



The voice of learning disability in South West Herts



An independent local charity

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About Watford Mencap

Watford Mencap works with people with learning disabilities, their families and carers. We believe that people with a learning disability have the right to enjoy equal opportunities and be valued as members of society. Watford Mencap currently has a service user and carer base of approximately 800 people.

Although affiliated to Royal Mencap, Watford Mencap is an independent self-financing local charity supporting people with a learning disability in Watford, Three Rivers and Hertsmere. Services are currently provided by 117 staff and casual workers plus 117 volunteers.

We have made a firm commitment to personalisation and put the person with a learning disability at the heart of what we do. Watford Mencap works to provide individually tailored services to meet the needs and wishes of the people we support and equip them with the tools needed to live a happy life.

In 2013 and 2014 Watford Mencap won the Hertfordshire Care Business Association, Best Care Provider in Hertfordshire Award.

If you would like to talk to someone at Watford Mencap please call us on **01923 713620** or email: **admin@watfordmencap.org.uk**



Head Office

The Old Town Hall
105 High Street
Rickmansworth
WD3 1AN
01923 713620

Children's Centre

524 St Albans Road
Watford
WD24 7RX
01923 220816

Bushey Shop

36 High Street
Bushey
WD23 3AD

020 8421 8388

Watford Shop

250 St Albans Road
Watford
WD24 4AX

01923 210623



Advice and Information

Do you need help applying for benefits? Are you finding it difficult getting the support you need? Would you like someone to help you fill in a form?

If you have a learning disability or are caring for someone with a learning disability, this can bring many challenges. At Watford Mencap we aim to help individuals, parents and carers to meet these challenges through a range of services. We can give you advice and support with problems you are experiencing, or offer practical help with care and respite.

The Advisers can help you with many things, giving you information as well as helping you to decide what you would like to do. They can also attend meetings with you to help you say what you want, as well as speaking to professionals such as your social worker on your behalf.

Anyone with a learning disability, their family or carers can use our services if they or the person they care for live in Watford, Three Rivers or Hertsmere. Referrals can be made by anyone and can be made to our head office or to a particular service.

If you do not know where to start, or what you need, please call the team on **01923 713620** or email **advice@watfordmencap.org.uk**

Recruitment

We care, could you?

If you value a career with a purpose then why not consider a career at Watford Mencap?

Watford Mencap is one of the largest Mencap societies in the UK, with a long-established history of providing high quality social care services to people with learning disabilities and their families in South West Hertfordshire.

Watford Mencap has Investors in People accreditation and is committed to equal opportunities.

Our Head Office is based in Rickmansworth with easy access to mainline and underground trains. We also have two shops (in Watford and Bushey); a children's centre in Watford and housing and projects in Watford, Three Rivers and Hertsmere.

Staff are friendly and approachable. We provide a comprehensive induction programme and ongoing training is offered and encouraged.

If you want to help people with a learning disability and their families, go to the careers section of the Watford Mencap website today.

New Beginnings

Debbie Wilde—Support Worker

I had worked in large care homes for the elderly for 20 years and felt it was time I tried something new. Working for Watford Mencap and supporting people with a learning disability is quite a shift. There is a lot of emphasis on ensuring people live their life as they choose and supporting people to become more independent. Initially I felt challenged and lacked confidence. However with great managerial and team support I have achieved things I never thought I would.

Development Opportunities

Sarah Fishwick – Manager

I had a Diploma in Social Care when I came to Watford Mencap and I started working as Support Worker in a residential project and combining this with other work out in the community. Watford Mencap offers staff the chance to try different things and I was given the opportunity to take a secondment into our Children's Services. I am now the Children and Young People's Service Manager I have been supported on my journey by a fantastic bunch of people and it's fun too!



Children And Young People's Services

We offer a wide range of fun and exciting activities for children and young people, whatever their learning disability. Our centre is fully accessible and has a playroom, sensory room, a chill-out room and a large soft-play area as well as an all-weather outdoor play area. We also have a Changing Places toilet which is available to use when the centre is open. Our qualified support workers are all checked through the Disclosure and Barring Service and our services were rated 'Outstanding' by Ofsted in February 2012.

Our weekday **evening activities** offer a fun environment for children and young people to make friends and learn new skills. Sessions start after school and children can be brought straight to the

session by school transport. A meal is served and we encourage everyone to participate in preparing it.

Activities on **Saturday** run throughout the term for children and young people aged between five and nineteen years old. Up to eight sessions are accessible for each child across the year and a variety of activities are available to meet each individual's interests and abilities.

Parent of child who uses Watford Mencap Services

"Without Watford Mencap I'd be in trouble – they are my life and my son's life. If it was not here part of my life would be taken away"

Our **Youth Club** meets on Friday evenings for young people aged 13-19. We offer a programme of fun activities including sport and games nights as well as outings within the community such as golf, bowling and adventure playgrounds. The youth club provides the opportunity for teenagers to socialise and make friends.

We also run a variety of **Holiday Activity Schemes** throughout the school holidays both at our centre as well as out in the community. We have themed days such as 'circus skills' and 'around the world' as well as outings and visits to places such

as zoos and parks. The main focus is on children and young people having fun, making friends and socialising.

All sessions must be booked in advance and Local Offer Activity hours offered by Hertfordshire County Council can be used on some sessions. Dates for all the activities can be found on our calendar on the Watford Mencap website www.watfordmencap.org.uk/calendar

If you would like to know more please contact the team on **01923 220816** or email CandYP@watfordmencap.org.uk

Neil's Story

"I have a learning disability. Growing up I often felt depressed and isolated because of my condition I felt people didn't understand me or my situation and I lacked confidence. As a teenager, the thought of going out on my own made me very anxious. I heard about the Youth Club at Watford Mencap and decided to go along. It was great to be in an environment with people who understood what I was going through. As a result I made a lot of friends and my social skills improved greatly. I started off volunteering with the Youth Club. I am now a paid member of staff at our Children's Centre and also run discos for other learning disability groups."



Learning and Leisure

Learning new skills is an important part of life and we offer a wide range of learning activities including computing, cooking and gardening. These sessions are tailored to meet the needs of each group as well as their varying interests and abilities

We organise Speaking Up Groups regularly in our 3 geographical areas where we talk about things that are important to the people who attend and the issues affecting them. We also offer learning sessions in the community, the most recent one being our 'Think Safe' sessions.

If you want to make friends why not try the **Mates, Dates and Housemates** sessions? These help you to gain skills which will enable you to have the opportunities to meet others and develop relationships, as well as the possibility to meet others who are interested in sharing accommodation.

All sessions must be booked in advance and dates for all our activities are available on our calendar that can be found on the Watford Mencap website **www.watfordmencap.org.uk/calendar**

If you would like to know more please contact the team on **01923 713620** or email **leisure@watfordmencap.org.uk**

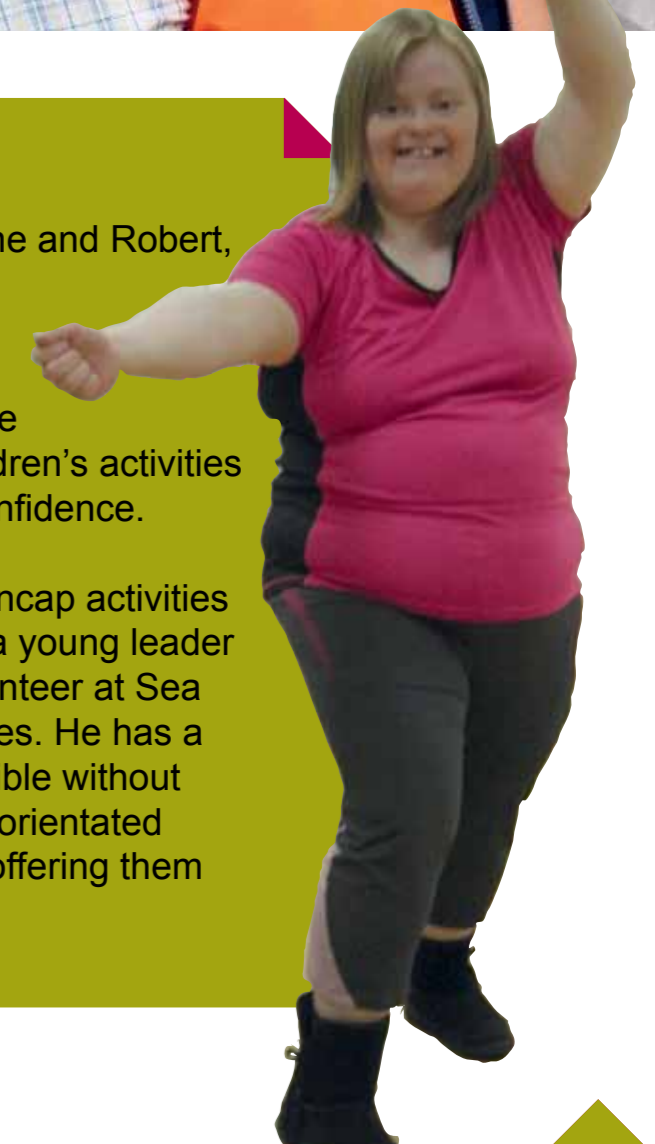


Joy's Story

"I have three children Alec and twins Katherine and Robert, all my children are now in their late twenties.

My son Robert has a learning disability and has been supported by Watford Mencap since he was 8 years old. Support started with children's activities which helped develop his social skills and confidence.

Robert now takes part in various Watford Mencap activities which Learning and Leisure offer; he is also a young leader in 6th Rickmansworth Sea Scouts and a volunteer at Sea Lion Swimming Club for people with disabilities. He has a very active social life which wouldn't be possible without the support of Watford Mencap. It is a family orientated organisation helping people like Robert and offering them lifelong support."



Having Fun and Meeting People

Our Learning and Leisure team offer a wide range of **regular social events**, which include meals out, canal trips, Top Golf, quiz suppers, music and dance, art and many sport activities.

We also provide regular **Clubs** such as IT, craft, pool, bowling and fitness. These are supported by our great team of volunteers. We run courses such as cookery, making friends and music workshops.

All sessions must be booked in advance and dates for all our activities are available on our calendar which can be found on the Watford Mencap website www.watfordmencap.org.uk/calendar

If you would like to know more please contact the team on **01923 713620** or email leisure@watfordmencap.org.uk

Our **Day Activity** sessions run 24 times a year on a Monday. Young people get together to try fun and exciting activities, choosing what they like to do and planning the day together. The group may play sports or go to places of interest while on rainy Mondays they might go to Quasar or the cinema.

Friday Night is Club Night once a month! So come and enjoy a night out with your friends, great music and a bar.

College holidays can be long so why not try our **College Holiday Activities?** We offer a programme of challenging activities from archery to zoo visits throughout the summer.

We have more **Day Opportunities** to complement these throughout the year.

Typically these involve pub lunches and an activity which could be swimming, bowling or pool but we are always open to new suggestions. Some nights we see live bands in a pub.

If you have direct payments and want to meet up with friends then why not take a look at our calendar?

Our trained Support Workers are all checked by the Disclosure and Barring Service and support is offered on a 4:1 basis. If you need more support then please feel free to contact us. All sessions must be booked in advance and dates for all our activities are available on our calendar on our website www.watfordmencap.org.uk/calendar

If you would like to know more please contact the team on **01923 713620** or email dtrill@watfordmencap.org.uk

Rhonnie's Story

Rhonnie Mann is now 20 years old and has been supported by Watford Mencap since she was 18 months old. She has Fetal Valporate syndrome.

"I have been coming to Watford Mencap for as long as I remember, I have lots of friends at Watford Mencap. My favourite things to do are bowling and golf and I really like to go to the Friday Night Club Nights that Watford Mencap run. My mum says that she gets a break when I go to activities run by Watford Mencap. I also have a break from my mum and get to spend time socialising with my friends."



Care and Support Agency

Do you ever need an extra pair of hands from someone who understands learning disability?

Do you want to buy some help and support to do the things you want to do?

If so then maybe our **Care and Support Agency** can help.

We have a bank of well-trained support workers who can facilitate a wide range of activities such as 1:1 sessions, meeting up with friends, baby sitting, days out as well as holidays. Whether it is evenings, weekends, a regular booking or every now and then, we can help. All our support workers are checked by the Disclosure and Barring Service and receive training in a wide range of subjects.

If you would like to know more please contact the team on **01923 713620** or email agency@watfordmencap.org.uk

Networking

The **Watford and Three Rivers Learning Disability Forum** brings together people with learning disabilities, their families and supporters, and local organisations to talk about issues affecting people in the area and find ways to solve them.

The forum is open to all residents and organisations in the area and if you are interested in knowing more contact the advice team on **01923 713620** or check out their Facebook page.

The **Profound and Multiple Learning Disability Network** invites carers,

professionals and other interested parties across Hertfordshire to participate in this network to share best practice, raise issues and facilitate meetings with other carers.

If you are interested in joining or finding out more please contact Lata on **01923713633** or email lrees@watfordmencap.org.uk





Our registration with the CQC means that Watford Mencap is able to support people with their personal care needs in the comfort of their home.

These services continue to provide a safe and comfortable home for the people who reside there. The service has been able to adapt and change with the person's needs over time. There has also been considerable success for some individuals in these services who have used them as a place to learn new skills and move to a more independent living situation.

Thorpedale in Chorleywood

Thorpedale is a registered care home for seven adults with a learning disability. Residents are currently aged between 40 to 80. Staff are committed to providing personalised support tailored to each individual resident's needs. The building is fully accessible with specialist bathing facilities and a lift to the first floor.

Berrywood in Rickmansworth

Berrywood in Rickmansworth is home to five people. Residents can grow things or play games in the large garden. They volunteer with charities, go to William Penn Leisure Centre, Top Golf and the cinema. Flexible support is available when people need it.

Hillside in Oxhey Village

Hillside is a residential care home for people with a learning disability based in Watford. Residents are supported to live how they choose. The accommodation has five bedrooms on the ground floor, and three on the first floor. There are two living areas and specialist bathing

facilities. Many people residing at the home have benefitted for many years from the consistent support they receive.

All of Watford Mencap's homes are inspected by the Care Quality Commission. Watford Mencap's inspection reports can be found here: <http://www.cqc.org.uk/>

Supported Living Services

We are able to support people as individuals, but also to provide shared support to two or more people who share a home and enjoy similar interests. Each person we support has their own unique goals and is supported by people they know and trust to reach these in their own way.

Individual Service Funds

Watford Mencap is supporting people who have an individual service fund. This is a method of paying for support from a budget provided by Herts County Council once a support plan has been agreed between the person and their care manager. The person is then able, with support, to choose for themselves how best to utilise the funds to get the most out of the service. People choose to use their funds in different ways, for example, someone wishing to learn new skills may choose to have someone work closely with them on one particular task.

Affordable Accommodation

Watford Mencap can provide affordable accommodation and also helps people to find and keep accommodation that is suitable for them. Where we have provided people with accommodation they have assured short hold tenancies

to ensure that their housing is secure.

For more details about any of our homes. Supported Living Services, Individual Service Funds or Affordable Accommodation please contact the Development Team **01923 713625** or rightsupport@watfordmencap.org.uk

Right Support Services

Supporting you in your home.

Watford Mencap's Right Support Services support people with learning disabilities in many different ways, making sure we meet individual needs. We do this in partnership with families, other agencies and most importantly the person themselves. This is known as co-production. You can find out about our services by contacting us directly or by talking to a social worker.

We support people with an individual service fund, direct payment, or with direct funding from councils to pay for a person's support. We provide a home for some people in our accommodation, and support others who live in their own properties.

Support can be delivered individually, or through shared support if this is the most appropriate way of supporting a group of people. We always aim to work out exactly what the person needs to achieve what they want out of life and the best way of helping that to happen.

David's Story

"I moved into Berrywood several years ago. I felt very shy and didn't take part in activities like I do now. I am now a member of the local drama society and have been part of plays in Watersmeet and the Colosseum. I really enjoy different kinds of music and play the drums on Saturday at the Watford School of Music. I also work part time at Rickmansworth Library as part of the Home Delivery Service.

I really like living at Berrywood. I have lots of friends there and am able to get to the local shops easily and have made lots of friends in the local leisure centre where I love to play badminton and go swimming."



Why We Need To Fundraise

Watford Mencap is an independent self-financing local charity. To continue to provide the range of services we do, we take part in and hold fundraising events. We do this in a safe, fun and friendly environment and support groups and individuals with their fundraising events.

Fundraise As An Individual

- Clear out - Have a clear out and sell your unwanted items on EBay or at a local car boot sale.
- Fill a jar - Find an empty jar and fill it up with loose change - each time it's full send us the money.
- Break a habit - Give up a bad habit, your favourite food or drink and ask your friends, family and colleagues to sponsor you.
- Do-gooder - Do good deeds in return for a donation.
- Get active - Take part in a local sponsored sports event, e.g. 5k run, 10k run, dog walk, marathon/half marathon.

With A Group Or Club

- Quiz night - Host a quiz night at your club Charge for entry and run a raffle.
- Loose change - Ask each group/club member to fill a jar with loose change.
- Fun day - Host a fun day at your club and

invite the local community to come along (also an opportunity to recruit new members!!).

- Movie night - Host a film night with popcorn and drinks and charge for tickets
- Place your bets - Host a Race Night at your club, charge for tickets, get a percentage of the tote and host a raffle.

Partnerships

We are always looking at new ways to work in partnership with companies and organisations. We have lots of experience in partnerships that provide a win-win for both parties!

We can provide meaningful opportunities for your staff to engage with people with a learning disability and their families within the local community. Our aim is to develop a partnership that meets your needs whether they be developing staff morale and team skills, improving staff fitness, increasing local awareness of your business through PR opportunities or simply increasing your own awareness of the local community.

How We Could Work Together:

Sponsor a key event such as our ever-popular Watford 10K or the Rickmansworth Pancake Race. We have sponsorship opportunities to suit whatever your budget.

Enter a team in one of our challenge events you can choose from a range of walking running or cycling events. Training together will really help you get to know each other better. For more details see our events page

Gifts in kind are a great way to support us. Maybe you could provide an auction or raffle prize? Or maybe your company could donate goods and materials we could use to keep our costs down?

Organise a fundraising event whether you choose a dinner and dance, a golf day or a simple cake sale, we can help make your event a success.

Volunteering Opportunities whether you are looking for a one-off CSR event or a regular commitment, we have a variety of opportunities to suit you. Past activities have included trips to Whipsnade, fun days at our Children's Centre, gardening at one of our residential homes or one to one support opportunities.

Payroll Giving donating through payroll each month is quick, easy effective way for employees to support Watford Mencap

Donate to our shops anything from household bric-a-brac to clothes and collectibles are gratefully received by our shops, helping us generate extra income

However you choose to partner with us, you could help us support the 7 in 10 families caring for someone with profound and multiple learning disabilities who have reached 'breaking point'.

£35 could...

enable a child with a learning disability to attend one After School Activities session at our fully accessible centre in Watford. Sessions run for 3 hours and give children an opportunity to play and learn new skills in an inclusive environment whilst also providing vital respite for parents and carers. A parent recently said "Thank you for all your hard work and dedication to help make life for families like ours a little easier."

£75 could...

enable an adult with a learning disability to attend a 10 week ICT course. Courses focus on empowering people to develop keyboard skills, take part in social networking, access on-line services to book appointments and do shopping, all of which help to reduce isolation an enable people to be more independent.

£100 could...

pay for a teenager to attend sessions at our Youth Club for a whole month. This is the only local youth club that caters for the needs of

teenagers with learning disabilities. For many of the teenagers it offers the only opportunity they have for social inclusion outside of school and guarantees their parents 3 hours respite a week.

£750 could...

pay for a healthy 3 course meal including fresh fruit and vegetables for every child with learning disabilities attending After School Activities for a whole term – that is 780 meals!

Fundraising has never been so easy. We can support you to with the fundraising activity of your choice.

Mike Latta, Head of Credit Management – Corona Energy

"What a fantastic year we have had working with such wonderful people, from the staff at Watford Mencap, through to the residents at the homes and especially the unbelievable and inspirational children at the Watford Mencap children's centre. It has also been very rewarding and fulfilling for the Corona Energy staff. Not only have we been involved in fundraising challenges such as Snowdon Trek, Nightrider, and the London to Amsterdam cycle ride, we have also organised events including a family fun day and trips to the zoo and museum."

For more information on fundraising for Watford Mencap or charity partnerships please call us on **01923 713 622** or email us at fundraising@watfordmencap.org.uk

Volunteers

Volunteers are an integral part of the Watford Mencap team and help us deliver our services to a high standard. It doesn't matter what experience you have, what skills you have or even how much time you have.

Volunteers are needed to support activities like pool club, fitness, arts and crafts, theatre outings and IT classes.

Voluntary work can be a learning experience and give you the chance to meet new people, develop skills and learn more about the services that Watford Mencap provide within the local community. You can apply to volunteer for Watford Mencap if you are 16 plus. DBS checks will be completed by Watford Mencap as part of the recruitment process.

We need admin help at our Head Office; other volunteering opportunities are listed on our website www.watfordmencap.org.uk/get_involved/volunteering and include:

Learning and Leisure Volunteers

Learning and Leisure supports adults with a learning disability to learn new skills, enjoy activities, meet friends and have fun. These activities are especially important for people with a learning disability, who can suffer from depression due to isolation, and lack the opportunity to go out and develop their skills due to lack of transport, confidence and support. Volunteers are needed to support daytime activities for a wide range of evening and weekend activities like pool club, fitness, arts and crafts, theatre outings, IT classes and helping the Learning and Leisure Coordinators

record activity preferences of the people who use our services.

Charity Shop Volunteers

Watford Mencap shops are particularly important to us as they raise funds which can be used to pay for those extras which can make such a difference.

Volunteers are needed for morning or afternoon shifts, Monday-Saturday, to sort donations and serve the public. The shops have a friendly, lively atmosphere and also train people with a learning disability in retail skills.

Fundraising Volunteers

Watford Mencap hold a variety of events with which we need. Past events have included marshalling at the Watford 10k run, Christmas wrapping at a local shopping centre and helping at our popular Secret Art Sale and Pancake Race.

We also need help processing donations, maintaining records, updating our social media and carrying out basic administration tasks.

For more information about volunteering or supported volunteering opportunities please contact admin@watfordmencap.org.uk

Johnathon Boag, Fundraising Volunteer Watford Mencap

"Being a volunteer is a really productive thing for me to do. I am gaining lots of experience learning new skills and relearning skills I thought I'd forgotten. The team is really friendly and I feel comfortable in my environment"



M. K. Ginder & Sons

Funeral Directors & Monumental Masons

"The Family Concern, Concerned About Families"

Serving the Community Since 1983

Since 1983 we have been looking after families from Watford and the surrounding areas at their time of need. We pride ourselves on being **the Local Independent Family-Run Funeral Directors** offering the **Complete Funeral and Memorial Service**.



Golden Charter
Funeral Plans

Our Offices are located locally for your convenience at:

- ❖ Abbots Langley Tel: 01923 269 994
- ❖ Bushey Tel: 01923 221 661
- ❖ North Watford Tel: 01923 247 427
- ❖ Bricket Wood Tel: 01923 893 372
- ❖ West Watford Tel: 01923 448 525
- ❖ SouthOxhey Tel: 0208 387 0512

Or we can make the arrangements at your home at a time that suits you.

Further details are available on our website www.ginder.co.uk

Herts Parent Carer Involvement

"improving services for our disabled children"



What we do

- We organise events to give parent carers an opportunity to learn and share their views
- We provide information through our website, emails and facebook to keep parent carers informed and gather their views
- We have parent carer representatives on strategic bodies to help shape and develop services for children and young people with SEND (Special Educational Needs and Disabilities) in Herts
- We work alongside statutory services in Health, Education and Social Care to improve services in Herts
- We provide training so that you can become a parent carer representative if you wish

Who we are

The parent carer forum for Hertfordshire, run by and for parents of children and young people with SEND (Special Educational Needs and Disabilities) aged 0-25 years

We are an independent voluntary organisation

We are a recognised body for parent carer participation with the Statutory Services in Hertfordshire

We are part of the Regional and National Network of Parent Carer Forums and recognised by the Department for Education.

Join our parent carer network online at www.hertsparentcarers.org.uk or phone 07840 360245

Do contact us if English is not your first language as we want to include your views



Getset...

for people with disabilities

programme

The Get Set Programme is for you to try new things, make new friends and have fun.

adventure sport sail
splash create dance
nature gym perform

We welcome individuals, groups from Day Services and residential homes. Carers are welcome to attend for free.

For more information visit www.igetset.co.uk or call 01923 776611

THREE RIVERS DISTRICT COUNCIL



The voice of learning disability in South West Herts

Registered Charity No 1004431

www.watfordmencap.org.uk

Tel: 01923 713620



Thanks to the companies whose generous support and paid advertising has enabled us to produce this brochure at minimum cost to Watford Mencap.