

OCTOBER 2018

STAFF & VOLUNTEER Newsletter

THE PIER

THE FED

Caring for our Community

OPENING OF BEACH HOUSE



On a celebratory June afternoon at Heathlands Village, the Mayor of Bury - Councillor Jane Black - cut the orange ribbon and officially opened Beach House.

Earlier she had described her decision to choose The Fed as one of her charities of the year as a 'no brainer'.

Our new state-of-the-art residential household for people living with dementia has been years in the planning, and the results have been described as 'breathtaking'.

From brightly lit corridors with uniquely coloured, recessed front doors to ceiling panels mimicking the day-time sky, every aspect of this innovative space is designed to improve the wellbeing and day-to-day lives of the people we care for here.

"Together, I think we have created one of the best care homes in the country," remarked our proud CEO, Mark Cunningham, to a crowd of over 50 specially invited donors and supporters.

Turning to Herzl Hamburger and Leslie Kay, BEM - former

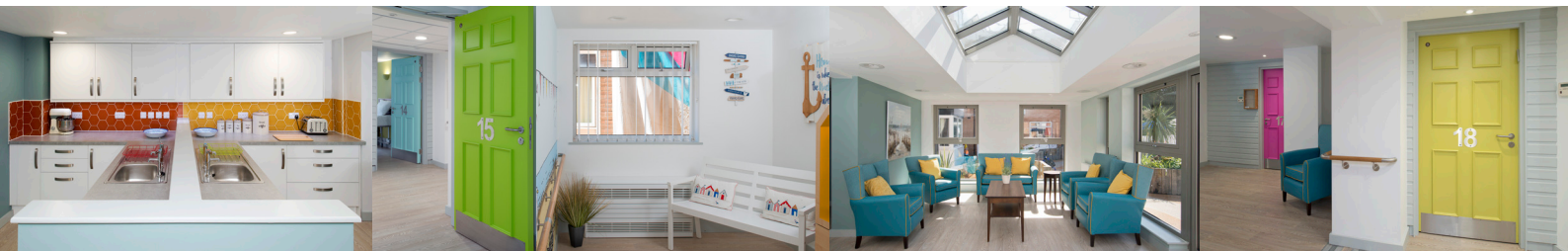
and current trustees of The Fed - he continued, "I hope you feel we have built upon the legacy that you helped create for the community."

Explaining more about the £1.5 million project, our Marketing and Communications Manager, Joyce Khan, said, "We've brought the theme of our Seaside Garden indoors, aiming to help stimulate positive memories of trips to the seaside and family holidays, either from childhood or in young adult life."



New technology and clever design features enhance people's independence and improve their care: over-the-bed sensors trigger automatic lighting if someone gets up in the night to use the toilet, and helps guide them safely back to bed; bedroom furniture has open sections to reveal the contents and help people easily locate their belongings; and staff are piloting the 'Nourish' care planning system on handheld devices, which enable them to update people's care records 'on the go' and allows more time to attending to people individually."

We're sure you'll agree our residents have a superb new home!



▶ A MESSAGE FROM MARK

So was the summer warm enough for you? The last really hot one was in 2003 although those of us with longer memories (yep, me included) still go on about the summer of '76. Joking apart, many of you were working in very hot, uncomfortable conditions and are to be applauded for doing an amazing job!

Most importantly we kept the people we care for at Heathlands Village well-hydrated and safe in the sun. Well done!

With school holidays a far and distant memory, the kids back in uniform and the return of the rain - well, on and off - let's take a moment to review how much we achieved this summer.

The opening of Beach House was no less than a triumph! It took a massive team effort to get everything ready for our residents' move over there from EH2. The opening day was amazing and the sunshine arrived on time.

No sooner had we closed EH2 and we faced the mammoth task of refurbishing it in readiness for its reopening as our new Dr Simon Jenkins Nursing Care Unit. With just two days to go, it still looked like a building site but again, with everybody playing their part, and just a few minutes to spare, we made our deadline and our nursing residents moved into their new home on 6th September.

While all of this was going on our Community Advice and Support Team (CAST) hosted some wonderful community events. These included an intergenerational pirate treasure hunt, children's play-schemes and our annual mental health Drop In BBQ. Alongside this, thousands of hours of support were delivered by Volunteering@TheFed and CAST to individuals and families.

Other highlights included our yearly staff BBQ coupled with some long service awards and the Motiview exercise bike pilot project which has been a superb success. The list goes on... Never has so much been achieved by so few, for so many!

We received very positive feedback from our Investors in People (IIP) visit and have launched our new Vision, Purpose and revamped Values, making these more memorable we hope, with the shortened name, 'CREW', standing for Caring, Respect, Excellence and Working Together. Thanks to all who contributed to rewriting these.

Autumn will see us complete the relocation and upgrade of various care departments. The refurbishment and painting of Unit 1 (Wolfson East and West) is due by 8 October. Residents will then move here from EH1 after which we will refurbish EH1, aiming to complete this by 29th October.

September and October have been busy months with Jewish Festivals but also a time to celebrate and reflect.

We are still waiting for our CQC inspection and must keep working towards a rating of 'outstanding'.

Having recently worked another night shift it was great to see fantastic care in action even at 4am.

We are introducing our new care planning system 'Nourish' which will be tested out on Beach House and a new way to offer bank hours and communicate with everyone, a system called 'Pickashiff'.

Thank you for all your hard work over the summer and for making us such a great organisation.



▶ LUCY'S UPDATE



Lucy Edwards, our Trusts, Foundations and Bids Writer, has been as busy as ever generating income for The Fed over the last few months! Here are some of her recent successes:

Ambition for Ageing's - whose vision for the future is to create more age-friendly places across Greater Manchester - ran the very first 'Festival of Ageing' in June 2018. The Fed hosted a 'mini' farm at Heathlands Village, with miniature ponies, goats, rabbits and sheep! The residents were thrilled to meet these lovely animals and the positive effect on wellbeing was evident.



In June we were awarded a grant of **£3,345** from the **Peter Kershaw Trust**. The funding is for a comprehensive wellbeing activities programme for residents - designed specifically for older people to participate in.

It will also include a range of activities focusing on various aspects of Jewish life. The purpose will enable participants to connect with their Jewish roots and traditions and will aim to stimulate memories and communication.

Also in June, **The Rachel Charitable Trust** gave us **£200** towards the cost of introducing the Nourish Care Planning System on site.



This is being trialled in Beach House. Staff have been given hand-held devices, similar to smartphones, allowing them to record care planning information about residents 'on the go'. This reduces the amount of time spent at a computer filling in lengthy care-plan documents and means that care staff can spend more time giving residents individual attention which has a positive impact on people's health and wellbeing.

▶ EH2 TRANSFORMED INTO DR SIMON JENKINS UNIT

Following months of planning, the newly-refurbished Dr Simon Jenkins Nursing Unit opened at Heathlands Village in September.

The late Dr Jenkins MBE was a stalwart of The Fed serving as Vice-Chair and Board Member and playing a huge part in the development of our nursing services.

He was a champion of our home's end of life care services and instrumental in us achieving Beacon Status under the national Gold Standards Framework - a standard which measures the quality of care provided to residents and clients in care homes nationwide. We have since been graded a 'Platinum' home.

Ironically Dr Jenkins was cared for towards the end of his life in our nursing department where he was a much-loved resident.

Numerous friends joined his wife, Evie, daughter, Dr Deborah Joseph and other family members alongside our Board of Trustees and Directors to pay tribute to him at the opening of the unit.

Deborah, and her husband Howard, undertook much of the fundraising for the unit. At the opening she explained, "In the final 14 months of his life Dad was cared for in the excellent nursing unit at Heathlands Village. This is why it is so fitting to have raised money for, and ultimately opened this new unit, in his memory."

The new unit comprises 29 bedrooms, two lounges and a dining room and includes a new state-of-the-art assisted bathroom.

Deborah and Evie unveiled a plaque naming the unit in memory of their late father and husband.



Dr Jenkins was a Bury GP in Wash Lane and at Minden Medical Group Practice. He earned an MBE for his services to patients in Bury in 1992.

Despite a long history of illness Dr Jenkins overcame renal failure, receiving a new lease of life in 2000 thanks to a donor kidney and going on to become an advocate for improving renal services in Manchester. He was the Chairman of the Kidney Patients Association.



▶ NATASHA AND BEN JOIN FORCES TO FUNDRAISE FOR THE FED

Natasha Sarak was not alone when she recently took part in the 10km Race for Life for The Fed - she was joined by her son, Ben!

Natasha's motivation to fundraise comes from a deep connection to The Fed. At the end of her life her Grandma Rita was cared for at Heathlands Village and earlier this year her Grandpa Gerry - who has vascular dementia - became a resident - something which Natasha says has had a big impact on her.

"I wanted to raise money for Heathlands Village because of all the fantastic work they do. It's simple - the staff at Heathlands are incredible! We often go with Grandpa to the (Central) cafe for lunch and the atmosphere is wonderful.

It was great to do the race with Ben - I was just trying to keep up with him on the way round! I'm so proud of him"

Chipping in, Ben added, "I had a lot of fun running the race. The second half was easier than the first half, even though I had a bit of a stitch! I did the race in 100 minutes which I think is good!"



TEN TO TACKLE!

with Mark Adlestone OBE DL



1. What is your position at The Fed?

I am currently The Fed's Chair, until our AGM on 13th November. By then, I will have been chair for 10 years, and a board member for 11. I intend to remain a board member after the AGM.

2. How did your involvement with The Fed begin?

I was caught by Karen Phillips! Her offensive on me started in 2004 after we had already been donating to The Fed for many years. I had never properly met Karen, but in 2004 our family company, Beaverbrook's, was listed in the Sunday Times Best Companies To Work For and Karen thought to herself that she wanted a piece of that! She wrote requesting a meeting and, much to her surprise, I responded. The rest is history.

3. Favourite film or TV show?

The Wire. It captures so many aspects of a broken society and challenges our perspectives on the blurred line between good and bad. I am currently watching Succession and absolutely love it.

4. Sports team

Blackpool FC. I am a passionate Seaside and have been since my father first took me to Bloomfield Road in 1965 aged 6. I follow England cricket and rugby union too.

5. What do you imagine yourself doing in five years?

I would hope still to be chairing Beaverbrook's and continuing with my many communal activities both within and outside of the Jewish Community. I am enjoying my Deputy Lieutenancy and will be looking to expanding my activities within the wider Greater Manchester communities.

6. Favourite holiday destination?

Gabrielle and I are not creatures of habit so are quite adventurous with our holiday destinations. That said we would aim to ski in the Alps and visit Israel each year.

7. What do you do in your spare time/what are your hobbies?

I love listening to music and have a very eclectic and extensive music collection of over 2,600 albums. We are also involved with The Bridgewater Hall, The Royal Exchange Theatre and Chetham's. I play racketball, swim, cycle, run and go to the gym, and love watching a variety of sports.

8. Glass half empty or half full - why?

Half full. I believe in looking for the positives in every situation. That in itself creates a positive energy which everyone can feed off.

9. Describe The Fed in less than 30 words.

An incredibly well-run organisation with the highest standards of care available to all parts of our community and uniquely covering the entire spectrum of need.

10. Why is The Fed important to you?

My involvement with The Fed has massively opened my eyes and allowed me to engage with our community in a way that I had not done before. The challenges of chairing such an important organisation have significantly broadened my outlook, and whilst I have put in a lot into The Fed over the past 14 years, I believe that I have received much more in return.

MOTIVIEW MAGIC

Over the last few months, The Fed has been taking part in a groundbreaking cycling project for older people - Motiview!

Stian Lavik, Director of Motitech, visited The Fed in early 2018 and chose us to be involved with the Motiview cycling project pilot scheme, one of only a handful of UK sites.



Motiview is a motivational cycling aid that stimulates older people and people living with dementia to increase their physical activity, using cycling machines and video footage to simulate a lifelike cycling experience.

The Fed's Director of Clinical Services, Karen Johnson, met Stian at a Care England conference in London

earlier this year. After a conversation, they realised the project was a good fit for The Fed.

The video footage loaded into the system means residents can pedal past the Eiffel Tower one day, and cycle down country roads the next!

The project has been a revelation: "Seeing residents in their 90's and older getting so much pleasure from cycling - and covering distances of more than 7km in a single session - is absolutely amazing," says Jennifer Berger, Activity Centre Deputy Manager.



"Residents cycle together, singing and chatting all the while - and have reported improved sleep, mobility and general wellbeing. One lady told me that the bikes have improved her balance and her legs more than even the doctors have in recent years."

On 4th October, The Fed welcomed Stian and colleagues to Heathlands Village, where he met with staff and residents who have taken part in the scheme and handed out cycling medals.

Volunteering



We heard in our last newsletter about the benefits our volunteers bring to their clients. In this edition we look at the benefits volunteers themselves receive, and how giving to others often results in receiving even more in return...

'Professional volunteering' - the words seem to be a contradiction in terms - but not to Volunteering@TheFed Manager, Juliette Pearce.

"When volunteers join us, they are joining a professional body. We train them and match our clients with the volunteer who is most appropriate and compatible for their needs - it's a two-way street. Our volunteers' happiness is as important to us as that of our clients. Our responsibility is to look after both."

The two-way street' perfectly sums up how many of our volunteers view the time they spend working with The Fed.

In her 20's, Emma Izon is one of The Fed's younger volunteers, and has been with the organisation for over two years.

"People often talk about how time is the most important gift one can provide, considering you are giving a portion of your life that is non-returnable. With that in mind, people ask me why I volunteer? For me, volunteering is giving something additional to a person that they may not otherwise have.

I can see how spending a few hours with someone can have such a positive impact on the individual. I consider myself to be very fortunate at this time in my life, and therefore spending time with others whose circumstances may be different to mine is important to me and something I hope to do for as long as I'm able to."

With volunteer welfare and satisfaction at the forefront of the team's thoughts, new recruits go through an intensive induction programme before being matched up with potential clients. Dalia Kaufman, The Fed's Volunteer Training, Development and Recruitment Officer explains:

"Our induction process may seem daunting to some, but we know that by giving people a solid base to begin with, they start out on the right path. We are governed by the CQC and take volunteering very seriously - by starting out with our best foot forward we can train and develop volunteers to be their best selves."

In 2016, The Fed was awarded the Queen's Award for Voluntary Services - the equivalent of an MBE for volunteer groups - and a huge national honour.

"That award speaks volumes," said Juliette. "We couldn't have received such a prestigious honour if our volunteers weren't superb at what they do, and if they weren't happy in their roles."

Tammi Wise, Deputy Manager of the Volunteers Team, is keen to point out that volunteers have an entire support network alongside them.

"We will hold the hand of anyone who volunteers with us; we will build up their confidence and find the perfect fit for them.

Once they take the first step in deciding to become a volunteer, we stay with them for the rest of their journey."

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But it's not only volunteers themselves who feel the benefits of giving to others. The Fed received a call from a member of the community who had recently seen a relative of theirs out with a client.

"It has brought tears to my eyes to see them together - it has become a most special bond between them. The relationship they have is just beautiful - not only does the client benefit, but it has also created a wonderful opportunity for my relative, an outlet for him to be doing something so worthwhile."

Another community member, commenting on the effect of volunteering on their grandmother, told us that "I don't think any of us could have predicted just how much good it has done my grandma. Volunteering - in her own words - has 'given me a reason to get out of bed in the morning."

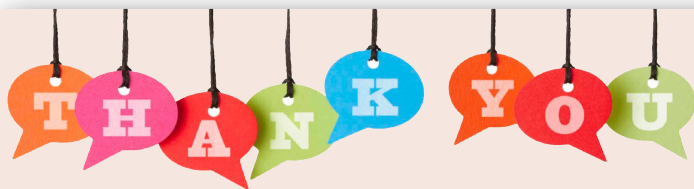
"We presented badges to all our volunteers last year," said Juliette. "Written on each were the words 'I'm a Fed hero' - and that couldn't be more accurate."

Do you know someone who might like to volunteer? Contact Dalia at dalia.k@thefed.org.uk or call her on 0161 772 4800.

"Volunteering ... has given me a reason to get out of bed in the morning."



Nominations have been pouring in over the last few months for Employee of the Month. We are delighted that families, residents and colleagues value the hard work that staff do and feel empowered to nominate those who deserve such high praise. From May to August, the awards have been presented to: (L-R) Ebony Ramsey, Fanny Ikomo, Karen Morse, Kelly Stanton and Lorraine Anderson.



Rochelle Broman

I want to say a special thank you to the incredible staff on the nursing unit for the amazing way that they cared for my dad, and for the love and support they showed to me and my family during a very difficult time.

Indira, Diane and Sue

We want to say a massive thank you to all the Porters, Maintenance Team and Carers for all their hard work before and during the move from Unit 1 to the Simon Jenkins Nursing Unit. It was wonderful to see everyone working as a team to ensure the smooth transfer of our residents to their new home. Special thank you to Angela and Chrisden for all their efforts over the period as well.

Lucy Edwards

A huge thank you to Wendy McMahon for all of her help and unfailing patience in assisting me with some recent funding bids. Without her support, it would be even harder to secure Trust income for The Fed, and I'm very grateful to her.

Sheila Heywood-Holt

I want to thank all of our Operational teams who have been absolutely amazing and worked so hard to get Beach House up and running, and getting the Simon Jenkins Nursing Unit ready for residents to move into. It is a privilege to work alongside such great teams. Well done and thank you to all involved.

Karen Johnson

A big thank you to all staff involved in the moves from Unit 1 to EH2. It was a mammoth job getting the unit ready and then the actual move, so well done everyone and for making it happen as smoothly as it did!!

A big thank you to Sue Cleary, Diane Taylor and Steph Pickard for all the support they give to me and for keeping the site safe during the day and night.

A big thank you to Angela DeMascia for stomping ahead and completing so many care standards across site keeping us CQC compliant.

A big thank you to all the team leaders, nurses and all staff for picking up extra shifts and supporting each other. Pickashift is upon us, a new era!

▶ ALISON'S NUMBERS



We are receiving really positive feedback across the board from clients and relatives, and we hit the 100 mark for compliments this year by the end of August! The team with the most compliments was our volunteer services team who received 29 compliments between them! Well done!

MAZEL TOV AND CONGRATULATIONS

A big mazel tov to **Lawrence and Dolly Abelson** on the birth of their gorgeous granddaughter Jolie.

A double congratulations to **Jakki and Elliot Pinsley**, first on moving to their new home, and on the birth of their gorgeous granddaughter Maya Rose.

Congratulations to **Elaine Connolly**, who in September celebrated her 30th anniversary of working at Heathlands Village and The Fed! We are all so proud of her.

Congratulations to **Rachel Booth** who will be celebrating her 30th birthday in October.

HELLO GOODBYE...

Welcome back to Zoë Herman, joining us again after being on maternity leave!

Although we're delighted Zoë is returning, we are sad to be saying **goodbye to Jo Freedman**, who has been covering her desk. Thanks for everything Jo - we'll miss you!

We are sad to be saying **goodbye to Joanne Busuttil**, who leaves The Fed in September. As Manager of Moorview House, Joanne will leave a real void, but we wish her the very best for the future as she heads off to greener pastures!

We are sorry to be saying **goodbye to Adam Nyamutora**, an RGN on the Simon Jenkins Nursing Unit. Adam has been with us for many years and we will all miss him - but wish him luck in his new venture. I want to thank him for his loyalty and support during our many years working together.

OUR NEW VISION PURPOSE & VALUES

Our vision

A community where people can live life to the full, feeling safe, valued and cared for.

Our purpose

To provide outstanding advice, support and care services to people of all ages living in the Jewish and local community.

Our values

Caring: showing kindness, understanding and compassion

Respect: focusing on each person's needs, dignity and choice

Excellence: delivering outstanding advice, support and care

Working Together: achieving more through partnership and team work

SUMMER OF FUN AT HEATHLANDS VILLAGE

It's been a busy summer at The Fed - and not just for our residents! In July and August, the Children's Centre held a wide range of events that matched up some of the youngest and oldest that we care for in a series of intergenerational events at Heathlands Village.



School holidays can be a stressful time for families in need of support, and our fantastic play-schemes give the children a great time, while parents and carers have a well-earned break.

One highlight was Sports Day in the garden, with residents acting as referees and judges for their younger athletic counterparts, and relatives standing by to hand out the winners medals!

Carol Booth, Children's Centre Play Leader, said "This year's play-scheme has been fantastic. We've been supported incredibly by volunteers and Fed staff from all departments - a real team effort."

Animals played a large part in the summer fun, too. Two gorgeous therapy dogs came to visit in August, and the children fell in love from the word go.

"One girl, who had never interacted with a dog before, was so smitten that she wanted to take him home!" said Carol.

The huskies were followed in mid-August by Lingo and Maggie, two friendly donkeys who took the children on rides around the garden, while residents took turns petting their new attractions.



Day trips out to local farms and cycling activities were very popular, with one of the group enthusing "I had the best time! I love animals and we got to play with them up close!"

Two of the trips, to family favourite Gulliver's World and Blackpool Zoo, were opened up to the community, with both filling up in a matter of days. A coach of 50 parents, children and siblings travelled on each occasion, to the delight of Fed staff.

The summer play-scheme culminated on 20th August with a Family Activity Day, held in the Children's Centre. Offered to the entire community, more than 50 families descended on Heathlands Village, with biscuit decorating, games and arts and crafts on offer.



The children who attend The Fed's play-schemes benefit hugely from their experiences with our loving staff and spending time with their peers, but the effect on the wider family is so important too. As one parent told us, "The staff and play-scheme at The Fed has kept our family together - having this respite time has been a godsend."

FREE WILLS MONTH

Free Wills Month brings together a group of well-respected charities to offer members of the public aged 55 and over the opportunity to have their simple Wills written or updated free of charge by using participating solicitors.

Free Wills Month allows you to provide for family and friends and leave a gift to your chosen charities too.

A gift in your Will costs you nothing now but can make a difference for years to come.

For more information visit freewillsmoth.org.uk



pick@shift

Remember - we've started using a new system to let staff know about upcoming shifts. For more info scan the QR code or visit pickashiftapp.com



UK Healthcare Benefits

One of the benefits of working for The Fed is that you're entitled to some fantastic healthcare benefits. Here are a few examples.



Had a filling recently?
Save a minimum of
£60



Need new glasses?
Save a minimum of
£60



Been to the Chiropodist?
Save a minimum of
£20



Spent a night in the hospital?
Save a minimum of
£10

LISA'S MUSICAL VISIT



A touch of glamour and international stardom came to Oakwood in September as best-selling pop star Lisa Stansfield paid The Fed a visit!

The guest appearance was arranged by Nordoff Robbins, the leading music therapy charity whose groundbreaking work has had such a profound impact on the lives of some of our residents.

Lisa joined in a music therapy session, holding hands with residents and playing the tambourine as they sang and danced throughout the afternoon.



The Volunteers Team recently held another very successful coffee stop, attended by 18 clients living in the community. Guests chatted with each other and new friendships were forged over tea, coffee and honey cake.



Karon Anderson displays goods donated for our most recent table-top sale which brought in nearly £450 towards residents' activities at Heathlands Village. The next one will be in December. Watch this space!



DINING OUT IN STYLE

Our Heathlands Village Activity Centre team were recently recognised for all their hard work with a voucher for kosher Chinese restaurant, Pagoda.

Each month, the Jewish Telegraph gives away a voucher to the most deserving individual or group - who are nominated by their admirers.

Jennifer Berger, Deputy Manager of the Centre, nominated her colleagues, saying "We are a truly caring team and between us we have well over 100 years of experience - a real testament to the pride and

dedication we take in our roles - my team would be very worthy recipients."

The Jewish Telegraph obviously agreed - here's the team after tucking into a delicious meal!



PROFESSOR JANE CUMMINGS

Chief Nursing Officer for England, Professor Jane Cummings, popped in for a quick visit in September - and managed to find time to go for a spin on our Motiview bikes, too!

Heathlands Village had been put forward by the Greater Manchester Health and Social Care Partnership to Professor Cummings as a place to visit on her trip up north - and we are rightly proud to have been the only care home in the region she visited.

After a tour of our extensive facilities, including Beach House and the new Simon Jenkins Nursing Unit, Professor Cummings visited the Activity Centre and joined in with a Motiview ride that was in progress!



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