

# JUNE 2019 STAFF and VOLUNTEER Newsletter

THE PIER

THE FED

Caring for our Community

## HEATHLANDS VILLAGE HELPS SHAPE THE FUTURE OF UK CARE

*The Fed's care home has been selected as one of only five across the nation to be a National Teaching Care Home in 2019*

In March, in partnership with Salford University, Heathlands Village was selected to be a National Teaching Care Home. We are one of only five care homes across the country selected this year.

Our delighted Chief Executive, Mark Cunningham, commented, "The Fed has had a long-held aim to develop Heathlands Village as a place of learning and research and this is a big step in that direction.

This is a superb achievement and a well-deserved recognition of the standard of care achieved by our teams despite a background of austerity."

The Teaching Care Homes Programme is a partnership between Care England, the Foundation of Nursing Studies (FoNS) and the Burdett Trust for Nursing.

Gabi Hesk, Lecturer in Social Work and Practice Learning at Salford University, said:

"We are very excited at the prospect of working with The Fed. The partnership will help promote a holistic care approach across a wide range of disciplines, including Social Work, Nursing, Occupational Therapy, Drama, Podiatry, Digital Services and Dementia Hub and will prepare our students for employability in the health and social care sector."

Mark continued: "Our collaboration will offer tangible benefits to the care experience and outcomes for residents and their families."

What a fantastic tribute to our hard-working staff!



On May 2nd, in our new capacity, staff and residents, pictured below, visited the Salford University building at Media City.

There they tried out some amazing new technology taking a virtual reality dive under the sea and marvelling at the beautiful fish (top right).

Two residents, Muriel Cobb and Joan Jahoda, were interviewed on the 'Elder Wisdom Bench' by Josie D'Avernas. Josie is the Executive Director of the Schlegel-UW Research Institute for Aging (RIA) at the University of Waterloo in Canada.



## ▶ A MESSAGE FROM MARK

**Starting** out with one of my favourite topics (yes, football!) I want to wish our neighbours, over the Moors, the "Ammies", otherwise known as Salford City FC, a very warm 'mazel tov' (congratulations Jewish-style) on their promotion to League Two! Well done guys!

Looking towards the summer there are some important changes lined up at Heathlands Village. We are in the process of closing the ground floor residential area and relocating people from there mostly to the first floor. This is in preparation for refurbishing the ground floor rooms and extending Beach House to meet increased requests for specialist residential dementia care.

Meanwhile the mortuary, situated at the back of our main building, has been demolished and the rebuild has begun. This will provide a larger and greatly improved community facility. Luckily several generous community donors have agreed to fund this work.

Some good news to share with you: our contract to provide a discharge to assess unit - D2A - for the NHS, has been extended till at least October, thereby guaranteeing, in the short term at least, an important source of income to underpin our charitable work.

Just before going to print The Fed has been marking National Volunteers Week with a celebration event on the evening of

4th June with guest speaker, our former chairman and current trustee, Mark Adlestone OBE DL FGA, in full Sheriff's regalia. It was a lovely evening attended as always by a large enthusiastic and very chatty crowd of volunteers.

It's a fitting time of year to acknowledge the massive contribution made by our volunteers to the work of The Fed. It's no exaggeration to say that this organisation could not function without them.

Volunteers are involved in almost every aspect of our work - helping to run play-schemes in school holidays for children with additional needs, entertaining residents and running activities at Heathlands Village, helping out at our mental health Drop In and Community Café, working in our charity shop (The Charity Box on Cheetham Hill Village); doing people's shopping; taking them for medical appointments; helping out the fundraising and marketing teams; answering the phones for our Community Advice and Support Team (CAST); serving and clearing in The Central Café; running The Village Shop, helping residents to eat meals, taking people out swimming, to the park, for coffee, to the gym and befriending people who have no family or friends living nearby...

To all our wonderful volunteers - thank you for everything you do for The Fed and for the people we care for - you are our heroes!

Mark



## ▶ LAUGHTER IS THE BEST MEDICINE!

**In March**, eight budding comedians took to the stage in front of 400 people at Manchester's Comedy Store to raise money for The Fed.

Performing a set of their own material after ten weeks of intensive training with professional comedian, Ashley Boroda, the intrepid Fed Fundraisers, totalled a combined sum of over £10,000 which will go towards maintaining our essential services.



Fundraising Officer, Zoe Herman, said, "The buzz in the room on the night was incredible. The Comedy Store was packed and the acts gave their all. We are so grateful for the commitment, time and talent that the eight gave. They've raised an incredible amount."



Winner of the judges' vote was Daniel Berke (left) whilst the audience's vote went to Antony Simon (middle).

Meanwhile David Mintz (right) was crowned Fed Comedy Fundraiser of the Year for bringing in the highest amount of sponsorship.

# NATIONAL VOLUNTEER WEEK CELEBRATIONS

On 4th of June, we welcomed more than 120 volunteers to The Central Café at Heathlands Village, for an evening of Cocktails & Canapes. The relaxed evening was The Fed's annual way of saying thank you to our fantastic volunteers, without whom we simply could not carry out the work that we do.

The event was organised by the volunteering@thefed team, led by Manager, Juliette Pearce, and Deputy Manager, Tammi Wise. Guest of Honour, Mark Adlestone OBE DL FGA, in full regalia, addressed the crowd, explaining his new role as High Sheriff of Greater Manchester. The position - seen as the ultimate volunteering capacity - is appointed by Her Majesty the Queen for 12 months and supports charitable endeavours. Mark spoke passionately about his love for his country and immense pride in being a Jewish High Sheriff.

Mark Cunningham, Chief Executive, thanked everyone for their unwavering support and friendship adding: 'The work done by our Volunteering Team is incredible. Whenever anyone asks me what I'm most proud of about The Fed, it's easy - our volunteers are always top of the list.'



## KEEPING EVERYTHING SHIP-SHAPE!

Tucked away in a quiet office on the first floor, Julie Dixon - The Fed's Housekeeping Services Manager - is going through a stack of porter requests, along with her two Team Leaders - Brian Pomfret and Carol Nichols. With Brian leading FMS and Carol, the Housekeeping Team, together they run a tight ship.



Ian Wilcock, a former winner of the Employee of the Year Award, is one of her team of porters. He is a familiar face to everybody connected with The Fed, calling at doctors' surgeries and chemists multiple times each week, and taking our residents shopping and on days out.



But there's much more to a porter's job than dealing with transport.

"My team of porters do absolutely anything and everything," says Julie. "If someone wants a desk moving to the other side of a room, a box moving across site, or an entire room changing round - they call us."

"They also do general cleaning, maintain the grounds, assist with carpet and curtain cleaning - just about every aspect of the upkeep of the whole site.

If there's anything that needs doing, they are often the first port of call, on hand every day to keep things moving."

The porters are part of the Housekeeping and FMS department at Heathlands Village - a team of 30 housekeepers, 9 porters and 7 laundry staff. "We're here to maintain everything to the highest standard," Julie continues, "and to provide a warm and friendly environment for everyone who walks through the door." With the team providing so many functions and constant demands being placed on them, it's no surprise that team members are regularly nominated for the Employee of the Month Award.

Julie continues: "The entire team is simply amazing - they just get on with the job and treat the residents with such kindness - almost like royalty! They'll do anything for anyone, while often doing a very tough job under some really difficult circumstances." And they play an integral role for those who call Heathlands Village their home.

...(Continued on back page)

# ▶ NEVER TOO YOUNG TO VOLUNTEER

An afternoon stroll in the early spring sunshine, pushing a resident in a wheelchair around the Heathlands Village gardens - this is not an unfamiliar task for Fed volunteer, Benjamin Borson.

Stopping to chat to other residents along the way, he shares a funny story and makes them laugh before continuing on his journey around the front lawn.

There are many volunteers who regularly replicate this familiar scene, but there's a difference - at just five years old, Benji is by far The Fed's youngest volunteer!



He visits Heathlands Village regularly to spend time with a special resident - his great-grandma Muriel Cobb and has been a familiar face around the Village since he was three years old, according to his Grandma, Ruth Goodman, Muriel's daughter.

"He loves coming here," she says, "and the residents adore him."

He often asks his mum whether he can go to Heathlands Village, and when he's here he joins in with whatever he can to help out."

Despite being (just a little!) younger than most volunteers and members of staff, Benji certainly isn't shy of pitching in.

"I like coming to Heathlands Village because I like to work," he says. "I join in at the Activity Centre with different activities, and I get the residents cups of water if they need a drink. I know how to use the water machine!"

As part of three generations who visit Heathlands Village, together with parents Marc and Georgie, and Grandma Ruth, Benji knows his way around almost perfectly.

"When I come to visit, I know where the lift is, and I always press the button for the right floor," he says. "If we're going to the garden or the café, I lead the way."

One of Benji's earliest memories of activities at Heathlands Village was painting stones with residents and members of The Fed's Children's Centre. These were later used in a pirate-themed intergenerational outdoor treasure hunt.

"I was dressed as a pirate!" Benji says, "and we got ice cream afterwards for finding the treasure."

Asked if there's anything he can think of that he'd like to organise for residents, Benji was quick to respond: "I think it would be fun to hold a Heathlands disco with me as the DJ!"



# TEN TO TACKLE!

with Raphi Bloom



1. What is your position within The Fed?  
Director of Fundraising and Marketing

2. How did your involvement with/employment with the organisation begin?

I saw an advert for the new established role. Having always been aware of what The Fed did - my dad was in Heathlands Village for 2 years after a stroke and prior to that a volunteer used to go and read to him - I was excited about having the opportunity to contribute to its long-term future.

3. Favourite film or TV show?

'Billions' - and not just because Damien Lewis is a Liverpool fan!

4. Sports team

Liverpool

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

Hopefully still doing this job, but having wiped out our deficit!

6. Favourite holiday destination?

Israel

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

Grandparent duties. I love it! And I'm the co-Chair of North West Friends of Israel - the largest pro-Israel advocacy movement in the UK. This takes up a lot of my time - organising events, running social media and appearing on TV and radio (google me). I am also at the gym every day - Crossfit is a passion.

8. Glass half empty or half full and why?

Half full - I always see the opportunity

9. Why is The Fed important to you?

The Fed is one of the pillars of our community looking after our needy and vulnerable. Charity is one of the main tenets of Judaism, and indeed the other two Abrahamic faiths, and I feel incredibly privileged to be able to help those who need it.

I am also extremely determined to make the wider community FAR more aware of the huge amount of work we do outside of Heathlands Village, much of which is unknown.

10. Describe The Fed in less than 30 words.

One of the pillars of our community looking after our needy and vulnerable. The Fed enhances and saves lives every day.

# ▶ MY VOICE VOLUNTEERS VISIT YAD VASHEM

**My Voice**, Manchester is a project run by The Fed's Volunteering Department - 'volunteering@thefed'. It matches volunteer befrienders with Holocaust Survivors and Refugees to enable them to tell their life-stories in books shared with their families and future generations.

The project, funded by the Heritage Lottery Fund, has developed close links with Yad Vashem - The World Holocaust Remembrance Center in Jerusalem.

Working alongside our befrienders are a team of volunteer transcribers, editors, proof-readers, photographers and designers whose combined skills help produce the books. Copies of the first set published have been archived at Yad Vashem. The books produced by the project will also be used for Holocaust education.

Two of its volunteers, Caroline Slifkin and Rebecca Weinberg, were selected to make a trip to Yad Vashem earlier this year, to attend the Annual Seminar for Educators in Jewish Education run by the International School for Holocaust Studies. Their experiences had a profound effect on both participants.



volunteering@thefed Manager, Juliette Pearce, explained why The Fed were invited. "My Voice is held in very high esteem by the Yad Vashem. They wanted to give us the opportunity to send two representatives to be trained as Holocaust educators and to pass on what they learned

to other volunteers on the project.

This will also enable us to build partnerships with other related organisations for the furtherance of Holocaust education."

Caroline, who teaches art at King David High School, has worked freelance for 12 years for the Holocaust Educational Trust as an outreach educator in schools. She often accompanies survivors, helping them prepare and supporting them through question and answer sessions. Her background made her an obvious candidate to represent The Fed's My Voice Project at the Yad Vashem.

Rebecca, Chief Executive of Leeds Jewish Welfare for 10 years till 2014, had experience of working with survivors in that capacity. She joined The Fed as a volunteer some 18 months ago and sits on its Quality Assurance Committee.

She recalls chatting to Juliette during her volunteer induction and being 'awe-inspired' when she heard about My Voice. "I was struck by the urgency of the project and the need to record people's memories, while their memories are still intact.... the clock is ticking. There's also the importance of letting people talk and giving them validation and a feeling of value."

She commented on the benefit of attending the seminar. "It painted a vivid picture of the diversity of European Jewry pre-Holocaust. I feel when a survivor tells me their story, I'll have a much better perception of their life.

Caroline quoted an inspirational lady survivor who told delegates, "Live, laugh, love and be the Jew other people never got to be."



# ▶ A NEW SHERRIFF HITS TOWN

**Mark Adlestone**, OBE DL, board member and former Fed Chairman and Chairman of jewellery chain, Beaverbrooks, has been appointed by the Queen as High Sheriff of Greater Manchester at a special ceremony at Buckingham Palace.

Mark's new role lasts for 12 months and is primarily to support and contribute to the charitable sector - a perfect fit for Mark who dedicates at least one day a week to different charitable and communal works.

He was chosen in an age-old tradition dating back to Queen Victoria. The Queen took a needle and prodded it through Mark's name on a specially prepared piece of parchment. The tradition began, reportedly, when Queen Victoria was presented with a list of names to select as High Sheriff. Busy with her needlework, she didn't stop but stuck the needle through the name of her preferred candidate!

Mark said: "It is a great honour for me to take up the role, especially in Beaverbrooks 100th birthday year. I look forward to supporting the people of the county and making further contributions to the community.

"This is ... a great reflection on our wonderful company, as well as the work of The Fed, the leading social and welfare organisation within the Jewish Community of Greater Manchester, of which I was Chairman for 10 years."





### Lucy Edwards

A huge thank you to Wendy McMahon in Finance who has been an amazing support to me over the last seven years. Her work behind the scenes at sorting the finance sections of trust applications has been brilliant and I'll miss her loads.

### Sheila Heywood-Holt

Our collective thank you and huge well done to Leon Harlick who has been looking after all our IT needs. His hard work and commitment are really appreciated - and thanks to Simon Gears for helping out when needed too. (We have had a load of thank you messages for Leon, with descriptions ranging from 'unbelievable' to 'an absolute legend' Leon - thank you!)

### Sara Ogden-Thomson

An enormous thank you to Julie Dixon and her fabulous Housekeeping & FMS team - they set up the rooms for all our groups and activities each week and although it means a constant flow of work for them, everything gets done.

Thank you to Sue, Julie, Ian, and Karen for their recent team effort with a house clearance.

### Jakki Pinsley

A massive thank you to all of the staff on Unit 2 and Simon Jenkins Unit who looked after my dad, Gerald Silver, during his short time with us at Heathlands Village. His care was second to none and he was kept very comfortable and always looked after with dignity. I would also like to thank all the staff on all the different departments for their help and support through this difficult time, especially to Andrea and Sarah who helped me through the early days. I am overwhelmed with everyone's kindness.

### Julie Dixon

Thank you to all my teams for all their hard work in preparing the Pesach rooms, and throughout the Passover period.

### Bernie Garner

Thank you to Kelly Stanton for her support to our Training Department during Alison's absence.

### Dolly Abelson

A massive thank you to all our staff for their work over Pesach, and especially to catering. They work so hard to get everything ready - and a special mention of Reverend Rosen at this time of year, too.

## MAZEL TOV AND CONGRATULATIONS

Mazal Tov to **Jakki Pinsley** (Customer Services) on her son Oliver's engagement and marriage to Ilana Rose!

Happy birthday to **Scott O'Neill** (Hospitality) on his 30th birthday!

Happy Birthday to **Cynthia Parker** (Activity Centre) and **Elaine Rigg** (Housekeeping) on a special birthday - both 60 years young!

Happy Birthday to **Pat Slater** (Housekeeping) who recently turned 70 years young!

Mazal Tov to **Hila Kaye** (My Voice Project) on the birth of a baby boy!

## HELLO GOODBYE...

Goodbye and good luck to **Lisa Maskell** and **Marta Kucinska**, both from Housekeeping.

Good luck to **Hila Kaye**, who left us in May, on her imminent return to Israel with her newly extended family.

Goodbye and all the best to **Wendy McMahon** who is leaving the Finance Team in June.

We are saying goodbye to **Wolfy (Andrew Wolfenden)** from our Catering Team after 20 years of service. Good luck, Wolfy, as you move on to pastures new, and thank you for your dedication to The Fed!

Goodbye and good luck to Social Worker, **Helen Craggs**, who has left CAST\* for a new position in Wigan

Welcome to **Oonagh MacLennan** and **Marissa Bronowski**, both joining CAST\*

Welcome to **Leann Makin**, **Sonalia Kaur** and **Yvonne Turner** who have joined the staff on Moorview House

And welcome back to IT Manager **Deborah Haberman** on her gradual return to work - we've missed you!!

\*(Community Advice and Support Team)

## THE FED

### Staff Awards



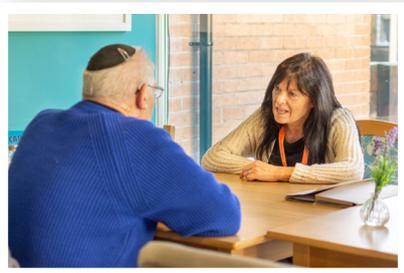
**Nominations** have been pouring in over the last few months for Employee of the Month. We are delighted that families, residents and colleagues value the hard work that staff do and feel empowered to nominate those who deserve such high praise. From January to April, the awards have been presented to: (L-R) Karon Anderson, Colin Leach, Ashlea Wyton and Leon Harlick

## 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:

**The Francis Winham Foundation** recently donated **£2,500** to our Carers Project. This grant will pay for the carers that we support to go on a range of trips and outings, and will improve the health and wellbeing of carers, many of whom no longer go out or socialise due to their caring responsibilities.



We have received **£498** from **Salford CVS Event** for Volunteers Week 2019. This grant covered the cost of our celebratory event on the 4th of June, to thank our volunteers - with canapes and cocktails!

**Bury Council** have donated **£1,488** to The Fed, to be used in the renovation and upkeep of the Heathlands Village gardens. This grant will pay for fencing and various other garden improvements at the back of Heathlands Village. We currently have a dilapidated greenhouse there and a few flower beds, and this entire area will be rejuvenated. We will install some raised beds and herb gardens, so residents can go outside and enjoy a spot of gardening if they like.



**Care England** donated **£3,000** to support our successful bid to become a National Teaching Care Home.

## TRAINING DATES

Below are a brief selection of training courses available in June. For full details, or to sign up for any training sessions, please contact Alison or Kelly in the Training Department!

### De-choker Training

Monday 10 June, 9.30am-12.30pm

### Basic Life Support

Wednesday 12 June, 9am-11am

### Care Certificate

Monday 17 June, 9am-3.30pm

### Emergency First Aid At Work

Wednesday 19 June, 9.30am-4pm

### Personal Care Training

Friday 21 June, 10am-3pm

## THANKS FOR YOUR HELP!

On 19th May The Fed held a lunch for staff and volunteers of the Charity Box shop. An annual get-together, Fundraising Manager Rochelle Broman said that "it's an opportunity to say thank you to our shop manager, Karen Morse, and all our dedicated volunteers for their help over the last 12 months."

Coinciding with Karen's birthday, a cake was presented with guests singing a rousing chorus of happy birthday before tucking into lunch!



## FED FRIDAY SERVES UP A TREAT!

Close to 80 families signed up this year as hosts for our 11th annual Fed Friday.

The community-wide Shabbat event called on our supporters to hold a traditional Jewish Friday night meal for friends and family, asking guests to "ditch the gift" and make a donation to The Fed instead.

Fundraising Manager, Rochelle Broman, said: "Fed Friday is a great event because it involves so many people from different sections of the community.

It's incredible to see how this event has grown since we started eleven years ago, and we're delighted that this year has served up a fantastic amount in funds raised." Once again, we asked for hosts to share pictures of their prepared Shabbat tables on social media, with the best picture being chosen after the event.

The winners of 2019, receiving a bouquet of flowers and The Fed's grateful thanks, were Janet and David Marks, whose picture of a bright orange room, complete with orange balloons, wowed the judges!



Rochelle continued, "The response this year has been fantastic, and we'd like to offer a special thank you to all our sponsors who helped out with our Fed Friday goody bags."

# ...CONTINUED *from page 3*

Speaking of her housekeepers she explains, "They are like residents' family. They see them every day and build up genuine relationships."

And there always seems to be time for small acts of overwhelming kindness.

"One of our housekeepers always asks new residents what their favourite type of music is," says Julie. "Whenever she cleans their room, if they are too poorly to watch the TV, she turns it to a music channel they'll enjoy and keeps it on in the background. Those little gestures - that way of thinking - that's genuine care, and so far beyond the image of a housekeeper.



They water residents' plants, fold their laundry - we adapt to whatever they need."

Julie's team is also responsible for laundry - washing more than 10,000 items of clothing every week, at times running 50 loads of washing in a single day.

"They are fantastic," says Julie. "Their dedication and work ethic are second to none. Often, money and small objects will turn up in the laundry, and they always try to see it is returned to whoever has misplaced it - which can be easier said than done. Integrity and honesty plays a key part in all of their daily tasks.



Laundry assistant, Sue Makin, is one whose knowledge of Heathlands Village is unsurpassed.

"All you have to do is show Sue an item of clothing, and she'll usually know who it belongs to!" Julie laughs.

"Just like the porters and housekeepers, the laundry staff will always go the extra mile. Ashna, our sewing and laundry assistant, spends hours each week putting labels into clothing so that we can identify who it belongs to. One recent afternoon she put new labels on 34 pieces of clothing for a resident.

After our 2019 Infection Control Inspection of Heathlands Village, the entire site was rated above 90% for infection prevention and control - a fantastic result. Julie simply shrugs. "That means we're doing our job."

"When I came here for my interview, I saw the warmth and friendliness of the place and immediately wanted to work here. I've been blessed with the most amazing colleagues who care and give of themselves to whoever needs it."

# DEMENTIA ACTION WEEK - A HIT!

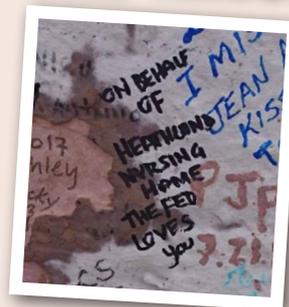
As the 2019 Dementia Action Week came to a close, everyone at Heathlands Village reflected on a week full of meaningful activities and events for our residents and their families.



With the goal of creating a more dementia-friendly society and taking action to improve the lives of those affected by dementia, DAW2019 provided an opportunity for staff, relatives and residents to come together in a series of memorable activities - including making memory books of resident's past experiences and life stories. Relative Dr Anna Kwartz reflected that "... DAW can help those with dementia by raising awareness and by making families feel supported and that they are not alone."

## LYNDA VISITS THE KING!

In May 2017, staff member Lynda Parton went on the trip of a lifetime to Graceland - the former home of American superstar Elvis Presley. After touring the mansion and sightseeing around the local Elvis hotspots, Lynda left a tribute on behalf of Heathlands Village among the many thousands of others on the Graceland walls. "It was a truly memorable holiday," said Lynda!



£500

when you refer a nurse!

Refer a nurse to work for us and if we take them on, you'll get **£500 when they pass their probationary period!**

Plus £1,000

for the successful nurse after one year's service!

### 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.

<p><b>Dental</b></p> <p>Had a filling recently? Save a minimum of <b>£60</b></p>	<p><b>Optical</b></p> <p>Need new glasses? Save a minimum of <b>£60</b></p>
<p><b>Chiropody</b></p> <p>Been to the Chiropodist? Save a minimum of <b>£20</b></p>	<p><b>Hospital</b></p> <p>Spent a night in the hospital? Save a minimum of <b>£10</b></p>



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