



promote

# Aa-Zz

{of key words & services relating to **AMH Promote**}



This is an A-Z of key words and services relating to **AMH Promote**. This information was collated over six months by staff and clients and is reviewed regularly by our Local Client Advisory Group.



## All about AMH Promote

AMH Promote is a training centre run by AMH (Action Mental Health) which teaches adults with learning disability to be more independent and to train for job placements in the community.

We run many courses which promote independence and increase confidence and self esteem. The courses change on a regular basis.

We also find suitable job placements and further education courses for our clients and provide training in Catering, Information Technology, Horticulture and various other subjects.



Clients can gain qualifications in their chosen subjects and will go on to work experience and job placements where they will be supported by our Employment Officer. They may also choose to further their education by taking a course at college.

If you are interested in coming to train with us at AMH Promote, you can visit the unit by making an appointment with me, Victoria Campbell (Client Development Co-ordinator).

You can find me at;

**AMH Promote**, 6 Enterprise Road, Bangor  
Co Down, BT19 7TU  
**T: +44 (0) 28 9127 5953**

## Accreditation

This is a recognised, certificated qualification e.g. Asdan, NSP, OCN, all of which are offered within AMH Promote.

## Achievements

This is when we meet the goals we set through our action plans and these are then recognised at our annual awards day.

## Action Plan

We each have an action plan to measure progress and meet our individual needs in a person-centred approach.

## Advocacy

Advocacy is speaking up for, or acting on behalf of yourself or another person. This is promoted in AMH Promote and enables us to take more responsibility and control for the decisions that affect our lives.

## Afternoon activities

As well as our courses, on some days we can choose an activity we want to do in the afternoon, eg pool, walking, maintenance, arts & crafts.

## Anxious

If we are feeling anxious about anything we speak to our keyworker who can help us. This makes us feel better.

## Asdan

This is an accredited outcome for many subjects on offer within AMH Promote.



## Be on time

It is important to be on time for work and also for classes.

## Boundaries

We have agreed boundaries set by us and staff to facilitate an appropriate environment for training.

## Building

AMH Promote has been designed specifically to meet our needs after much consultation with us and staff.

“AMH aims to enhance the life and employability of people with mental health needs or a learning disability”

## Canteen

We have a canteen where we all have break and lunch together. We can play music, have a game of pool or sit on the sofa and chat with friends.

## Choice

Choice is offered in a variety of ways here in AMH Promote, from subjects through to the daily menu, and measured through evaluation.

## Client Local Advisory Group

We have meeting once a month with Promote Staff to comment on activities or service and feedback to larger client meeting which happen quarterly. Empowerment, responsibility and independence are some of the benefits we enjoy while actively reshaping the service.

## Coffee morning

We have a coffee morning once a month for our family, friends, and carers to showcase the products we make whilst raising money to purchase educational items.

## Complaints

All complaints are handled sensitively and dealt with quickly.

## Confidentiality

We have the opportunity to speak to staff in private and they always respect our confidentiality.



## Development

Our skills and progress are monitored through our action plans and rewarded.

## Directions

We all have a clear aim of where we are going from start to finish which is tracked through our action plans.

## Diversity

We are all accepting of each other regardless of any differences.

“I like all the computer courses, they are really good”



## Educational trips

There are trips arranged several times in the year, weather permitting, and they all have an educational benefit.

## Employability

We prepare for employment options by learning essential skills and taking the first steps through the Employability Course.

## Equal opportunities

We are all treated equally throughout AMH Promote.

“Promote is a wonderful place to work and staff help you with your courses and help you to be independent”



## Fish

We have a fish tank with fish in it. We can sit and relax and watch the fish at break and lunch time. We also have to clean and feed the fish regularly.

## Free

Training is free to us. The service is funded by the South Eastern Health and Social Care Trust.

## Friendly

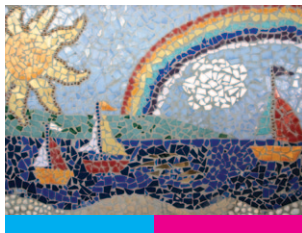
AMH Promote has a welcoming and pleasant atmosphere with friendly staff and clients.

## Focused

AMH Promote is focused on providing the training we want and giving us opportunities whilst promoting independence and a healthy lifestyle.

## Future

Our future is brighter as a result of the training opportunities, real life skill development and independent living skills offered.



## Gain

We gain many different life skills and qualifications which enhance future development.

## Goals

We work towards an achievable goal agreed and set through our person centred action plan.

## Guidance

Guidance is offered through allocated key workers within AMH Promote. This includes advice on appropriate training for chosen vocation, job placements and life skills.

“The people and staff are nice at Promote, they talk to you if you have a problem, and help you”



## Happy

Coming to Promote makes us happy.

## Healthy

Mental and physical well-being, balanced with a healthy diet is promoted within AMH Promote.

## Helpful

Staff, volunteers and board members all offer helpful advice when needed.

## Holidays

AMH Promote closes for Christmas, Easter, Summer and Bank holidays so staff and clients can recharge their batteries.

“The staff got me a very good work placement, I feel very happy”



## Independence

We consistently work towards and maintain independence in everything we do.

## Information

Up-to-date information is communicated through client meetings, internal newsletters, information flyers, coffee mornings, the client notice board and letters.

## Initial visits

Potential clients visit AMH Promote as an information exercise to determine whether or not it will meet their needs.

## Interaction

Through various methods of training interaction is essential in building our confidence and social skills.

“I felt that the money course has helped me budget more”



## Job Skills

We learn the specific skills required for a work placement and learn skills on the job.

## Journey

We are all on a journey of discovery at AMH Promote, with a clear start, middle and finish being tracked and monitored through our action plan.

## Key Worker

We are each allocated a key worker at AMH Promote and this staff member will help with any issues that arise and link in with other professionals on our behalf whilst keeping our action plan up to date.

## Kitchen

There is a state of the art kitchen for cooking lunch and training for placements within the catering industry.

## Knowledge

Through all the various types of training offered in AMH Promote, knowledge is acquired and used to develop skills.



## Learning disability

AMH Promote is a training centre for adults with a learning disability, and is specifically designed to meet each of our individual needs with a view to progression.

## Life Alert

This is the educational group consisting of clients who link in with schools, PSNI, DPP and the local council to promote awareness of learning disability issues.

## Life Skills

Independence is promoted through various life skills training essential for everyday living in a modern world.

“We aim to promote health and well-being, building social and community networks”



## Market

We sell our plants and other products that we make at Bangor market.

## Meals

Meals are prepared daily by catering students and available in Promote for £1.50 each day.

## Moving On

We plan that people who engage in Promote progress to education or work placements within the 3 year time limit of the project.

## Motivation

In a conducive work environment, motivation is easily maintained by both staff and client. Motivational activities and training are always on offer.

“We learn new skills in our training and courses”

## Needs

Our needs are assessed and monitored on a monthly basis with our allocated key worker and tracked through our action plans.

## Networking

Staff continuously network with other agencies, groups and professionals to maintain working relationships and share information to ensure an up-to-date good value service.

## Newsletter

An internal newsletter is produced every quarter which we develop and edit ourselves. This provides up-to-date information about the service and is distributed externally. It always proves to be popular.

## Non-accredited

Many subjects in AMH Promote do not lead to accreditation but they are still essential and/or beneficial for personal development and progression.

## Non-profit

AMH Promote is a charity which is non-profit making.

“All the staff are kind”



## OCN

This is an accredited outcome for many subjects on offer within AMH Promote.

## Opinions

We all have an opinion and in AMH Promote these are respected and promoted, none more evident than the client committee.

## Opportunity

Through learning and training opportunities to progress and develop arise.

## Options

We have options ranging from which training we want to do, to what we have for lunch, to name a few.

## Outcomes

These are the achievements we have made which are recorded and tracked on our action plans.

## Outings

Sometimes we go on outings as part of our courses.



## Plants & Polytunnel

We learn all about gardening and grow plants that we sell at our coffee mornings and at Bangor market.

## People Centred

Everything in AMH Promote is centred on our individual need and takes into account diversity and personal choice.

## Placement

The Employability Skills Coach will help when you are ready to find a work placement where you can use your skills.

## Presentation Day

Once a year we have a great bash in recognition of achievements and qualifications gained throughout the year for ourselves and staff. Family and friends all attend.

## Privacy

Staff respect our privacy as we do theirs at all times, and there is always somewhere private to chat.

## Progress

From when you start to when you exit AMH Promote, progress is monitored regularly and discussed with us.



## Qualifications

These are achievements recognised by employers and college which include Asdan, NSP and OCN.

## Quality

No better way to quantify quality other than the attainment of Customer Service Excellence (CSE) and the work done to maintain this.

## Quiet

A quiet training environment is conducive in absorbing the full effect of training and learning and this is available in AMH Promote.

“At AMH we provide our clients with many opportunities to be as active as possible, physically, socially and mentally”



## Reliable

Staff at AMH Promote are reliable in their commitment to all training and involvement as our key workers.

## Respectful

We are all respectful of each other and respect differences within AMH Promote.

## Results

We work hard to to get best results we can in courses and in work placements.

## Review

We have a review once a year to monitor and discuss our progress with our social worker and whoever else we want in attendance. It is also to make sure we are happy.

## Rights

Our rights are promoted and respected in everything we do and the client charter is a great example of this.

## Rules

We have client rules that everyone has to follow. This makes sure we all have a good time at Promote.



## Safe

AMH Promote is a safe environment for training and recreation.

## Skills

Our skills are nurtured and developed through progression with a view to enabling us to reach our full potential.

## Success

Everyday success is appraised and recognised by staff and officially recognised in public once a year at the Awards Day.

## Suggestions

A suggestion box is located in the reception area. All suggestions are recorded and acted on, when possible.

## Support

Support is provided and offered through our key workers, advocacy, social workers and other professionals in AMH Promote.



## Teamwork

Social skills are built on and developed through teamwork, which is reflected in our group training projects. This leads to team building and effective training outcomes.

## Timetable

We each have a timetable to show us where and what training we have on the days we attend.

## Toleration

AMH Promote is a tolerant service, accepting differences in every form whilst respecting individuality.

## Training

A wide variety of subjects are available to learn different skills and meet our needs. These range from creative to practical based activities.

“It’s a good building in the right place”



## Understanding

AMH Promote is understanding of “learning disabilities” and all aspects of the service reflect a continued proactive approach to meeting current legislation and the ever changing needs of clients.

## Unique

The methods of presenting subjects, training offered and creative choices available within AMH Promote all make for a unique experience.

## Upbeat

Within AMH Promote a light hearted but professional approach enhances the atmosphere of the training environment.

“AMH is a people centred organisation,  
clients are the core of our existence,  
staff are the core of our success”



## Vending Machine

There is a vending machine supplied by coca cola for soft drinks located within the unit.

## Versatile

AMH Promote is versatile in its variety of training subjects on offer and in training styles.

## Voice

We all have a voice within AMH Promote and we are encouraged to speak up. We also can voice our opinions through the client committee, advocacy and key workers.

## Volunteers

We can become volunteers in the local community through various placements whilst receiving support from AMH Promote. There are also four volunteers presently within the unit who give their time freely.

## Vocational

Training is offered to develop our skills which we can use towards a career, which leads to a vocation in life.



## Water Feature

AMH Promote has a water feature in its garden which gives us a sense of tranquility and relaxation.

## Work Placement

This gives us the opportunity to volunteer, train on a training placement or work part time, or full time whilst being supported.

## Work Skills

Prepares us with the skills needed through employability, to enter the working world and maintain a job.

## X cellence

We always thrive for excellence in everything we do and achieve our future aims.

“The best thing about Promote is a very good service”



## Yearly

Each year we celebrate the holiday seasons and do something relating to each season, eg halloween, we dress up in fancy dress and enter a bowling tournament.

## Yummy

We believe the food offered within AMH Promote is yummy especially the scones and tray bakes!

## Zero tolerance

We have zero tolerance to any form of bullying, or any other act that is detrimental to the health and well being of anyone within AMH Promote.

## Zippy

We are a lively and energetic service which works hard whilst having fun at the same time.

“We learn new skills in our training and courses”

## AMH Promote

6 Enterprise Road, Bangor  
Co Down BT19 7TU

Tel. 028 91275953

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## Opening times

Monday to Thursday 8.30am - 4.30pm

Friday - 8.30am - 3.15pm

**Karen Hillis**  
**(Acting Service Manager)**

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## Action Mental Health

Central Office,  
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[www.amh.org.uk](http://www.amh.org.uk)