



Caring for our
Community

How can we help you?



A Guide to The Fed's Community Services

for social care help, advice or information for a Jewish person

0161 772 4800 | advice@thefed.org.uk | www.thefed.org.uk

The Fed's Community Services

The Fed's Community Services are made up of **3** teams:

- **Community Advice and Support Team (CAST)**
- **Volunteer Services Team - 'volunteering@thefed'**
- **Moorview Supported Independent Living Team**

Our teams are made up of social workers, advice workers, support workers, care workers and volunteer coordinators - with many years of experience in serving the Manchester Jewish community.

We offer a service which is culturally sensitive to the needs of Jewish people. Using the knowledge, skills and understanding we have built up over many years, we can help, support and advise you through many of life's challenges.

If our teams cannot help you directly, we can connect you with someone who can.

Who do we help?

We are here for any Jewish person, living in north or south Manchester, who needs help, support or advice, whether due to a sudden crisis or long-term problem, or just needs a piece of information or some practical support. We also help anyone who is concerned for, or looking after, a Jewish person.

What problems can we help with?

We can help if you have queries or concerns about:

- Your family relationships or responsibilities
- Life challenges such as financial hardship, physical or mental health issues, illness, disability, problems with accommodation or difficult behaviour
- Someone who you think is at risk of harm
- Looking after someone else
- Combatting loneliness or isolation
- Being able to look after yourself and lead a normal life
- Getting access to the right social or health care
- Your entitlements to benefits and public services...**and much more.**

How can we help?

We can:

- **Step in** urgently to make sure you have the basic things you need
- **Provide** practical support and personal care if you are a tenant of The Fed's supported living facility (Moorview)
- **Set up** volunteer support to help with transport to medical treatment, doing your shopping, giving you some company or staying with someone you care for
- **Help** you write your lifestory book if you are a Holocaust Survivor or Refugee, as part of our Heritage Lottery funded My Voice project
- **Assess** what long-term help you need and advise how to get it
- **Guide** you through the system to obtain any public services you may need to use
- **Explain** your welfare benefit, carers' and other rights and entitlements
- **Assist** you with applying for benefits and grants
- **Refer** or **connect** you to the right services
- **Mediate** on your behalf if you are not getting the right help
- **Listen to**, and **support** you through the challenges you are facing

This is not a complete list

If you need help or information about something which is not listed above, it is very likely that we can help - and if we can't - we usually know the right people to turn to.

Using our service

The first step is to speak to the duty 'Daily Advice and Support Worker' who may be able to resolve your query straightaway. If not, he or she will refer your case to be looked at in more detail.

Contact us

0161 772 4800 | advice@thefed.org.uk

Monday to Friday 9:30 - 5:30

Outside these times please leave a message that will be picked up the following day.

Meet a few of the people we help...

Volunteer Team Support

M is divorced and in his late 60's, with no family living nearby. He used to lead a full and active life, working and enjoying regular walks.

Life changed completely when he developed a life-threatening condition requiring surgery and ongoing treatment. He became very depressed due to extreme loneliness and social isolation and contacted our Volunteers Team for help.

We have arranged regular volunteer support - to accompany him to treatment sessions, befriend him and take him out to places which he would be unable to go to on his own. We have helped reconnect him with his community and the outside world. Through this lifeline, Mr M is much more confident and sees a positive and meaningful future.

Support from CAST

B had a relapse in his mental health condition which caused his behaviour to become challenging. No one agency was able to manage his situation. A worker from CAST gradually got to

know B, listening to him and gaining his trust. Eventually she was able to help and advise him about housing, benefits, debt management, budgeting skills and support from health and care providers. She coordinated a joint effort which meant that B was able to get his life back on track.

Moorview Independent Living

F is an older adult with mild learning difficulties. She became a tenant of Moorview, having not coped well in previous tenancies, due to her compulsive behaviour which she needs frequent support in order to manage.

Daily visits by Moorview care staff help F maintain her health, wellbeing and personal hygiene. Support workers regularly help her to manage her finances, do her shopping and chores and organise her social activities and appointments.

She enjoys an independent life at Moorview, choosing how she passes her day, secure in the knowledge that she has help and support when she needs it.

The range of help The Fed offers is very wide - the above are a tiny sample of people we help. Make The Fed your first port of call for support - if we can't help you we will put you in touch with the right people and we can advise you by phone or email or home visit.

In the course of our work we need to collect personal information from you so we can identify you and help you effectively. We don't share any personal information except with your consent and on a need-to-know basis. However, if you tell us about a situation where someone is at risk of harm, we may be obliged to share this with the relevant authorities.