

Welcome to the QRC Newsletter for October; as always thank you to all the service users and staff for their contributions to this edition.



102 Victoria Drive

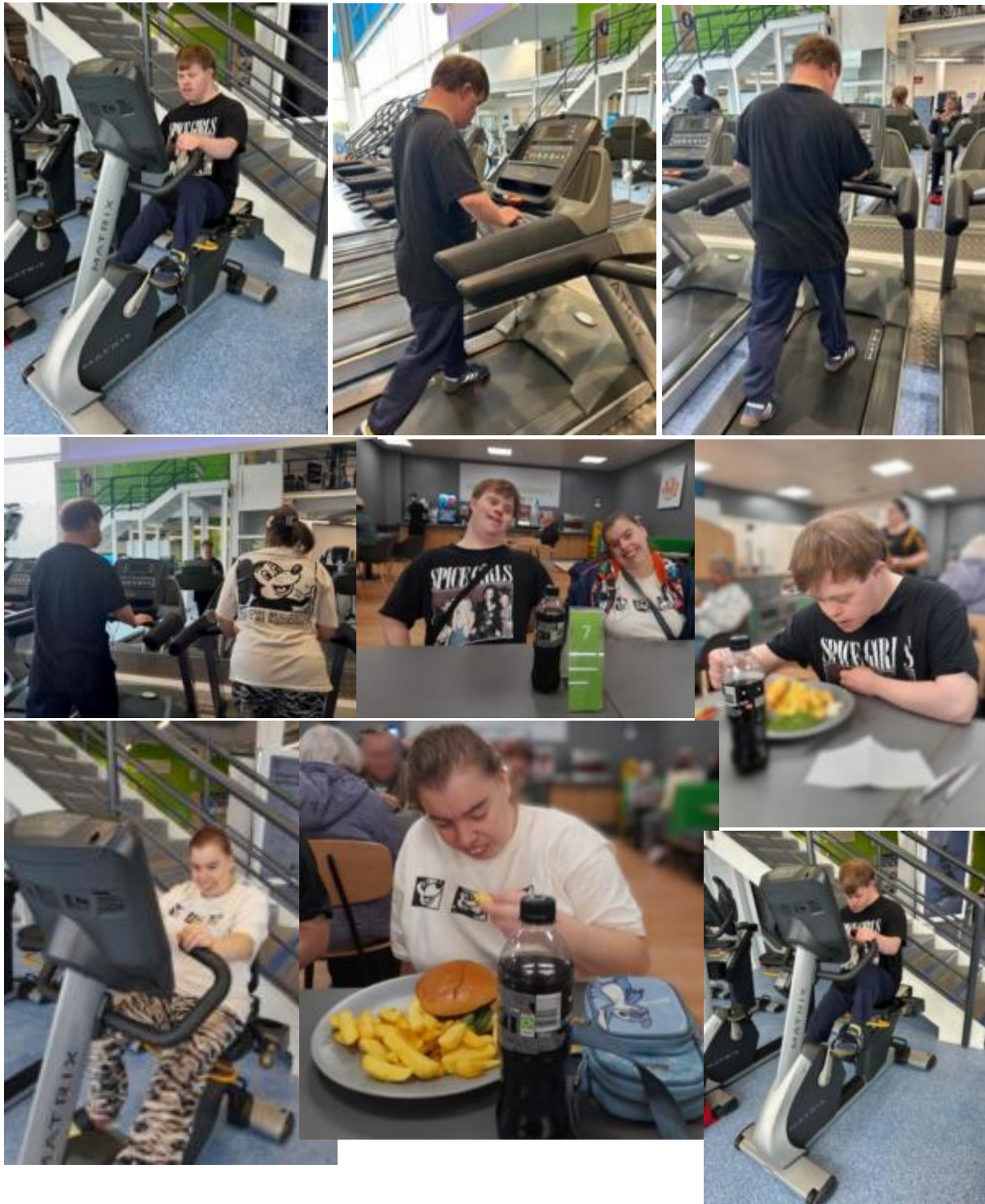
On Sunday the 14th September Chloe, Pam, Chrissy and Rachael all chose to go on an outing together to Blackberry Farm. They enjoyed a tractor ride around the farm and spent time feeding all the different animals. They also chose to spend time using the play park, having races on the slides, and pedalling go carts around the track as fast as they could!! Of course, no outing would be complete without a stop at the café, where Pam chose a cappuccino and everybody else enjoyed a nice cold diet coke.



More photos from a great day out at Blackberry Farm



On the 17th September Chrissy and Chloe decided to go to the gym together. They were a great support for each other, praising each other for the hard work they were doing. Chrissy was very proud of himself for pushing himself hard on the bike, completing 15 minutes rather than his usual 10 minutes and even doing some fast pedalling. Chloe also said she felt good after her workout. They stayed at the gym for 40 minutes, then chose to get lunch at Asda café as a reward for their efforts, with Chrissy choosing fish and chips, and Chloe choosing a cheeseburger and chips.



On Sunday the 21st September Matt chose to go to the bandstand to see an 80s vs 90s night. He started his night at the bar choosing a fizzy drink and a tub of pringles. When the band started Matt appeared to really enjoy himself, recognising most of the songs and choosing to sing and dance to them. Matt said he looks forward to going again next year.



On Thursday 25th September Rachael chose to go on a train ride. She decided to visit Hastings and enjoyed looking around the shops and having a walk along the seafront. Rachael spent some time at the arcades playing lots of different games.





Rachael chose to have a meal deal lunch to eat on the train journey home whilst appreciating the views out of the window.



On Saturday the 27th September Pam, Rachael, Chloe and Chrissy all chose to go for a walk together, choosing to walk to the town centre where they stopped at a café for a drink and chat. Chrissy took his iPhone with him and chose to look through his photos with everyone, finding some pictures of a holiday that he and Rachael went on together in 2017!!! After their café stop, they all chose to walk back home, stopping at Waitrose to buy some dinner items on the way.



On 2nd October Rachael chose to go on another outing by train, this time to Brighton. She had lunch out at Love Fit Café choosing a tuna sandwich with hummus crisps and a diet coke.



Rachael then enjoyed a long walk along the seafront, stopping for a picture opportunity at the upside-down house, and also chose to go to Primark where she bought herself some new clothes. Rachael found the train ride very funny as it was going fast and bouncing her about in her seat.



On Saturday the 11th October Chrissy chose to go into town to look for a Halloween costume ready for the spooky



disco season! He liked the look of the devil's horns, but after some consideration decided that he would like to be a witch, choosing a broomstick, a witch's hat, and a black wig!



374 Battle Road

On the 23rd September Cassie celebrated her birthday. Cassie was very excited to open all her presents and cards and show everyone what she had received.





Cassie chose to go out for a meal to The Conquerors March pub/restaurant the weekend before her birthday and, along with her peers, enjoyed a special birthday tea on her actual birthday.



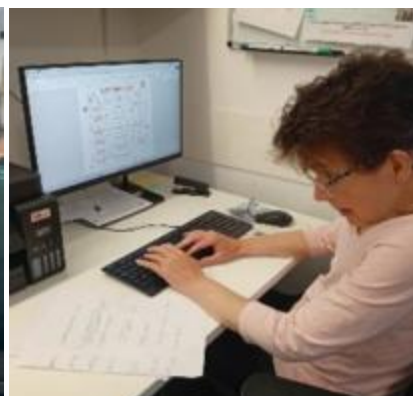
Cassie was especially happy with her wireless headphones which she uses with her iPad.

Happy Birthday Cassie, hope you had a lovely day!



Emma likes to choose one recipe to cook in the week. Emma also has very good skills with using a computer, especially with regard to typing. Every weekend she enjoys typing the weekly menus on behalf of all service users of 374 Battle Road.

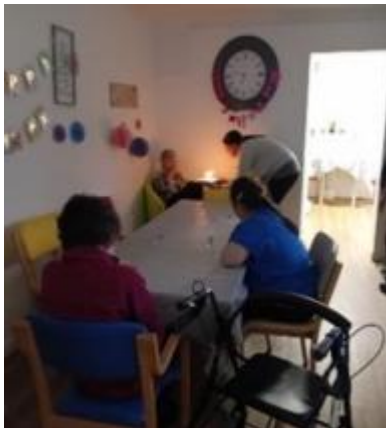
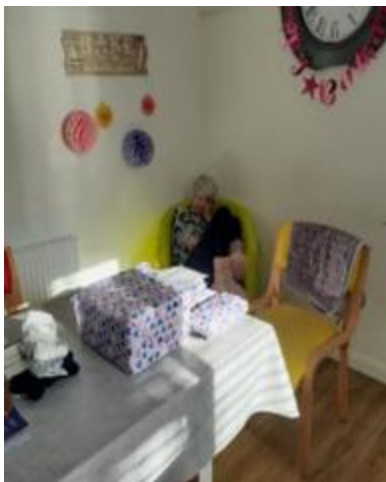
Well done, Emma, great work!



Every weekend Cassie loves to go out to walk which is good exercise to help her maintain her fitness and good health. On the 14th September she took the opportunity and used her bus pass to travel to Bohemia Road to explore. She enjoyed a lovely walk all around the area and returned to 374 by taking another ride on the bus.



On the 25th September Elise enjoyed celebrating her birthday by having a nice birthday cake and tea party with her peers plus she enjoyed showing off her presents which she received!



Happy Birthday Elise!

Elise also went on an outing to Rye Harbour Nature Reserve where she walked around the reserve, however it was very windy, so she stopped in a pub, where she put her feet up and got comfy in a big leather chair, and enjoyed a lunch of jacket potato with tuna mayo and a cake.



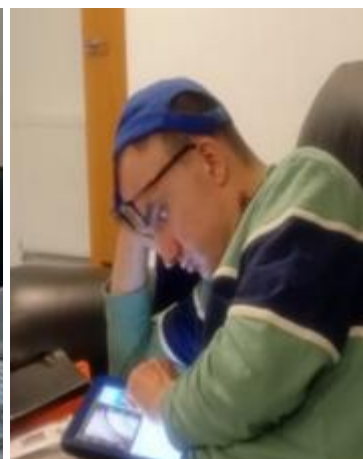
On the 4th October 2025 Hellen and Cassie went to visit the Seven Sisters, a series of chalk sea cliffs on the English Channel coast. They are a section of the sea-eroded South Downs range of hills, located close to the towns of Seaford and Eastbourne. Despite the wind both ladies enjoyed the trip, the sea views and a drink in the café.





On the 1st October 2025 Sarah went for an outing to Bexhill seafront. Sarah also goes swimming every other week at Ravenside swimming pool. Sarah uses public transport to get there and back and enjoys her time playing in the pool and walking through the water with her sensory equipment.

Josh is very happy and settling in well at 374 Battle Road. After returning home from his day centre, he likes to involve himself in different activities, especially creating very complicated marble runs and listening to music on his iPad.



This month on the 9th October Emma had her hair cut at home. She was very happy with the results!





Valley View Barn



This month Billie-Jo, Clare and David all ventured out to the local garden centre, Hilliers, where they all enjoyed looking around at the plants and other items on sale and finished off the trip with a hot drink and a slice of cake.



Jamie was supported by staff member Josh to another Brighton game at the Amex stadium to watch Brighton vs Tottenham. Jamie's first match of the season. Before the game, Jamie bought a match programme and a Brighton cap from the club shop. The game had many chances but finished in a 2-2 draw.





Once in the stadium, Casey's dad John had a seat at the game which was right next to Josh and Jamie. On returning to Valley View Barn,



Jamie had found himself on the TV and was able to recognise himself as he was wearing the third kit top from last season. Jamie is very much looking forward to the next game at the Amex stadium, which will be against Newcastle!



Amy pictured left has been making brilliant progress with her physiotherapy and is now able to walk with support from staff, the physio and the use of a Zimmer frame! Well done, Amy, keep up the good work!



Billie Jo went for a trip out to Tottingworth Farm, Broad Oak, where she enjoyed looking around before tucking into a nice slice of cake and a hot drink.





Stephen and Jeremy enjoyed a walk to the local café where they stopped off to relax and enjoy a well-deserved hot drink and a slice of cake.



Jordan and Tanzy also went out for a cake and hot drink this month, choosing to have it at the local Costa!

Jordan and Tanzy have also spent time at the seafront this month, walking along the seafront, listening to the sounds of the sea and taking in the views around them. They even ended up in the skate park!



At the Barn this month, we celebrated the registered manager, Kathleen's birthday! Tanzy helped staff member Maggie prepare a lovely cake for Kathleen! Kathleen received many birthday wishes from the residents and staff. We hope you enjoyed the cake Kathleen and had a lovely birthday! 😊



The staff and the service users have been spending time completing an 'impossible toy story' puzzle. Pictured below are Jamie and Jeremy doing their bit, trying to find a few pieces to help complete the puzzle.



Casey has also spent time completing her own puzzles, with some staff support. Casey enjoys this activity as it helps her think plus she also finds it therapeutic.





Tanzy has been spending time this month ensuring her bedroom is looking clean and well organised and has made sure all her clothes are folded nice and neat in their respective drawers.

Clare has been socialising with staff by sitting outside in the garden where she enjoys the fresh air. Clare is trying to make the most of the weather before it turns cold!



Elaine has been spending time looking through her picture books. As you can see from the photos, Elaine is thoroughly enjoying her 'Pippi' book.

Charlotte and Casey spent time looking around the shops after collecting Charlotte from her day centre, and as you can see, they're very happy with what the shops had to offer.



Charlotte has also been keeping up with her exercises this month. On this occasion, Charlotte wanted to sit on the swing, pushing herself back and forth and getting up to a great height!



Jamie continues to attend his work at a charity shop twice weekly and this week some clothes were not of the usual attire!



To the left are Elaine and Jeremy bonding over a puzzle.

Jordan attended Phab club this month with her father and got to meet some very exotic animals, some of which she held. Jordan was braver than most and got very close!





Lushington Road

Alex is pictured on a recent trip to Princes Park where he posed for some nice photos. Alex enjoyed the zip wire, along with admiring the swans and of course posing for the camera.





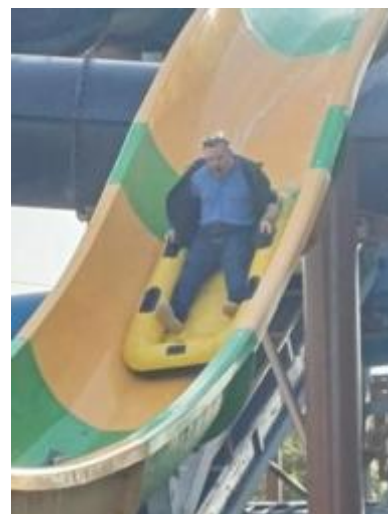
This month we said goodbye to staff member Sukhi who has now left to go onto maternity leave. Lushington residents all came together with Charlotte and Becki to organise a farewell baby shower. Everybody wished Sukhi good luck.



This month all at Lushington have enjoyed trips to the cinema and pictured below are Julie, Louise and Jonathan who watched the new Downton Abbey film whilst Alex opted for a scarier film, The Conjuring!



Jonathan and Alex made a visit to Knockhatch this month, both are pictured enjoying the slide, crazy golf, a game of air hockey and feeding the animals. A great day was had by both.



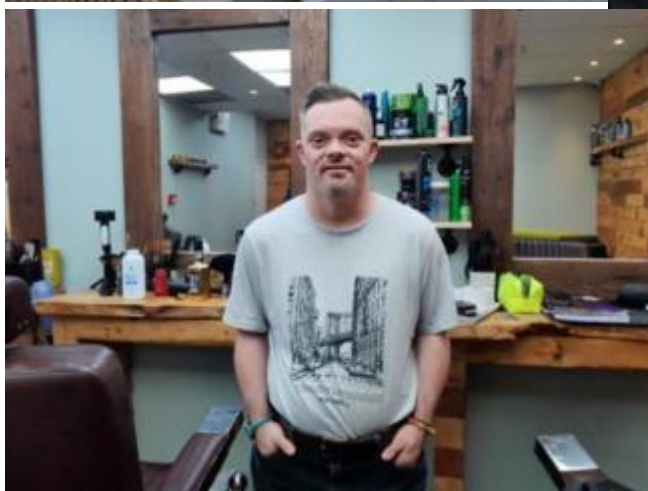
Pictured below are Jonathan and Louise at Phab club which has now re-opened after the summer break. Alex is also pictured trying out the punching machine at the Townhouse pub.



Louise, pictured below has been consistently sticking to her morning dance workout as a part of her commitment to losing weight. She does her work out every morning. Well done, Louise, keep up the good work!



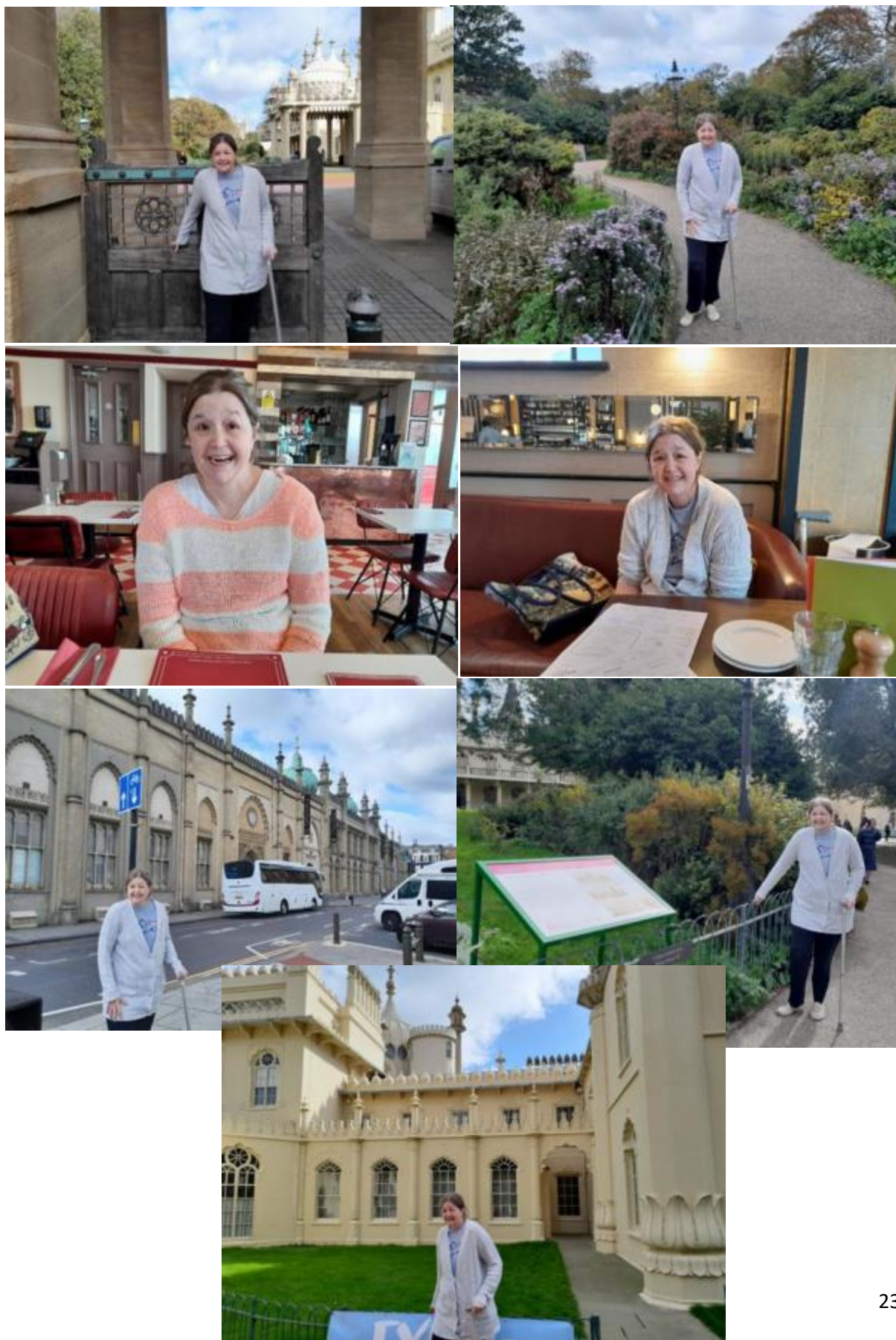
Meanwhile, Jonathan went to his favourite barber for a haircut this month. It looks great Jonathan!



Louise had a lovely birthday party at home. All her friends were able to attend, and they had a great time. Staff made a healthy spread of fruit salad, chicken salad, carrot sticks with hummus, chicken sandwiches and prawn sandwiches. Everyone enjoyed singing and dancing with their peers, and Louise received lots of lovely birthday cards and presents from family and friends.



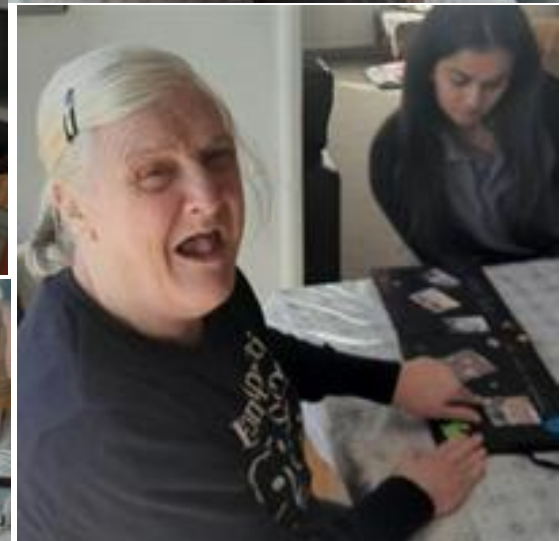
Julie has been visiting Brighton quite frequently in the past month. She travels there and back by bus with staff support each time. During her visits, she enjoys a lovely stroll in the gardens of the Royal Pavilion and has had a nice lunch at her favourite restaurant 'Cotes.'





116 Barnhorn Road

During this month, the ladies at 116 enjoyed a delightful afternoon of 'scrapbooking'. With staff support, they spent time pasting cherished photos, reminiscing over old memories, and sharing plenty of laughter.



The room was filled with stories, smiles, and the joy of reconnecting with treasured moments. It was a beautiful reminder of how creativity and companionship go hand in hand.



Caitlin enjoyed some one-to-one time with her key worker, having her nails done. Caitlin chose the colour she wanted and enjoyed having a pamper and a hand massage.



This October, the service users at 116 enjoyed a delightful day out at Lime Tree Farm on Romney Marsh, Kent — and what a treat it was! The farm's festive pumpkin patch offered the perfect setting for seasonal fun, laughter and connection.



From exploring the whimsical pumpkin house to choosing the perfect pumpkins, everyone had a chance to soak in the autumn atmosphere. The charming tractor displays and vibrant photos made it a day to remember — and yes, we snapped plenty of pictures! All the service users here at 116 are looking forward to carving their pumpkins which they chose individually.



More photos from Lime Tree Farm.



The 'Spooky Season' has officially begun at 116!

With Halloween just around the corner, the ladies at 116 kicked off the celebrations with a burst of creativity, diving into some frightfully fun crafts to decorate the house!



This week's activity was monster-making! Each participant began by selecting a monster template that matched their spooky style. Once coloured, the pieces were carefully glued together, transforming flat designs into fabulous 3D monsters ready to haunt the halls of 116. These handmade monsters are now proudly on display, setting the perfect tone for a Halloween full of fun and fright!



As the temperatures begin to drop, Julia decided it was time to refresh her winter wardrobe and who better to join her on that quest than Maria W! The two set off on a shopping trip filled with laughter, great deals, and plenty of seasonal style.



Together, they picked out a selection of warm essential jumpers, pyjamas, a cosy hat and gloves, a snug coat, and even some fun earmuffs. Julia found everything she needed to stay warm and stylish this season and Maria W couldn't resist grabbing a pair of earmuffs for herself too! They both enjoyed their time together and hope to enjoy another shopping spree soon!



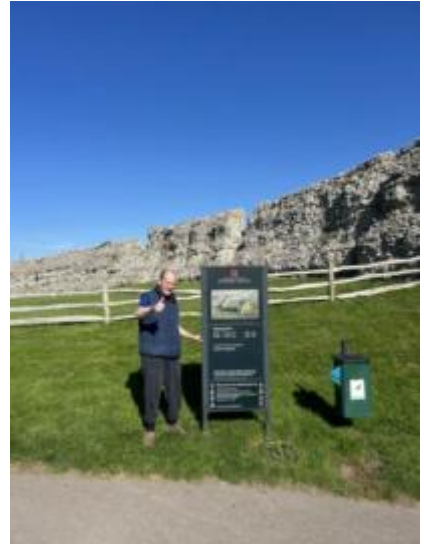
After their successful spree, the ladies headed to Tesco's café to enjoy a well-earned lunch. Maria W chose to order a burger and chips, and Julia enjoyed a tuna and cheese toastie.





Meads Street

On the 30th September, James was supported by staff to access the community for his daily activities. This time, James chose to visit the beach at Langney Point, sharing with staff that the place brings back fond memories of him and his mum walking their dogs there. James also mentioned that he would like to visit Pevensey Castle, as he and his mum used to go there together and often stopped by the open market nearby. He appeared to really enjoy the outing and spent time recollecting and sharing happy memories about his experiences with his mum throughout the visit.



On the 16th September 2025, as part of her deep-cleaning support, Charlotte was supported and observed by staff throughout the entire process whilst she cleaned her flat. She appeared very excited and engaged during the activity, chatting with staff on various topics while cleaning her kitchen worktops, hoovering, and carrying out a thorough deep clean of her flat.



On the 3rd October 2025, Charlotte was supported by staff to use the community laundrette, as the washing machine at the service was undergoing maintenance. Charlotte appeared to enjoy taking her laundry to the local laundrette and was positively engaged throughout the activity. Well done, Charlotte!

On the 21st September 2025, James was supported by staff to visit Morrisons supermarket in Hampden Park to purchase some essentials for the communal meal. He appeared excited and engaged throughout the visit, pushing the trolley and helping to select the food items needed. James was cheerful and chatty during the activity.



On the 7th October 2025, James was supported by staff to access the community for his chosen activity. He decided to visit a local playground, where he enjoyed spending time on the exercise equipment. James told staff that he really liked being on the swing and appeared happy and relaxed throughout the activity.

It's that time of year again and Robert has been busy getting ready for Halloween! On the 16th September 2025, he posed for a photo while working on his Halloween decorations. Robert appeared very excited and proud of his work. Well done, Robert!





On the 2nd October 2025, Glen was supported by staff to Sports Park Avenue, where he regularly goes on Fridays for his cycling sessions. At the park, he selected his favourite bike, put on his helmet, and enjoyed cycling around the track. After the session, Glen shared with staff that he had a great time and really enjoyed the activity.



On the 10th October, James had staff support to the local restaurant where he chose to go for his meal out. James chose to visit the Ship Inn restaurant just down the road, where he decided to choose a meal of cheeseburger with chips. James appeared to be happy throughout the activity.



35 Barnhorn Road

Kiri and Amelia had a great time at Eastbourne Pier! They played in the arcade, where Kiri won a crossword book and Amelia won some sweets. After the games, they enjoyed a tasty lunch together. A fun and happy day by the sea!





Dani and Amelia have had a fantastic first month at the ESC Eastbourne, diving into their Drama and Dance courses with enthusiasm and creativity. They're loving every moment, growing in confidence, and making new friends across the QRC houses, which has added a wonderful social spark to their college experience. Amelia has also been thriving in her Cooking for Independence sessions, where she's discovered a real passion for preparing delicious meals. With such a strong start, both are embracing college life with positivity and energy, and we're excited to see what the rest of the year brings for them!





Dani, Pinar, and Evie had a brilliant time at Tenpin Bowling, where the fun went beyond the lanes — they discovered the karaoke rooms and couldn't resist! The trio sang their hearts out, shared plenty of laughs, and made some unforgettable memories together. After the music and fun, they headed out shopping to pick up bits and pieces for the upcoming Halloween party — from spooky decorations to festive treats, they were full of excitement and creative ideas.





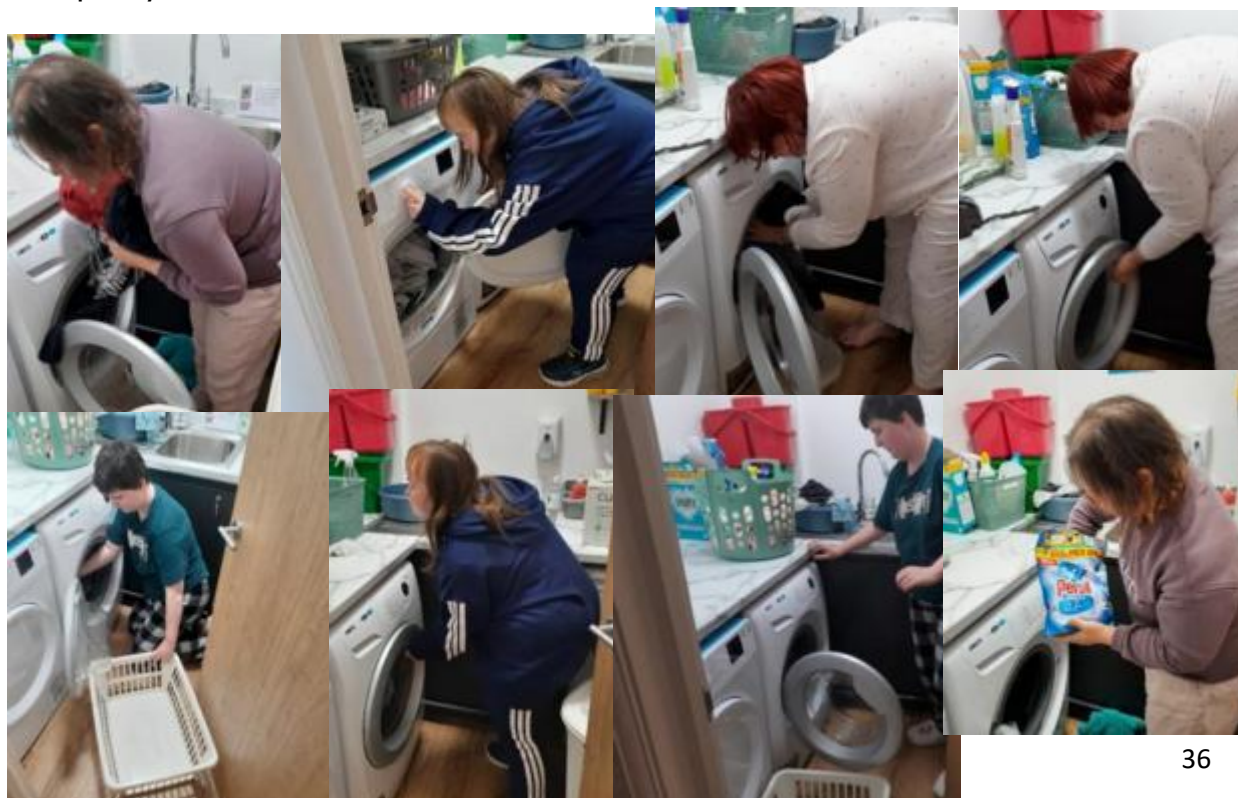
This month, our taste buds were treated to a delightful duo of culinary talent. Amelia wowed everyone with her rich, gooey brownies, an instant favourite that disappeared faster than you can say "seconds, please!" Meanwhile, Kiri brought her A-game to the breakfast

table with perfectly fluffy omelettes that had everyone coming back for more. Their delicious efforts didn't just fill plates—they lifted spirits. Well done, chefs!





This month, the ladies have been on fire—figuratively speaking of course (no laundry was harmed). Between sharpening their writing skills and conquering Mount Washmore, they've proven that multitasking is their superpower. Whether it's crafting compelling prose or folding fitted sheets (a dark art, truly), their productivity has been nothing short of legendary. Bravo, ladies—keep slaying both the pen and the spin cycle!





Employees of the Month!

Each month staff and service users are asked to recognise and nominate colleagues and care staff respectively, who have gone the extra mile whilst at work. The Group Manager and Managing Director read the nominations and then select a member of staff from each area within the organisation to receive this award.

Congratulations go to these staff who were selected in October 2025:



Pravallika Namburi; Vallie joined QRC Dom Care in May 2023. Vallie initially worked at 116 however she works hard across most of the Dom Care services, supporting many outings and activities. She keeps herself busy and engages well with the service users and staff team. Vallie is always happy to support outings and activities and always supports things such as parties and special events for the service users very well. Vallie works several overtime shifts, often working in two locations in

one given day, and always providing person centred support to those she is supporting. Vallie is building a good rapport with the service users who are happy to be supported by her which is a big aspect of the role. Well done, Vallie, keep up the good work!



Shams Rubaiyat Tabassum; Shams joined QRC Dom Care in June 2023. Shams supports the service users well always following their support plans in a person-centred way. She works well with the staff team, ensuring that anything in the diary is completed when she is shift running. Shams keeps busy, completing tasks throughout her day, and ensures that she communicates with management well when there are any issues. Shams has a good rapport with the staff team and service users and is liked by all. Thank you for your hard work, Shams!



Cerin Moses; Cerin joined Valley View Barn in June 2023. In recent months Cerin has been supporting an individual who resides at Valley View Barn to physiotherapy sessions on a weekly basis and has demonstrated the dedication that QRC staff have to their clients, receiving a very positive comment from a member of staff from another organisation for the unwavering support that she provides each week to this individual. By continuing to ensure that this individual is

supported to a high standard has resulted in excellent progress being made in this individual's ability to mobilise following major surgery a few months ago. Well done, Cerin, thank you for your hard work and commitment.

Long Service Recognition

Here at QRC we like to recognise long service within the staff team, celebrating 3, 5, 10, 13 & 15 years of employment.



Warren O'Brien

10 years of service

Warren is a great asset to the staff team in Eastbourne, not only at Lushington where he is based but as a basis of support for all the staff teams across the services. Warren will at times, support the other staff teams and service users with any needs or concerns, with his wealth of knowledge of QRC and ways of working. Warren always ensures that Lushington is well run in his presence but also in his absence with a well-planned diary and effective communication book. Warren has a great rapport with the service users and staff teams and is well respected and liked by all. Warren is an excellent communicator, always ensuring that management are kept up to date with any issues relating to the service and always ensures tasks are completed with diligence. Over the years, Warren has faced many changes and challenges within the service but remains a stable figure within the organisation for which we are grateful. Thank you, Warren, for your ongoing hard work and commitment to QRC!



Staff Training

Congratulations to Tracy and Janice who over the past month have attend 3 days of Positive Behaviour Support training with East Sussex Adult Social Care. This course helps to give staff an understanding of why service users display behaviours and encourages staff to think about the service users they support and identify triggers and strategies to minimise the behaviours.



A big thank you and well done to all staff at 374 Battle Road for attending a face-to-face food hygiene course. This course was designed to help staff retain and recap on prior learning they had obtained from online courses. Amy covered basic food hygiene standards such as the 4 C's- Cooking, Cleaning, Chilling and Cross contamination and the danger zones for bacteria to multiply to help prevent food contamination in the workplace.

Thank you to all staff for refreshing their knowledge on the Oliver McGowen E-learning training in preparation for the Part 2 face to face course being delivered throughout October, November and December. This training is vital to ensure staff understand the difficulties and challenges individuals with learning disabilities and autism face and how we can support them to overcome these.

Amy would like to thank staff for continuing to complete online training at home and on shift.



Puzzle Time

It's spooky season at QRC! That means it's time for a scary puzzle! Hope everyone enjoyed celebrating Halloween and dressing up in the scariest outfits! Have a look at our wordsearch below and see if you can find all the costumes that people wear at Halloween time.

P L D I C M A A E W E S P H A
S E C M R O E N O T E L E K S
P R R L T T C H U C K Y O E U
I I H L O O G H O S T O B M E
D P C S C W R E T S N O M R O
E M H D N W N D B M W E B E S
R A A O M T I R R A I B B W R
M V D E R G H T R K T O T C N
I D E O K E A E C Z O M B I E
H R V P W C W M Y H V C O A P
T A I S L O N W O Y U P O F T
N C L O L U O H G N L U N U L
S U K F D M H N E A M L D A M
P L W P U M P K I N W V E N E
K A V M D B C A T C A E O U R

Warewolf
Bat
Zombie
Pumpkin

Clown
Spider
Vampire
Chucky

Witch
Ghoul
Cat
Devil

Ghost
Dracula
Skeleton
Monster

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