space in the gym and working areas means our therapy teams can work together even more effectively, which is all good for our clients!"

To find out more about the new CRC visit qef.org.uk/CRC

"It's really rewarding to be able to help our clients along their path to independence"



qef.org.uk 7

QEF's Mobility Open Day

Free expert advice to help increase your mobility and independence

ur recent Mobility Open
Day was one of our
most successful yet!
Our goal for the day
was to demonstrate the help and
support available to disabled people
to increase their mobility, whether
through QEF's expert services or a
wide range of exhibitors showcasing
the latest products. We also provided
free mobility assessments for both
children and adults.

One of the day's highlights was 'Get Going Live' – giving people the opportunity to drive an adapted car on our private track. This allowed some of our disabled visitors to experience driving, possibly for the first time.

Visitors also had the chance to try out our innovative equipment solutions, such as Bugzi for young children and scooter testing on a bespoke track from TGA Mobility.

Michelle Giles, QEF Mobility Centre Manager said: "This event provides a unique experience for disabled people who want to increase their independence, especially if they're thinking about learning to drive. Along with support and guidance on driving an adapted car round our private





"This event provides a unique experience for disabled people who want to increase their independence"

track, we also had occupational therapists available to help with mobility challenges for both children and adults. We hope all our visitors enjoyed the day and come back to find out more!"

QEF assessments available on the day included:

- 'Get Going Live' driving an adapted car on a private track with a qualified instructor. Available to everyone aged 15+
- Seating and transfer assessments to help children and adults transfer into vehicles easily
- Bugzi assessments small powered wheelchairs for children under 5
- Scooter and wheelchair assessments
- Child car seat assessments
- QEF Tryb4uFly assessments giving people the support they need to travel by air

Sponsored by Adaptive Vehicle
Hire, everyone agreed the day was
a great success. Thank you to all
who took part – and watch out for
information about our Mobility Open
Day 2020 this October!



If you know anyone who would benefit from a mobility assessment, contact us at 020 8770 1151 or email mobility@qef.org.uk

Going shopping? You'll never know who you'll see...



be pretty quirky (suit of armor. anyone?!) But it's also had some interesting customers, like the Queen of Malaysia.

The Queen's connection with QEF began five years ago, when she made an informal visit to the shop with her children and a friend. She bought several items of furniture and explained to the shop's manager, Karen Anderson, that Malaysia didn't have

any outlets like this - but didn't sav who she was. She returned a couple of months later with a

friend, this time buving a piano.

In December 2019, Her Majesty made an official visit to ILS at Dorincourt to meet the residents and hear more about the move to the new CRC. It was only then that Karen realised the identity of her friendly customer! Although she didn't visit this time, two of her officials from the Malaysian High Commission popped in, as part of a wider visit to QEF's

The Queen of Malaysic (right) visits Dorincour

services. Karen savs "They were very interested to hear about the shop's role in the work of QEF and they especially liked the older, traditional furniture."

Find your nearest QEF shop at qef.org.uk/qef-shops/ our-shops

Your feedback on our services



Our partner charity MERU adapts toys so they can be used with an accessible switch, enabling disabled

children to play with their friends and family.

"Thank you very much for everything you do to make life that bit easier for children like my son, enabling them to play more independently. It's truly special what you do!" Paula



"Three weeks of daily visits to a poorly dad here, & now must return to Beijing - but not without praising incredible professionalism and care of all @QEF1 in Banstead. They show kindness and love everyday."

Christing via Twitter

You've also given us great feedback on QEF's Mobility Services:

"How thoughtful they are, supportive, clear, and ready to focus on solutions." Natasha

"A professional, caring organisation, positive. Leave you with the feeling that they want you to succeed." **Peter**

"Fantastic service, thorough, professional, reasonable cost. Would be of benefit to all elderly drivers." Mike









Follow MERU: f Facebook @MERU.org Twitter @MERUcharity





Instagram @MERUcharity

Did you know?

Paralympics 2020, Tokyo



ere are four things you may not have known about this year's Paralympics in Tokyo...

Sports

The Summer Paralympics will include 540 events in 22 sports, with 4,400 athletes expected to take part. New events this year are badminton and taekwondo, replacing 7-a-side football and sailing.

Torches

Aluminium construction waste from temporary housing built in the aftermath of the Great East Japan Earthquake was used to create the torches for the Olympics and Paralympics flames, transforming materials that witnessed the rebuilding of shattered lives into a symbol of peace.

Medals

As part of the Tokyo 2020 Medal Project, Tokyo 2020 Paralympic medals are being manufactured from recycled precious metals extracted from mobile phones and other small electronic devices donated by the public.

To help those with vision impairments recognise the different medals by touch, a series of circular indentations have been included on the side of the medals for the first time in Paralympic history. One indentation represents gold, two distinguishes silver and three identifies bronze. Braille letters also spell out 'Tokyo 2020' on the medals' face.

Transport

Ahead of the 2016 Summer Paralympics closing ceremony the Governor of Tokyo, Yuriko Koike, **Did you know** that ahead of the 2012 London Olympics and Paralympics, taxi and licensed private hire drivers received training at the Olympic Park in Westfield, to support wheelchair users to access this type of transport.

QEF Mobility Services, as part of the Driving Mobility network, played a key role in this, providing training to over 500 drivers during a 4 week period, covering things such as the use of securing straps for wheelchairs and disability awareness.

advocated for the city to improve its accessibility as a legacy project for the 2020 Games. She cited narrow roadways with no sidewalks, and buildings constructed with narrow doorways and low ceilings, as challenges that needed to be overcome.

Good luck to Team Great Britain!

Take on a challenge for QEF

We may not all be Olympians – but could you take on an inclusive challenge to raise money for QEF?



Super Hero Tri – Saturday 15 August 2020 at Dorney Lake in Windsor

Swim: 150m, 400m, 750m

Cycle: 3k, 10k, 20k Run: 1k, 2.5k, 5k

This triathlon event is open to teams of

three, and participants can be supported by carers as needed. Feel free to bring along friends and family to cheer you on and support you. This event is completely inclusive and open for all abilities – you can run, walk, cycle, swim, pull, push or pretty much anything else you can think of and choose the distances to suit you.



Winter Wonderwheels - Sunday 6 December 2020

Cycle, scoot or push 1k, 5k or 10k around the beautiful Dorney Lake in Windsor – no swimming as it's much too cold!

Join us for some Christmas sporting fun – this event is completely inclusive for all abilities and participants can be supported by carers as needed.

The event is open to teams of three, but feel free to bring along friends and family to cheer you on and support you.

For more information on both these events visit **superheroseries.co.uk** – and see page 12 for more QEF events and challenges.

A BIG thank you!

We are so grateful to have such a wonderful community of supporters that help us in so many ways. **Thank you** for donating to our fundraising appeals, **thank you** for choosing to give a regular gift, **thank you** for taking on events and challenges, and **thank you** for remembering us in your will. It's your support that allows us to continue offering the expert services that we provide daily here at QEF. **Thank you!**



ExxonMobil – support that changes lives

ExxonMobil have generously funded a Bugzi wheelchair for 3-year old Zac, who has semilobar holoprosencephaly affecting his mobility and hearing. His new Bugzi gives him independence to move around and play with his two older brothers. The MERU Bugzi loan scheme is free and completely reliant on charitable donations – so thank you, ExxonMobil!



Omniserv's 'QEF Apprentice Challenge' – QEF is the winner!

A huge thank you to OmniServ and Blackjack Promotions, who brought the innovative Apprentice Challenge to QEF's shops. Six

teams took over 6 shops for 2 hours each to see who could raise the

most money. The winners were Team Excellence, who raised funds through sales in store and raffling two flights. In all they raised a fantastic £3,500, which will support QEF's Tryb4uFly assessment service at our Mobility Centre.

Generous support from the Rotary Club

The Rotary Club of Banstead raised funds for several charities through their various Christmas activities, and in February they invited a representative from each organisation to attend a delicious two-course dinner and networking evening. At the end of the evening they presented QEF with a cheque for £500! Thank you.





Putting your body where your heart is – thank you!

A huge thank you to every incredible person who took on a challenge in 2019 in aid of QEF. We launched a brand new Challenge Events calendar, alongside our already established events - the London Marathon and Prudential Ride London. In total Challenge Events raised over £82,000! We are so grateful to everyone who took part.



Happy birthday and thank you!

Wow, Carter! This generous 8-year old decided to donate half of his birthday money to charity. He chose QEF as the charity he wanted to support, sending us £15. Thank you so much, Carter.

The Edward Guinness Appeal

Thank you to everyone that has supported this vital appeal so far.
To get involved call Marisa on 01372 841120 or email edward.guinness@qef.org.uk

Join in at fundraising.qef.org.uk

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QEF Events Calendar

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

SPECIAL EVENTS

Wednesday 29 April 2020

LADIES SPRING LUNCH

Epsom Downs Racecourse

Now sold out! The Shopping Fayre will be open to the public between 1-3pm

Thursday 11 June 2020 **FDWARD GUINNESS APPEAL**

BLACK TIE GALA DINNER

Thursday 15 October 2020 LADIES AUTUMN LUNCH

Epsom Downs Racecourse

Our Ladies Autumn Lunch is an iconic event that includes a shopping fayre, lunch and a celebrity guest speaker

Thursday 26 November 2020

GUINNESS & OYSTER LUNCHEON

Join us for an afternoon of Guinness & Oysters, with a special guest speaker and amazing auction prizes

CHALLENGE EVENTS

Sunday 26 April 2020

VIRGIN MONEY LONDON MARATHON

Celebrate the London Marathon's 40th anniversary, by coming along to cheer

Sunday 10 May 2020

RUN GATWICK

Join in the Family Race, 5k run or take on a half marathon

Thursday 28 May 2020

QEF SKYDIVING DAY

Join QEF for a thrilling skydive in Wiltshire - sign yourself up or book a team

Saturday 6 June 2020

THE 5K COLOR OBSTACLE DASH

The only Fun Run with 20 obstacles, 8 colour stations and 20 music zones

Sunday 5 July 2020

ASICS 10K

Run 10k through central London with live music at every kilometre to spur you on

Saturday 15 August 2020

SUPERHERO TRI

Set your own distance to swim, cycle and run in your team of three at Dorney Lake in Windsor

Sunday 16 August 2020

PRUDENTIAL RIDE 100

Cycle from London around the beautiful

Sunday 20 September 2020 **RUN REIGATE**

Challenge yourself to a 5k, 10k or even a half marathon run in picturesque Surrey

queen elizabeth's

disabled people

ONGOING EVENTS

gef.org.uk

March to October 2020 **SKYDIVING**

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

Weekends May to October 2020

THE 3 PEAKS CHALLENGE

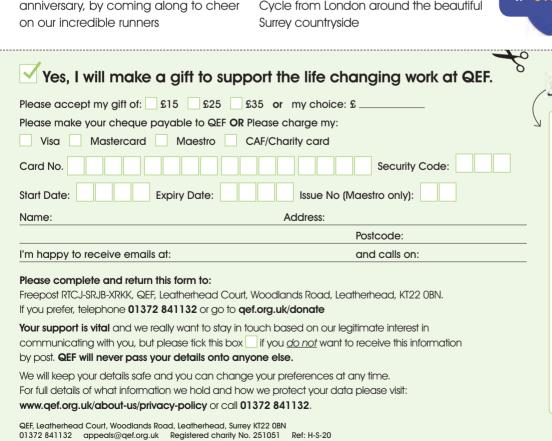
Climb three of the highest mountains across the UK in one weekend

For more information or to register for an event:

W: qef.org.uk/events

E: events@qef.org.uk

T: 01372 841171







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

No, I am NOT a taxpayer.

Date: ____/___/_

