Spring/Summer 2021

Achieving goals for life

QEF Clinical Spotlight

Cabin Crew to Support Worker



Welcome to the Spring 2021 issue of Happening **Contents**

- 3 Message from Karen Deacon
- 4 Update on the Edward Guinness Appeal
- Clinical Spotlight on hidden disabilities arising from acquired brain injury
- 8 Getting through lockdown / QEF Christmas Appeal
- 9 Thank you!
- 10 From cabin crew to QEF support worker
- 11 MERU moves
- 12 QEF events calendar

Published by: Queen Elizabeth's Foundation for Disabled People, Leatherhead Court, Woodlands Road, Leatherhead, Surrey KT22 0BN. Tel: 01372 841100 www.qef.org.uk

Registered charity No 251051

Front cover photo: Ally at QEF's Independent Living Services





...



Follow QEF:f@QEFDP@QEFDPFollow MERU:f@MERU.org>@MERUcharityFollow The Grange:f@thegrange2016 or visit:bthegrangekent.co.uk

Your feedback

Queen Elizabeth's Foundation for Disabled People

QEF are working closely with the NHS during this unprecedented time.

Our Care and Rehabilitation Centre has increased capacity to support people after a stroke, acquired brain injury or other neurological condition. We are taking clients directly from hospital, helping to free up vital hospital beds enabling individuals to continue their rehabilitation during the pandemic.

Thank you to all our frontline staff and everyone in the NHS who are all working so tirelessly to support people when they need it most.

https://qef.org.uk/our-services/care-and-neuro-rehabilitation

#SocialCare #NHS #NeuroRehab #Pandemic #AcquiredBrainInjury #Rehabilitation





George Dean Respect to you All. Thank you 🙏

Queen Elizabeth's Foundation for Disabled People

We want to a say a massive thank you to Woodlands Park Hotel for their generous donation of toiletries for CRC clients straight out of hospital, as some people are arriving without these essentials.

The hotel have stepped in to provide an emergency supply for anyone that needs it. They also arrived with freshly baked scones for the staff which were a real moral boost for everybody who has been working so hard over the past few months, providing 24/7 care and support to neuro rehabilitation clients.

Thank you so much Woodlands Park Hotel! 💚



Woodlands Park Hotel We were so happy to help both the patients and the staff in anyway that we can! S

Queen Elizabeth's Foundation for Disabled People

Our care domes at the CRC and Dorincourt are enabling families to visit their loved ones outside whilst keeping everyone both safe and warm.

#socialcare #care #disability #independence
#neurorehab





JillnBill Campbell Brilliant such a wonderful idea for families well done



Mary Newell

It looks safe and what joy this will bring to families.

QEF Happening

A year of reflection...



IT HAS BEEN AN EXCEPTIONALLY BUSY FEW MONTHS for some areas of QEF, whilst other services have had to close again in line with Government restrictions. The pandemic continues to keep us all on our toes and we are committed to supporting everyone that relies on our expertise. Your support is crucial to allow us to do this.

Early 2021 saw MERU move into our Mobility Centre, bringing everyone closer together and Bugzi loans and assessments can now take place from the same location, read more on page 11.

Our retail shops closed from the 21 December in line with Government guidance. Having been here before, our loyal teams of staff and volunteers are doing everything possible to reopen shops safely.

In contrast, our teams in the Care and Rehabilitation Centre (CRC) have been working at capacity to support people following a stroke,

"The pandemic continues to keep us all on our toes and we are committed to supporting everyone that relies on our expertise"

acquired brain injury or COVID related neurological event. We have expanded the number of NHS Trusts and CCG's we work with across the South of England, supporting more people than ever before, despite the challenges of the pandemic. The new Clinical Spotlight on page 6 & 7 with Clinical Psychologist Dr. Holly Hurn gives an insight into some of the challenges clients face during and after their time at QEF.

Teams in our residential services at Dorincourt and The Grange have provided fantastic care and support for residents and their families, especially over what could have been a rather difficult Christmas period. We have also welcomed new staff, some have taken up a new career in caring whilst furloughed from their regular jobs – you can read more about this on page 10.

The Care and Rehabilitation Centre has been key to enabling us to expand our capacity and support more people. In February we announced TV star Tamzin Outhwaite as patron of our Edward Guinness Appeal which is committed to raising £2.7m towards this fantastic centre. This appeal will help QEF fully fund the CRC sooner, so we can grow and expand out vital services, as well as fund developments that directly support clients every day. You can find out more about this important appeal and how you can get involved on page 4 & 5.

Finally, I would like to thank each and every person and organisation who has supported QEF over the last 6 months. Financially, it continues to be a very challenging time, so your support has never been more important. Thanks to you support we are looking forward to Spring and Summer with positivity and enthusiasm for the lives we will be able to improve together.

Karen Deacon **QEF** Chief Executive









QEF at the **forefront** of **neuro rehabilitation** and **care**

ueen Elizabeth's Foundation for Disabled People was founded 85 years ago, and part of our mission is to continue enabling people with neuro disabilities to achieve maximum independence. To put QEF at the forefront of rehabilitation, we invested in a stateof-the-art centre of rehabilitation and care, to support clients and enable them to live their lives to the fullest and fulfil their life goals.

In July 2020, mid-pandemic, the Care and Rehabilitation Centre (CRC) opened. This £15m Centre represents a major milestone for QEF, and a strong foundation for future growth. It enables our specialist multi-disciplinary team to continue to challenge the boundaries of neuro rehabilitation, positioning QEF at the forefront and enabling us to help the NHS post-COVID.

In November 2019, Edward Guinness CVO, a former trustee and supporter of QEF for over 40 years, launched The Edward Guinness Appeal.

The three-year appeal was launched to raise £2.7m to complete, equip and fully fund the CRC sooner, so we can grow and expand our services.

The funds will support exciting developments that directly support clients every day, such as additional lifts, making the grounds more accessible, funding the provision of accessible technology, increasing the provision of client activities and the follow up support and outreach programmes.

Support for the appeal to date has been overwhelming and it was an incredible achievement to hit the first year target. Thank you to everyone who supported the appeal so far, and thank you to everyone who can support us in the future.

We are confident that with the help of our supporters, trusts and foundations, companies, community groups and through a programme of exciting events – we will reach the target by the end of 2022 – please help us get there if you can. We must also remind ourselves of the amazing achievements that go on inside the CRC, the people we care for and the staff that make it happen.



Case Study: Marcus - Neuro rehabilitation, post stroke during the pandemic

In August 2020, Marcus was on a walk with his wife when he had a stroke. He was in hospital for 10 days, and then came to the new Care and Rehabilitation Centre at QEF.

Marcus says: "Because of the pandemic, I had to be in isolation in my room for two weeks when I first got to QEF. My room was



spacious and there were lots of green views which really helped. I had to learn how to walk again and how to use my left hand. I did lots of occupational therapy to try and keep this part of my body alive. My physio sessions started within 2 weeks of being at QEF while I was still in isolation. I even started to walk 5 or 6 steps and that was a real red-letter day for me, working with Katy and the other physios.

Once home, I continued with my physio and occupational therapy for the next six weeks. My biggest achievement at QEF is being able to walk again and do my best with what energies I have in my hand and foot. QEF is a warm-hearted place, not forbidding in any way, and a compelling place to be."

How the CRC has changed the face of neuro rehabilitation

The CRC has created opportunities to increase the number of people we can support, reaching more clients with more varied neurological conditions and care requirements than ever before.

OUR 5 DISTINCT CLIENT PATHWAYS INCLUDE:

Long term care for complex neurological illness - for people needing nursing care for long term complex needs.

Intense neuro rehabilitation after a stroke or acquired brain injury

- clients come directly from hospital to begin their rehabilitation straight away, as well as community and private referrals.

Intense neuro rehabilitation following surgery, Guillain-Barre Syndrome or incomplete spinal injury.

Slow stream neuro rehabilitation following an acquired brain injury to rebuild key life skills.

Respite / long term neurological support - for conditions such as Duchenne Muscular Dystrophy.

Our future growth depends on the success of the CRC and expanding the number of people and conditions we can support. The increasing need for our services means we need money to fund these growing client pathways and to help us provide the best possible support for our clients.

How to support

There are many ways to get involved and support The Edward Guinness Appeal, to help fully fund the incredible Care and Rehabilitation Centre and help more people like Marcus.

Donate:

Every giff is greatly appreciated and you can contribute to the Appeal by simply visiting www.qef.org. uk/guinness-appeal or please use the donation form on the back page, ticking The Edward Guinness Appeal option.

Events and community:

We have a range of exciting events throughout 2021, please take a look at the events calendar on the back page for more information. If you are considering hosting your own event to raise vital funds for the Appeal please contact events@qef.org.uk we are here to support you.

Unique gifts:

We are also offering naming and recognition opportunities, if you would like to discuss this in more detail please contact Marisa Goldsborough, Head of Philanthropy on 01372 841120.

Share our story:

Don't forget you can always share our story through social media and by word of mouth to help us reach our goal!

Together we can make a real difference to the lives of those affected by a brain injury through The Edward Guinness Appeal – thank you!

INTRODUCING THE NEW **QEF SPOTLIGHT**

QEF Clinical Spotlight...

Dr. Holly Hurn: Highlighting the hidden disabilities people can face after an acquired brain injury

EF's Clinical Psychologist, talks about the hidden disabilities that can result from an acquired brain injury (ABI) and how important it is that there is greater awareness to support people trying to cope after such a traumatic life event. QEF provide expert neuro rehabilitation at our Care and Rehabilitation Centre (CRC), enabling people with an ABI following a stroke, brain injury or other neurological condition to rebuild their lives and maximise their independence.

"My primary role as Clinical Psychologist at QEF's CRC is to support our clients who have had a stroke, ABI or other neurological condition to better understand their diagnosis and regain their confidence and sense of self. Loss of identity can be a significant part of a neurological injury – often people find themselves dependent on somebody else for the first time since childhood. They are fearful for the future and their selfconfidence crashes.



We view each person as an individual and seek to understand their values, what drives them and what makes them who they are. We then try to support our clients to reconnect with those values – as in most cases, regardless of what else an injury might rob us of, it can seldom take away one's core values. Re-connecting with one's values can guide someone forwards through a period of uncertainty and draw on the strength they have to get them through this difficult event in their life.

"A brain injury can hugely affect how we process the world around us"

A brain injury can hugely affect how we process the world around us, someone may be able to walk and talk with no obvious outward disability, but an ABI can cause hidden disabilities that families and friends may not be expecting. At QEF the Psychology team work closely alongside Occupational Therapists, Physiotherapists and Speech and Language Therapists to enable people start to understand and adjust to their injuries and rebuild their core life skills and independence as much as possible. A number of areas of the brain may be affected by an ABI or stroke. It is very common for someone to feel high levels of fatigue. Clients have often reported to me that they fear others will view them as 'lazv' as they don't understand how an injury such as this can drain one's energy so readily.

Dr. Holly Hurn

WORKING TOGETHER

They may also experience reduced attention span and reduced processing speed which could "COVID-19 can cause neurological events such as strokes and seizures, this can mean that more people are living with a series of challenges that can make everyday life difficult"

make something seemingly simple, like following a tv programme very challenging. Similarly working memory is often affected which can impact on someone's ability to follow a conversation and retain the content. These can all be very subtle changes but can make a 'normal' day exhausting.

REBUILDING LIVES

An ABI or stroke can also affect our emotions, personality and behaviour. It is common for people to find they suddenly experience a change in their emotions – becoming tearful much more easily, possibly laughing inappropriately at things or feeling much more irritable and easy to snap than they did previously. Others find they become 'emotionally numb' and struggle to feel anything. It can be hard for friends and loved ones to understand what is going on, as they might observe and be on the receiving end of these emotional changes and not know how best to support their loved one.

Managing stress is also important, as stress itself can slow down and impact on cognitive processing, memory and attention which creates a vicious cycle. Practicing skills such as relaxation or engaging in regular gentle exercise and getting good sleep can all help with this. As Psychologists at QEF, we aim to give our clients a good understanding of how the factors I've mentioned might apply to them and then give them tips and strategies to cope with their difficulties. We often involve family members in the therapy where appropriate, in order to do our best



to prepare and support the client and their immediate support network to facilitate a smooth transition back into the home. We work very hard with families, as well as our clients, to support them and help them try and understand a little bit more about what their loved one might be experiencing, what that person may find challenging and how they can best support them – as well as helping them to deal with their own shock and grief for the life they shared before.

QEF **Audience with..** series

EF has hosted a series of virtual events since December 2020 with expert guest speakers and QEF specialists, discussing the latest developments in neuro rehabilitation therapies and how COVID-19 has impacted the delivery of holistic, client-centred therapy and care.

They provide a platform to showcase the expertise at the CRC, alongside guest speakers talking about the latest developments in neuro rehabilitation.

To register your interest, please email: . edward.guinnessappeal@qef.org.uk



Getting through lockdown

What The Grange (2016) Ltd have been doing to make sure their residents have enriched, fulfilled and happy lives.

By Sarah Edwards, Managing Director, The Grange (2016) Ltd



ith the challenges of COVID-19, it has been more important than ever to embrace our creativity in delivering support. As the Managing Director at The Grange, I am proud of the culture that we have created within our services and the enthusiasm of our staff and their dedication to person centred support.

We have encouraged staff to share their own passions with the people we support. These activities give our residents an opportunity to learn something new and be shown by someone who truly enjoys it themselves.

With a strong focus on wellbeing and in preparation for our mindfulness project, individuals have enjoyed meditation sessions, and in a world of uncertainty, these sessions have help reduce stress and anxiety. The residents have also enjoyed learning how to brew their first ale, learnt how to make soap



that were then gifted to friends and family and took part in Zumba sessions. It's never a dull day at The Grange!" You can follow The Grange and all their activities on Facebook: facebook.com/thegrange2016 or visit their website: thegrangekent.co.uk



QEF Christmas Appeal

hank you to those that supported our Christmas appeal. An incredible £67,000 has been raised to help support people like Michael and continue to deliver expert services to those with a disability or brain injury at our Care and Rehabilitation Centre (CRC). The Christmas appeal also invited people to send a message of support on the back of a paperchain, that helped decorate the new CRC over the Christmas period. Thank you to all those who supported this appeal.



Regular gifts

A regular gift by Direct Debit can help QEF plan ahead with confidence, knowing your support is right there supporting us. Sign up is quick and easy: Online: qef.org.uk/DD Or call: 01372 841151

QEF Lottery

Be in with the chance of winning £25,000 each week by playing QEF's Weekly Lottery. Just £1 a week and you'll receive a unique 6-digit lottery number and entered in the weekly draw. To play or find out more visit: **qef.org.uk/lottery** Good luck!

THANK YOU To all our incredible supporters

Wreath Making



QEF's virtual Christmas wreath making event was a huge success with over 200 supporters from across the country taking part and raising an incredible **£16,000**. Participants received kits filled with everything needed to create a beautiful wreath and followed an online tutorial, led by QEF volunteer Philippa Beck and Becky from Floral Explosion. QEF would also like to thank sponsors Toyota and Berkley Homes.

Rotary Club of Banstead

Thank you to our friends at the Rotary Club of Banstead who supported QEF throughout the pandemic with donations totalling **£450**. If you have a connection to a club, please consider supporting QEF with your fundraising and community activities. Get in touch to see how we can assist you.

Rotary 🛞 Club of Banstead

Christmas at QEF

Thank you to our corporate supporters, Tony Gee, specialist consulting engineers and Unilever who donated Christmas gifts to our residents and staff at our services. As well as the gifts, we also received a



\$2,700 donation from Tony Gee and **\$5,000** donation from Unilever towards the Care and Rehabilitation Centre. Thank you, Tony Gee and Unilever.

Legacies

Leaving a gift in your Will is a wonderful way to make a positive difference beyond your lifetime. We have teamed up with The Goodwill Partnership to offer an easy and affordable Will writing service for our supporters for just £130 for a sinale Will. If you would like to receive a free Gift in Will's Guide, please get in touch today. Email: legacy@qef.org. uk

Call: 01372 841151 Or visit: qef.org.uk/ legacies



Cycling for MERU

In January, Berkeley Homes challenged its colleagues to cycle 388 miles (the distance between all Berkley Homes' sites) on a static bike in just five days. Over **£7,200** was raised, smashing their original **£5,000** target to fund a Bugzi powered children's wheelchair. Plus Berkeley Homes Foundation match funded **£5,000**. Thank you to everyone at Berkley Homes and the Berkeley Homes Foundation for your support!

Thank you to each and every person and organisation who has supported **QEF**, your generosity has allowed us to continue providing expert care and support to children and adults with a disability. Thank you.





Join the team

On Sunday 3 October 2021 the Virgin Money London Marathon returns to the streets of London. QEF has a limited number of in-person race day places available, with a fundraising target of £1,995. Each QEF runner will be supported throughout their marathon journey as well as on the day from our QEF Cheer Squad! Get in touch today to register your interest.

Cabin crew turned support worker at ILS





Ily has always been interested in human behaviour and studied psychology at University then Mastered in cognitive neuroscience. Ally started her career as cabin crew with British Airways, but alongside many others, Ally was furloughed in March 2020 so she decided to get back to her

psychology routes and become a support worker for QEF.

"In March 2020 after being furloughed from BA, I decided to apply as a support worker for QEF and now I work with residents at Dorincourt - QEF's Independent Living Service (ILS) and I love it!

As a bank worker I can organise my shifts to suit my life. Originally, I was doing five mornings a week, but soon realised I was missing all the quality freetime and activities the residents have in the afternoons. So now I work two long days and a short day and I don't miss the fun afternoons.

The residents have different skills and abilities, so for those that are more able and practising their independence skills, I spend time chatting and observing to make sure they are doing things safely; they might be cooking their meals by themselves or doing the ironing and I just watch and keep them company - others might need more support for which I am on hand.

I always assume people have capacity to understand what I'm saying and talk to people in that manner, it's really important not to make assumptions and patronise anyone. Even people who are non-verbal have ways to have conversations with you, you just need to get to know each person as an individual.

It's really surprised me just how much I connected with the residents and staff and how easy and fun it is. Everyone has their own character! That's why I love working at Dorincourt"

If you are interested in working for QEF, visit our vacancies page: www. qef.org.uk/vacancies, or register your interest by emailing hr@qef.org.uk.

What's been happening at **Dorincourt?**



To celebrate Valentine's Day residents enjoyed decorating 'love' themed doughnuts, a great way to celebrate, and everyone had a great time!



Residents thoroughly enjoyed their cocktail evening. Such a creative and fun night organised by the care and activity staff. Cheers everyone!



Two amazing Christmas cakes were brought in by one of the parents of a resident at Dorincourt – they were thoroughly enjoyed! Thank you.

MERU designing & building assistive equipment

WE'VE MOVED

MERU on the move!

QEF Mobility Services and MERU under one roof

n January 2021, during the third lockdown, MERU packed up their Bugzi's, Flexzi's and all their adapted toys and moved to join QEF Mobility Services in Carshalton, Surrey to be under one roof.

MERU's relocation was only made possible thanks to a Trust who covered all relocation costs and funded a new production tool for Flexzi, one of MERU's most popular products. Also, thank you to DWG Scaffolding Ltd for moving our precious lathe, which has been with us since the charity begun in 1973.



Mobility Equipment Hire from VASD

QEF's partner charity, VASD (Voluntary Association for Surrey Disabled) offers assessments and the purchase or hire of mobility equipment to

meet specific needs. Including scooters and various wheelchair options, plus a wide range of daily living aids to help make life a little easier. Based at QEF's head office in Leatherhead, the friendly staff at VASD will help identify the best equipment option for your needs.

Accessible Holidays

VASD also offer a fully accessible holiday home for hire in Elmer Sands, near Bognor Regis in West Sussex. Contact VASD to find out more.

Call: 01372 841148 Email: info@vasd.org.uk



Case study: Jude

You may remember 2-year-old Jude, just before March last year his family were on the waiting list for a MERU Bugzi - a small, powered wheelchair for young children. But before Jude could have his mobility assessment both MERU and QEF Mobility Services had to close due to

the pandemic putting all Bugzi assessments on hold, including Jude's.

But in October 2020, it was finally Jude's turn to visit QEF's Mobility Services and complete his Bugzi assessment. He even took it home the very same day, allowing him to engage more with the world around him and give him more independent movement.

Bugzi's are available to hire, free of charge to families, but MERU are reliant on fundraising to cover the costs, which are £5,000 for a Bugzi or £6,300 for a Bugzi with a ventilation tray adaption. As of March 2021, there are over 37 children on the waiting list.

To find out more visit: **qef.org.uk/MERU**.

QEF Mobility Services

QEF Mobility Services are one of the UK's top 3 providers of mobility advice and support for people with disabilities and age-related impairments. They provide a wide range of services focused on helping people of all ages become mobile and independent. For more information about the service: **Web: qef.org.uk/mobility Phone: 0208 770 1151 Email: mobility@qef.org.uk Visit us: 1 Metcalfe Avenue, Carshalton, Surrey SM5 4AW**

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!

Wednesday 4 August 2021 QUEEN'S TEA

In your garden or home

Celebrate the birthday of our Late Parton Queen Elizabeth, The Queen Mother at our virtual tea party, where guests can have a cream tea delivered to their door.

Thursday 21 October 2021 LADIES AUTUMN LUNCH

Epsom Downs Racecourse

Our Ladies Autumn Lunch is an iconic event, which has now been running for over 20 years. The day consists of a wonderful Christmas Shopping Fair, a 2 course lunch and a special celebrity guest speaker.



October 2021 EGA GOLF DAY

Join us at our inaugural Edward Guinness Appeal Golf Day.

Sunday 3 October 2021 VIRGIN MONEY LONDON MARATHON

Join over 100,000 runners, in what is set to be the world's largest Marathon ever!

Thursday 25 November 2021 THE 56TH GUINNESS & OYSTER LUNCHEON

Held in the beautiful surroundings of Mansion House, the extremely popular Guinness & Oyster Luncheon is a City event spanning over 55 years.

Each year over 500 guests attend this relaxed, stand up luncheon to support QEF.

Wednesday 1 December 2021 **QEF CHRISTMAS WREATH MAKING**

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



ONGOING EVENTS

THE DINING CLUB

Our Dining Club offers all you need to host a fundraising dining experience for you and your friends.

June to October 2021 **SKYDIVING**

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

Weekends July to October 2021 THE 3 PEAKS CHALLENGE

Climb three of the highest mountains across the UK in one weekend – push yourself to your limits with QEF and Maximum Adventure.

For more information or to register for an event: W: qef.org.uk/events E: events@qef.org.uk T: 01372 841171

I would like my gift to go towards QEF and their life changing	ng work		
I would like my gift to go towards the Edward Guinness App			OFI
Please accept my gift of: £15 £25 £35 or my choice: £	9	iftaid it 🛛 🌱	queen elizabeth' foundation for disabled people
Please make your cheque payable to QEF OR Please charge my: Visa Mastercard Maestro CAF/Charity card		Your gift could be worth 25% more!	
rd No.		I want to Gift Aid any donations	
Start Date: Expiry Date: Issue No (Maestro only):		made in the last four yea any I make in the future I am a UK taxpayer and	to QEF.
Name: Address:		understand if I pay less I	ncome Tax
Postcode:		and/or Capital Gains Ta amount of Gift Aid claim	
I'm happy to receive emails at: and calls on:		my donations in that yea responsibility to pay any	ar it is my
Please complete and return this form to: Freepost RTCJ-SRJB-XRKK, QEF, Leatherhead Court, Woodlands Road, Leatherhead, KT22 OBN.		Gift Aid is reclaimed by QEF from the tax you pay for the current	

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.

PLEASE REMEMBER TO INCLUDE YOUR NAME AND ADDRESS

0

REGULATOR

Date: ____ /___ /__

No, I am NOT a taxpayer.



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.