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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.



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 including Confidence Building, Boundaries, Independent Travel and basic Numeracy/Literacy which promote independence and increase confidence and self esteem.

We also find suitable job placements and further education courses for our clients and provide training in Catering, Information Technology 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, Nick Jamison (Service Manager).

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 independent service, promoted in AMH Promote, enables us to take more responsibility and control for the decisions that affect our lives.

Asdan.

This is an accredited outcome for many subjects on offer within AMH Promote which equates to a GCSE.



Basic Skills

We have the opportunity to learn everyday living skills i.e. numeracy, literacy, independent living skills and travel training. All of which are pitched at a level to meet our individual needs.

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.





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 Committee/Board

We have our client meeting once a month with board members chairing the meeting with support from an advocate. 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.

Drama

This is funded through Awards for All and is extremely popular. We build our confidence, social skills and dexterity whilst having great fun. We also put on a show once a year at the awards day.





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 this Asdan course.

Equal opportunities

We are all treated equally throughout AMH Promote.





Free

Meals and training are 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.

Fundraising

AMH Promote fundraises through various avenues i.e. knitting for Age Concern each year and collecting for Children in Need to name a few.

Future

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



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Gain

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

Gregarious

Staff like to inject fun into many aspects of training and this leads to a creative atmosphere and enhances our learning.

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.



Handcraft

We make cards for all occasions, jewellery, mosaic, scrap booking and knitting. Many of which are sold at the coffee mornings.

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 the bank holidays so staff and clients can recharge their batteries.



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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.

Innovative

Together with staff we always strive to look for new, exciting and cutting edge methods of training and subjects that will be innovative and maximise our potential.

Interaction

Through various methods of training interaction is essential in building our confidence and social skills. The drama is a good example of this.



Jewellery

We make bracelets, necklaces, broaches and phone charms in the life skills department and we sell them at our monthly coffee morning.

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.





Keep Fit

Healthy living and keeping fit is promoted through various external and internal groups, i.e. Ageing Well Reach group.

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 are two kitchens in AMH Promote, one for learning independent living skills whilst the other state of the art kitchen is used 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.

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Learning

Our skills develop through learning which in turn builds our confidence, ability and knowledge. This leads to progression and further developments in the future.

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 four 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.



Makaton

We use Makaton occasionally in AMH Promote to communicate and training is offered by a member of the client board.

Mosaic

We make many items of mosaic. This subject is therapeutic whilst social and helps build confidence, dexterity and artistic creativity. Tiles are donated from local tile stores and the finished products raise funds for AMH Promote through coffee morning sales.

Motivation

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

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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-prejudiced

We are a training environment free from any form of prejudice or discrimination and this is promoted through our educational group **"Life Alert"** to other external groups.

Non-profit

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



Open Day

We have an open day once a year where our family, friends, carers and social workers can visit AMH Promote and talk to staff about the service whilst showcasing current work.

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.



People Centred

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

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 charter mark 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.

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.

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.

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.

A large green circle containing a white capital letter 'S'.

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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.

Transport

Independent travel training is offered as a means of promoting independence.



Understanding

AMH Promote is understanding of “learning disabilities” and all aspects of the service reflect a continued pro active 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.

Unisex

The training opportunities and facilities are all designed specifically to meet everyone’s need.

Upbeat

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





V

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 two volunteers presently within the unit who give their time freely.



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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 tranquillity 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.

Working Groups

Groups such as the client committee, Life Alert and the different departmental groups, such as Lifeskills, work to bring about change and educate the public.

X cellence

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

X factor

AMH Promote has the x factor because we are constantly evolving and upping the standards so we stand out from the crowd.



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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.

Youthful

AMH Promote is available to anyone over 18 years of age. However staff maintain a youthful approach in everything they do, whilst acknowledging what's hot and what's not.

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.

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Action Mental Health

Central Office, Mourne House
Knockbracken Healthcare Park
Saintfield Road
Belfast BT8 8BH
Tel. 028 90403726

AMH Promote

6 Enterprise Road, Bangor
Co Down BT19 7TU
Tel. 028 91275953

Opening times

Monday – Thursday	8.30am – 4.30pm
Friday	8.30am – 3.15pm

Nick Jamison
(Service Manager)



promote

Client Charter

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Charter Statement

This charter tells you about the way AMH Promote operates and the training courses we provide. It also tells you how you can make a complaint or a suggestion and how we will deal with them.

All about AMH Promote

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If you are interested in coming to train with us at AMH Promote, you can visit the unit by making an appointment with me, Nick Jamison (Service Manager).



How can we help you?

We will keep you informed by supplying you with this charter and our monthly Newsletter which keeps you up to date with what's happening at AMH Promote.

We will help you to get the training in which you are interested and give you support as you work towards qualifications in your chosen subjects.

We will help you to become more independent and confident through gaining independent living skills and confidence building classes.

We will keep you informed of new courses by advertising them on the client notice board and in the "Newsletter".

When you are fully trained and the time comes for you to move on, we will support you in your placement or in further education courses. We can also help you to organize travel arrangements and travel safely to and from your placement or college course through independent travel training classes.



Our services to you

- AMH Promote staff will help you to choose courses that are suited to your needs.
- We will give you advice and information to help you gain up-to-date skills and qualifications
- We will prepare you for employment and give you support while on placement.
- You will be given an opportunity to join in recreational and social activities.
- We can help you with personal skills such as confidence building and to improve your numeracy and literacy skills.
- We will watch how you are getting on and help you work towards other options such as independent living and further education courses.
- We display our Charter standards in the unit and will let you know the results of the client satisfaction survey which takes place every two years. This will be announced at your client meetings.

How can you help us?

Staff at AMH Promote want to provide you, our clients, with the best possible service. You can help us to do this in many ways.

- You can help us by making suggestions about how to do things in a way that is better for you. If you need help to do this, a member of staff can write your idea down for you. You can use the suggestion box on the reception desk to tell us about it.
- You can help us by writing articles for our monthly “Newsletter.” The IT coach will be happy to take your ideas and help you produce an article.
- You can help us by telling us if you are not happy with any of our services. You can tell your keyworker who can help to deal with your complaint. This will be recorded in our complaints book at reception and you can expect a reply within 24 hours. If you are not happy with the way your complaint has been handled, you can then complain in writing to the Service Manager. He will have a meeting with you to try to sort out your complaint within 5 days and will get back to you in writing in a further 5 days to let you know



the outcome. If you are still not happy with the outcome, you may speak to the Area Manager who will meet you within 10 days and report back to you in a further 10 days. If

we have been wrong we will apologise and find out what we can do to put things right.

- You can help us by speaking up at your monthly client meetings and giving us your suggestions to make things better for you. You will have an opportunity to put forward your ideas for trips etc.
- Every 2 years you can help us by taking part in our client satisfaction survey. This will help us to see how well we are doing and to find out the things that are important to you and how we can improve them.

Our service standards

We regularly review and update our Service Standards to meet changing service and client needs.

Copies of the current Service Standards are available from your Key Worker.

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