Show of support
United in fight to improve lives
RECOGNISING COURAGE
TICKET TO RIDE100

Green light for centre
OUR PLEDGE TO YOU
OUR 80TH ANNIVERSARY YEAR has been an unusual mixture of success and sadness.

At the end of August we were obliged to close our specialist employability training service, which relied heavily on funding from the Department of Work and Pensions (DWP). In spite of our outstanding success with those who were generally regarded as hardest to help, the government decided not to fund residential training. The decision to close was out of our hands and particularly hard for the dedicated staff who had given so much.

All our other services remain fully active and as one door closes so another opens. Planning for the revised development of our Leatherhead Court site was approved in September so we can progress with building a state of the art specialist care and rehabilitation centre to house our Neuro Rehabilitation Services. The development will also offer the opportunity to fund new services as well as provide an exciting new workshop for MERU to build equipment for severely disabled children.

During the summer we found success at the RHS Hampton Court Palace Flower Show where our A Different Point of View garden received a Gold Award and was adjudged Best Summer Garden. As with our previous Show Garden, this garden will be rebuilt at QEF to provide a relaxing and therapeutic space for our residents.

Thanks to a Heritage Lottery Fund award we have been able to assemble a digital archive of our 80 year history of work with disabled people. This will be shared with schools and through a travelling exhibition culminating in a final event in spring 2016. Through this project we can pay tribute to those pioneers whose vision challenged established beliefs and all those who have contributed to the delivery of this valued service.

Our focus remains on continuous improvement. With your help we will continue to provide services that disabled people want and need.

— Jonathan Powell CEO
Recognition for Namrata

Award recognises young woman’s strength and determination on long road to recovery

After spending nearly a year at QEF Neuro Rehabilitation Services (NRS), Namrata has returned home with a new found independence. Her hard work, commitment, enthusiasm and determination have been an inspiration to all who know her and her progress is a testament to the benefit of the funds raised for NRS to help people with brain injuries acquired through trauma, stroke, or like Namrata, serious illness.

In 2007, when she was thirteen, Namrata was diagnosed with a type of cancerous brain tumour called a posterior fossa ependymoma. She had intensive surgery and weeks of radiography, and as a result of a weakened immune system, developed encephalitis, an inflammation of the brain that caused memory loss, and cognitive and sensory impairments.

Although the surgery dealt with the tumour, Namrata had a relapse less than two years later, and the effects brought further problems with memory loss, facial weakness, dysarthria, and poor balance and coordination. She did her best to cope with these impairments while continuing to live at home with her family, but was not getting the educational or developmental support she needed.

Namrata came to QEF NRS in August 2014 and made excellent progress in all areas of her rehabilitation. From the outset, she was highly motivated and particularly keen to gain qualifications whilst at the centre. She gained literacy and numeracy certificates and continues to work towards further educational awards.

As she regained confidence Namrata made great progress in communicating with other people, as initially she found this very difficult because of her hearing and speech impairments.

During her last few months at QEF Namrata moved into a bedsit at the Banstead Brain Injury Centre, as a move towards further independence, and happily got involved in the many QEF activities and events. She also ran her own coffee and hot chocolate stall, which was very popular, and something Namrata loved doing. She was kind and understanding to the other QEF residents, which made her a very positive influence and a great role model.

When she left, she told us that she is looking forward to spending time with her family and plans to attend college to continue studying. It was no surprise to learn that she was awarded the 2015 Girdlers’ Medallion by the Girdlers’ Company in May. These special medallions are presented to individuals in recognition of their great talent and endeavours, and Namrata is certainly a worthy recipient.
Pedal power

Set yourself a personal challenge and help to raise money for QEF by taking part in next year’s Ride100

This year's Prudential RideLondon-Surrey 100 cycling event was a huge success for QEF’s team of 54 riders, raising more than £35,000 towards helping disabled children and adults.

Richard Stabler told us that he took part to support his brother, Alex, a resident at Dorincourt. Richard explained: “I used to play football regularly, but I have now had four knee operations, so unfortunately I had to stop playing and look at other sports. Last year I started cycling to strengthen my knees, which I now really enjoy. I’m quite competitive, so I wanted to see how far I could cycle and learned of the Ride100. I wanted to ride for a charity that was close to home and I also wanted QEF to benefit as they are doing a great job for my brother.

Independent living

“Alex is 21 and has Duchenne Muscular Dystrophy, which means he uses an electric wheelchair. He started at QEF in Leatherhead in 2013. He loves football and cricket and goes to as many England matches as he can, and he got the lead part in the latest drama performance at Dorincourt. He’s put his name down to move to one of the flats, which is part of his progression to fully independent living. QEF has been great for my brother, helping him to become more confident in his approach to life.”

“I wanted QEF to benefit as they are doing a great job for my brother”

Marco Venzelaar also took part in the Ride100 for QEF. He said: “The bigger charities get a lot of attention and donations, but I wanted to do something for my local charity. Knowing someone working at QEF helped me to choose this particular charity as well as cycling with more than 25,000 other riders on the Olympic route.”

Simon Burrell had a different reason for joining Team QEF. He told us: “To be honest, it was my route into the event, having not been able to secure a ballot place this year. Saying that, QEF is a great cause and I have been overwhelmed by the sponsorship I have been offered by family, friends and colleagues. Riding this distance on closed roads was just amazing, as was the support on the course.”

Get involved

If you would like to find out about supporting QEF by taking part in the Prudential RideLondon-Surrey 100 in 2016 contact Piers Gilbert on 01372 841121 or email piers.gilbert@qef.org.uk
Revealing the QEF story

We have been trawling the archives to put together a multimedia celebration of 80 years of QEF.

QEF is celebrating its 80th anniversary with an exciting project to uncover and make accessible photographs, films and documents created over the lifetime of the charity.

The project has been funded by a grant from the Heritage Lottery Fund and a private donor and aims to widen knowledge and understanding of QEF’s work, and explore changing attitudes to disability. Our archive provides an amazing insight into the history of services for people with disabilities and we have uncovered some fascinating material that we will share with the public and make available for researchers and historians.

Digital copies of documents, photographs, film reels and audio tapes are being created which will be made accessible via the SURCAT catalogue, on the Exploring Surrey’s Past website, and also on Flickr.

History lesson
Original items will be catalogued and stored in the Surrey History Centre to keep them safe for posterity and accessible for viewing and studying.

Another part of the project is to record stories and accounts from service users and staff from across QEF to build up an oral history archive.

To bring the archive to life, we are working with the Freewheelers Theatre Company, a group of disabled and non-disabled artists, on a brand new performance, The Big Laboratory Bang, which we will be taking to schools. The show is about two scientists and their robot who are trying to create a piece of adaptive technology to save their workshop. To do this they look through the QEF archive for ideas and, working as a team, create something wonderful!

A travelling exhibition will also visit local towns, culminating in an exhibition at the gallery@oxo in London in April 2016 to showcase photographs, documents and even equipment from QEF’s history.

The exhibition will be held from 19-25 April at gallery@oxo, located at the OXO Tower Wharf on London’s South Bank. For more information please contact heritage@qef.org.uk or phone 01372 841219.
Green light for centre of excellence

New state-of-the-art campus will provide specialist care and rehabilitation for people with brain injuries

QEF’s project to redevelop our campus at Woodlands Road in Leatherhead has passed an important milestone as Mole Valley District Council’s Development Control Committee put its seal of approval on plans for a new specialist Care and Rehabilitation Centre to be built at the site.

The Care and Rehabilitation Centre (CRC) will be a new home for QEF Neuro Rehabilitation Services (NRS) to deliver brain injury rehabilitation therapies, as well as offering the flexibility to accommodate other types of service for people with disabilities. You may have seen our recent appeal to support this development.

Room to grow
Although the plan is to open with 24 bedrooms, the Care and Rehabilitation Centre has the space to grow into a 48-bed facility. The extra capacity means that this centre will also be able to accommodate future needs or provide the opportunity for additional services. The key to the long-term sustainability of QEF is flexibility of space to anticipate changing needs over time.

All bedrooms will have wheelchair accessible toilet and shower facilities and features such as automatic door openers. In addition to therapy and rehabilitation spaces, there will also be new leisure and recreational areas. It will provide a bright and attractive environment for disabled people to receive support, regain essential life skills and grow in confidence.

Your generous donations have funded vital equipment and specialist nurses to work at NRS so that even more can be done to help people with acquired brain injuries and people with complex needs. Our new medical consultant Dr Julian Harriss is already implementing pioneering new rehabilitation techniques at the Banstead Brain Injury Centre.

“For your generous donations have funded vital equipment and specialist nurses”
Reflecting on recovery

QEF’s award-winning garden – ‘A Different Point of View’ – will play a crucial role in the rehabilitation process

‘A Different Point of View’ is QEF’s second garden at the RHS Hampton Court Palace Flower Show, after the success of ‘Garden for Joy’, which has been rebuilt at Dorincourt and is now enjoyed on a daily basis by residents.

Designed by Juliet Hutt of Charlotte Rowe Garden Design, ‘A Different Point of View’ impressed the judges at Hampton Court, who not only gave it a Gold Award, but also named it the ‘Best Summer Garden’ of the show.

The new garden is being recreated, using the original trees, shrubs and plants, at the new specialist Care and Rehabilitation Centre to be built at our site in Leatherhead and will be used by people with acquired brain injuries as part of the therapeutic process.

The garden was inspired by the continuing need to look at life in new ways. It offers individuals responding to a life-changing injury a peaceful space to take time out to listen and understand what matters to them. The quiet space is about reflection both literally and metaphorically; large aged and tinted mirrors reflect the space in the garden, and the plants provide dappled shade that continuously changes as the sun moves around. The plants are predominantly native British species and provide a rich habitat for visiting birds, bees and butterflies.

Growing gains

Doctor Julian Harriss, QEF’s medical director, explained: “A garden is a calm, beautiful place where we can reflect on our own abilities, and enjoy observing others performing familiar purposeful tasks – planting, watering, and pruning.

“At QEF we have changed the way we deliver specialist rehab therapies, as we have come to understand the role of ‘mirror neurons’ in learning and re-learning skills such as these. We now appreciate how important it is for us to watch, consider, and contemplate what others do around us. In this way, our brains are constantly busy studying, rehearsing, and mimicking everyone around us, so that we can instantly interact as only social animals like humans can do.

“We now understand how important it is for people with brain injury to start therapy as soon as possible, because even if it seems that they are just sitting quietly in the garden, there is a cascade of recovery going on inside.”

Thanks to all our friends and supporters for the kind support you have given that has made this garden such a success.

To find out how you can support the work of QEF visit qef.org.uk

Garden designer, Juliet Hutt, with constructors, Diggerz Landscapes, proudly displays our RHS Gold Medal Award.
You may have seen recent media coverage about charity fundraising practices, so as valued friends and supporters of QEF we wanted to reassure you that we never have nor ever would share your information with any other organisation. Last year we helped over 4,000 disabled children and adults and quite simply, we couldn’t do this work without the personal involvement and generosity of you – our volunteers and donors.

Over recent years your gifts and help have enabled QEF to refit a wheelchair accessible canal boat, fund specialist nurses and equipment at our brain injury centre, develop a therapy garden as well as a brand new Group Home for residents to experience supported living before moving on. Last year over 30 Bugzis, powered wheelchairs for children aged between one and six, were produced at MERU and loaned to disabled children. MERU also develops vital specialist disability aids for children for whom there is nothing else available. All this work enables disabled people to lead more independent lives and could not happen without your help.

Worthwhile work

It is very important to all of us at QEF that you feel giving to our work is worthwhile, positive and rewarding. After all, Charlie, Toby, Namrata and the other disabled children and adults mentioned in this newsletter have benefited from our support only thanks to you.

QEF follow strict rules and guidelines to protect your privacy and data but we would hate to think that our relationship with you is just details in a database. We know that you understand how important our work is in changing lives and that there is nothing wrong with seeking donations. However, we understand the trust you have placed in us demands the highest standards so we make these promises to you:

- We promise never to pass your details onto any other organisations.
- We will communicate in a way that suits you. If you tell us you would prefer less contact or don’t want to hear from us at all, we will respect your wishes.
- We will keep your personal details safe.
- We will bank a donation promptly so that it is working for disabled and disadvantaged people as soon as possible.
- We will keep administration costs to a minimum.
- We will provide information about our work and finances so you can see how your donation is being spent and the difference you are making to the lives of disabled children and adults.

We’re also members of the Fundraising Standards Board self-regulatory scheme, which means that we follow the Institute of Fundraising Codes of Fundraising Practice.

Our latest audited financial figures show that 82p in every £1 donated to QEF goes directly to funding services or equipment for children and adults with disabilities. The remaining 18p covers fundraising activities, administrative support for the range of specialist services that we offer and the running of our charity shops. We will continue to keep our administration costs to a minimum.

Thank you for your continued support.

Our pledge to you

We promise to respect your privacy and to communicate in a way that best suits you

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Thank you for your continued support.
MERU, a member of the QEF family of charities, is famous for its Bugzi children’s micro powered-wheelchairs, but MERU engineers also take on other challenges to create equipment for disabled people where nothing suitable for their needs is available.

Charlie has a condition called spinal muscular atrophy, which causes severe muscle weakness. He uses a wheelchair full time and struggles with most day-to-day tasks. He loves his PlayStation but was frustrated by his difficulty in pressing the buttons and not being able to play some games properly. MERU designed and built a special joystick and switch array for Charlie to be able to play his favourite games with ease and even team up with friends online.

Right note
MERU is frequently asked to modify musical instruments or create ways for people with disabilities to play using stands or other equipment to make them more accessible. Recently MERU was approached by Christophe – who has a form of cerebral palsy and only has the use of one arm – asking for help to make a stand for his trombone so that he could play it comfortably. As well as holding the trombone, he also needed to be able to set up the stand with just one hand and it needed to be fully portable for easy transport to performances. Additionally, the stand incorporated pedal conversion so that Christophe could operate the trombone’s valve with his foot.

These are just a few of the projects that MERU has worked on. While we raised a record amount last year for MERU’s work, MERU relies totally on voluntary donations. Your vital support for this amazing, creative problem-solving engineering unit helps to increase independence and opportunities for people with disabilities.

Toby is a young chap who has cerebral palsy. His parents are focused on enabling his independence, but there are some things he needs a bit of help with, such as using the sink in the bathroom. MERU created a set of adjustable steps with handrails for Toby, which can grow with him. After climbing the steps on his own for the first time, he said “thank you for my steps, I will be able to wash my hands on my own now!” Washing your hands might seem like an ordinary, everyday task, but for Toby, being able to do this adds independence to his life.

“Thank you for my steps, I will be able to wash my hands on my own now”
**Against the odds**

Roy didn’t let polio stop him making the most of his life – now he wants others to have the same opportunities

You might be hard pressed to guess that Roy is 77 years old. He has a twinkle in his eye and the engaging enthusiasm of a genuine cockney. You might also be excused for not knowing that he has worked worldwide as an engineer for a large portion of his life and managed his own engineering company.

Likewise it is not apparent that as a child he suffered long bouts of illness. At 10 years old he contracted polio followed by TB. Finally deemed fit for schooling at age 17 he was tutored in maths and English until a relapse required the removal of part of a lung. Recovery involved six months in bed and a year of calm convalescence. Considered medically disabled his only option was to attend Queen Elizabeth’s Training College where he took to the engineering course, primarily drawing, at which he was considered neat, accurate and a good example for others. His memories of QEF are not rose-tinted. The facilities had limitations but the tutoring and work placement set him on an unexpected and unintended career path.

**Job satisfaction**

At 20 years old he was ‘planted’ with Bunzl Pulp and Paper Group as a draftsman tracer. Companies were obliged to employ a quota of disabled people, but in two years he progressed to full engineering draftsman. Following up a job advertisement Roy successfully completed a two day entry exam and on acceptance nine months training with Humphreys and Glasgow. The doorway to the world had opened and Roy enjoyed 37 years with a company that allowed him freedom to try new things.

In his early 70s Roy required major heart surgery and considered it time to get his affairs in order. “As an ‘old boy’ of QEF, I subsequently assisted in some fundraising and, as they were the start of a full and successful life for me, they will be a major beneficiary when I pop my clogs.”

“The one proviso is that they use the money to establish a facility in my family’s name. My father and mother deserve some lasting presence on this planet.”

We are very grateful to Roy for his story and generosity. Leaving a legacy is a very personal gesture.

Legacies for any amount represent vital support for our work. If you are interested in making a legacy gift please contact John Chamberlain john.chamberlain@qef.org.uk or call 01372 841127

“QEF was the start of a full and successful life for me and it will be a major beneficiary when I pop my clogs”
Independence Day

Sutton Shopmobility celebrates 25 years of helping people to get out and about

The 4th of July 2015 (Independence Day USA) seemed like an appropriate day for an event to celebrate Sutton Shopmobility’s 25th anniversary. As a member of the QEF family of charities it has helped thousands of people achieve greater independence. Based in St Nicholas Shopping Centre in Sutton, its extensive range of wheelchairs, powered wheelchairs and mobility scooters provide independence to users enabling them to get out and about and enjoy life.

Civic pride

The event for service users and volunteers was supported by local dignitaries, including Sutton’s deputy mayor Baroness Celia Thomas – a mobility scooter user herself – accompanied by Lord Graham Tope, who was leader of the Council when Sutton Shopmobility launched in 1990.

Amanda Beck, manager of Sutton Shopmobility, said: “I’m immensely proud of the work we do and the volunteers who tirelessly assist us.”

QEF shops

Serving in excess of 170,000 customers throughout the year, our shops are invaluable in raising funds and awareness of QEF. We are indebted to your custom, your donations and our tireless staff and volunteers.

If you would like to donate any items please drop them in to your local QEF shop during trading hours. We are very grateful for every item donated.

Shops are open 9.30am to 4.30pm Monday to Saturday.
(All shops closed on Sundays and Bank Holidays unless otherwise announced)

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<td>Worcester Park</td>
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**ANNUAL GOLF DAY**
**THURSDAY 5 NOVEMBER**
The Royal Berkshire Golf Club
Individual: £150;
Team of four: £600
The day includes coffee and bacon rolls, shotgun start on the Red Course, luncheon with wine and tea and coffee, a Grand Raffle, competitions and prizes.
For further details please contact Sue Pressey: sue.pressey@qef.org.uk
01372 841223

**GUINNESS & OYSTER LUNCHEON**
**THURSDAY 26 NOVEMBER**
Mansion House, London EC4
12.30-2.30pm, Tickets: £75
Our famous luncheon, now in its 50th year, is held in the beautiful surroundings of Mansion House.
For further details please contact Laura Walch: laura.walch@qef.org.uk
01372 841130

**CHRISTMAS CAROL SERVICE**
**WEDNESDAY 16 DECEMBER**
St John’s School, Leatherhead, 7pm
Entry free
Our annual Carol Service will be held in the splendid surroundings of St John’s School, Leatherhead, featuring celebrity readings, soloists and the school choirs.
The service will be followed by a mulled wine and mince pie reception in the Dining Hall.
Entry is complimentary, but all donations given on the day will be gratefully received for the work of QEF.
For further details please contact Ella Sykes: ella.sykes@qef.org.uk
01372 841222

Please help QEF achieve more goals
Complete and return this form to QEF, Leatherhead Court, Woodlands Road, Leatherhead, Surrey KT22 0BN

Name (Mr/Mrs/Ms)__________________________
Address_________________________________
Postcode__________________________

Phone No.

Here’s my gift of

£15 □  £20 □  £25 □  other £____________

Please charge the above sum to my: Mastercard/Visa/Maestro/CAF Charity Card
Card number:__________________________

Expiry date:___________/___________
Security code:__________________________
(The last numbers on the signature strip on the back of your card)

Issue no:__________________________
Start date:___________/___________

Signature__________________________Date___________/___________/___________

OR □ I enclose a cheque/PO made payable to QEF

We’d love to keep you up to date with how your donations are helping our work with disabled people, but printing and mailing material costs money. Email is much cheaper, so if you would like to receive news this way, please give us your email address and tick the box below:

Email Address_________________________________

□ I would like to receive emails from QEF (by ticking the box you agree to receiving emails from us)

QEF WILL NEVER PASS YOUR DETAILS ON TO ANYONE ELSE