

## Mr. Mui-in his own words...

"I came to UK in 1984 to join my parents. My first job was washing dishes in a Chinese restaurant. After that, I worked in quite a few Chinese restaurants and take-away shops.

The last job I did before coming to Chinese Wellbeing (then MCCDA) was supervising the tasks in the kitchen of a fish and chip shop. I enjoyed most of the jobs I did, although all of them required hard work. It can be even harder when the shop owners did not treat staff fairly.

Alongside the jobs in catering businesses I also worked as a volunteer at Pagoda Chinese Community Centre. Later in 2005 I was recruited as one of the home care assistants for the Chinese Carers Network. At first, I thought it would be a much easier job to do in comparison with that in the take-away shops. Yet it was not the case. Although I had the cooking skills which I acquired while working in the catering trade, it was difficult to cook the food in small amounts and satisfy the tastes of different service users. I got some negative comments in the beginning. However, I listened to what service users would like and tried my best to improve until they were happy. I am now much more confident in meeting the service user's needs.

I think to do this job better, no matter who the service users are, we need to respect them and try to do a good job. To me, respect means speaking to them politely, avoid talking at high volume, listening to what they want to say or do, letting them to make decisions, and being honest and open with them. Another important thing is to have a positive attitude towards comments and criticisms from service users. Only by this, one can improve. To me, the most important thing is to satisfy service users. I always ask service users directly how they feel about my work.

I do not believe there is such a thing as 'easy' or 'difficult' service users. It all depends on

how one handles it. For example, there was a service user who was very quiet and did not like to talk with anyone at all. Other volunteers found it very hard and would avoid working with him. When I was assigned the task to visit him, I tried to find out what topics he would be interested in and tried a lot of subjects to talk about with him. My persistence and patience won him over and now he trusts me and chats with me about a lot of things.

I have enjoyed training. One must have a positive attitude towards training, as training is very important for doing any job and can help one to do a better job. Since I started working here, I have attended almost all the training courses on offer, so long as an interpreter is provided.

I also enjoy working as a volunteer. Up to date I am still working as a volunteer to some very isolated individuals and I have enjoyed it very much. I would continue to carry out voluntary work even after my retirement age".



Mr. Mui collects his Endeavour award. Seen here with Dr. Yan Wang, who was also at the ceremony.

Chinese Wellbeing would like to extend our thanks and congratulations to Mr Mui who was recently successful in achieving a Level 2 in Dementia Awareness. In addition, Mr Mui was presented with an Endeavour Award for his commitment and hard work.



**People with diabetes are benefitting from improved access to medical care and advice following an overhaul of services in Liverpool.**

The Liverpool Diabetes Partnership is a new integrated service being jointly run by Aintree University Hospital NHS Foundation Trust, the Royal Liverpool and Broadgreen NHS Trust and Liverpool Community Health NHS Trust.

The first clinics were opened over 12 months ago and the new service is now fully established.

Diabetes is one of the biggest challenges facing the NHS and is a major cause of death. Estimates suggest that 8.3% of people in Liverpool may develop diabetes by 2030 unless more support is provided to help people take better care of their health and wellbeing.

As part of the service there are six community-based clinics at locations throughout Liverpool including Garston, Speke, Kensington, Townsend Lane, Breeze Hill and Princes Park Health Centre. These clinics provide specialist support to patients to help them manage their diabetes. Clinicians from each partner organisation work together to deliver care to patients, with the most specialist elements of diabetes care continuing to be delivered in hospital.

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# 華人身心健康 CHINESE WELLBEING

Dedicated to physical, mental and social wellbeing,  
independent living and community support.

Issue 8.  
**NEWS**  
February 2016  
to April 2016

### Welcome our Newsletter

Welcome as always to our Newsletter. This issue has articles on our Dementia services, new NHS services for diabetics and feedback on the community engagement commissioned by Liverpool CCG for Glaucoma patients. I do hope you will find the information interesting.



Colin Ling

We also feature two of our Celebration events, mid-Autumn festival and our 25th Anniversary dinner both were very well attended and as usual the food and entertainment were excellent. I would like to express special thanks to our sponsors,

supporters and service users who make these events possible.

I am pleased to see the continuation of our pen profiles on staff members and Mr Mui one of our longest serving staff members has kindly contributed to this issue.

Best wishes to all our readers for 2016, a year which I think will be very challenging for Chinese Wellbeing with the cuts to public funding for health and adult social care being felt by all communities.

Best wishes, **Colin Ling**

## 25<sup>th</sup> Anniversary Celebration Fundraising Dinner

Chinese Wellbeing was delighted to host a Special Dinner as part of their 25th Anniversary Celebrations and welcomed Iliad Group and Morecrofts Solicitors as main sponsors to the Tai Pan 2 Restaurant on Hanover Street.



Ms. Zi Lan Liao

Guests were treated to an evening of cross cultural entertainment with the SingMe Merseyside choir led by Billy Hui opening the evening with a Beatles Medley followed by a beautiful Chinese singer Ms. Chen Lin and then Chinese Wellbeing's own Ladies Dance Group.



Billy Hui presenting the SingMe Merseyside Choir



Ms. Chen Lin

Ms. Zi lan Liao provided a virtuoso performance on the Chinese Zither and Mr. Steve Macfarlane finished the evening with a set that had everyone dancing around the restaurant.



Colin Ling and Steve Macfarlane



Rosemary Kay of RLK Partnerships and Mark Chen

Ryan Cullen, Communications Manager for city regeneration catalysts Iliad Group said: "Iliad are delighted to be supporting the Chinese Wellbeing 25th Anniversary Celebration Dinner in recognising the huge part our city's Chinese community plays in the cultural diversity and economic growth of our wonderful region."



Councillor Gary Millar (centre left) and Colin Ling with one of the main sponsors of the evening, Iliad

The ten course dinner was hailed as delicious by everyone and Colin Ling (CEO) thanked all who attended including the principal sponsors, the performers and other supporters who contributed to a successful and lively evening.

# Dementia Services Update

Demand for Tea House Reminiscence® has grown throughout 2015 and we thank Pine Court Housing Association for their financial support which enabled us to run extra sessions.



These were held at the Chinese Wellbeing Centre run out of St James Community Centre and at Chung Hok House sheltered accommodation. We are delighted to announce that more sessions have been commissioned by the Liverpool Clinical Commissioning Group and will in future form part of the post diagnostic support programme for community members.

Activities include:

- Memory Box activity
- Reminiscence sessions
- iPad activities
- Traditional indoor games
- Light chair based exercises
- Interactive quiz session
- Bingo
- Painting
- Reading corner
- Music therapy
- Advice and information

Whilst the plans are currently being finalised, if you would like to find out more about the sessions and the 2016 schedule, please contact Ms Rita Lee on 0151 709 2643.

**Liverpool Chinese Dementia Support Network** the creation of the first Chinese Dementia Support Network has been a welcome relief for those living with dementia and their families and carers. The Network hopes to build on peer support and meets every month to discuss the challenges of living with dementia and the practical ways in which everyday issues may be overcome to make life easier. The Network is open to anyone who has received a recent diagnosis and their carers. For further information, please contact Ms. Rita Lee.

**Dementia Champion:** Our Dementia Champion Mrs Lily Lam has had an exceptionally busy year working to raise awareness of dementia within the community and contributing to the production of a film featuring the work of the BAME Dementia Champions as reported in our Spring Edition. The film entitled 'It's OK to Talk About Dementia' can now be viewed on the Chinese Wellbeing YouTube Channel along with a short film of our Tea House Reminiscence. We would like to extend our thanks to Chris and Wes of Hatch TV for their professionalism, creativity and guidance throughout the making of the films which collectively send out powerful messages to our respective communities. For information on dementia support services please contact Mrs. Lily Lam on 0151 709 2643.

**Dementia Home Care Service:** Chinese Wellbeing is a well established home care provider regulated by the Care Quality Commission (CQC). We provide a person centred home care service and have experienced bilingual home care assistants available to support family members living with dementia. For further information, please contact Mark Chen on 0151 709 2643.

# Luncheon Luncheon Club News Club News

## Celebrating the Mid Autumn Festival

The Mid-Autumn Festival is the second most important festival to Chinese people after Chinese New Year.

Chinese people believe the full moon is a symbol of peace, prosperity, and family reunion. On Mid-Autumn night the harvest moon is supposed to be the brightest and fullest of the year, so the festival is also known as the 'Day of Reunion' and the 'Moon Festival'.

Luncheon Club members were delighted to be able to share the traditional customs of the festival through a highly entertaining celebration event featuring wellbeing and cultural diversity and exchange. Members together with their family and friends were able to enjoy traditional Chinese cuisine, cultural performances and a lucky draw. The festival also provided the opportunity for us to pass on our very best wishes to all members who were celebrating their birthdays.



A double celebration for our birthday members...

We would like to thank our performers Ms. Chen Lin, Mr. Kwok Kuen Chan and our very own Luncheon Club members dance group coordinated by Ms. Tieu Tien Binh.

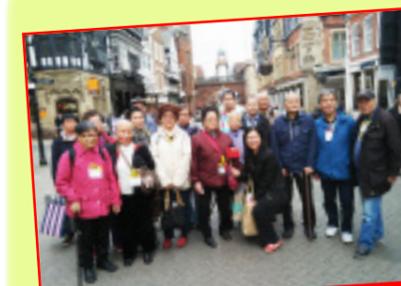
Our thanks also to our sponsors Big Bowl Restaurant, Chung Wah Supermarket, Hondo Supermarket, Tai Pan Oriental Buffet Restaurant, Wah Sing Chinese Community Centre and the Cheng's family for their generous donation of raffles prizes.



Staff present 1st and 2nd prizes to the winners of our lucky draw...



Members of Chinese Wellbeing staff team join Ms. Chen and family in celebrating her 100th birthday at Chung Hok House.



Enjoying a day out in Chester...



Bakewell riverside...



Fresh air at New Brighton

Walking is a great way to get healthy, meet new people and enjoy the fresh air. During the summer, members enjoyed a series of day trips aimed at improving physical and social wellbeing.

Marina Lake at West Kirby, the seaside resort of New Brighton, and the historical city of Chester, all by public transport using members own travel passes. We also arranged coach trips to Buxton, Bakewell and Castleton where members enjoyed the beautiful scenery and the historical and natural attractions with plenty of

## Some colourful memories from last year's Summer trips..

The walks were arranged in response to suggestions from

members who expressed an interest in creating a walking club to explore local attractions. So far, we have successfully organized trips to the

time left for shopping. Watch this space for more news on what we have planned for 2016!

If you have any suggestions for new places to visit, please feel free to contact Ms. Yvonne Leung on 0151 709 2643.



Windswept in West Kirby...!



Visiting the pirate ship 'Black Pearl' in New Brighton



A sunny day in Buxton....

In March 2015, the Chinese Wellbeing team completed an extensive community consultation along with other nominated VCSE Engagement Partners on behalf of the Liverpool Clinical Commissioning Group. The engagement was part of the Healthy Liverpool initiative which aims to improve patient experience of services and overall efficiency in service delivery. The objectives of the engagement were:

- 1 To gather knowledge, experience, information and perspectives from local communities to help improve service outcomes.
- 2 To hear peoples' views on the repeat Glaucoma and Ocular Hypertension diagnostic testing by accredited Optometrists.
- 3 To hear people's views on the proposed new process for being tested for Glaucoma or Ocular Hypertension and the treatment options following a diagnosis.
- 4 To find out what self-care information is helpful for patients and when.
- 5 To ensure community members are aware of and understand how their input has been considered and used.

### Summary Findings:

- Overall, 78% of those surveyed were happy with the proposals for a repeat test to be carried out at their local opticians. The reasons given were convenience, earlier detection and diagnosis, shorter waiting times and easier access.

## NHS Glaucoma Community Engagement Feedback



### How has this feedback influenced the planning of the new service ?

- The service specification issued to successful providers will clearly outline the requirements to provide equal opportunities, including accessible information and interpreters if required. This provision will be monitored as part of the contract.
- Opticians delivering the service will be required to gather patient experience and this will be used to monitor the service, checking patients views on the care they receive
- Optometrists will be required to evidence the professional qualifications required to deliver the service.
- Equipment used to carry out the Glaucoma testing must meet specific service requirements.

### What next?

- The LCCG is working with local opticians who have expressed an interest in delivering the service which is scheduled to commence on 1st April 2016.

### Qualitative Findings:

- 82% of respondents agreed that the introduction of the repeat testing service by community opticians would improve the patient experience.
- People felt language support was a real barrier to them accessing the service and limited their ability to self-care.
- There were some concerns that opticians who did not have the appropriate experience/qualifications would be delivering the service.