

Staff and Volunteer NEWSLETTER

JUNE 2020

**THE
FED**

Caring for our
Community



With grateful thanks to Dave Matthews for the above artwork.

Throughout the last few difficult months we've received many heartwarming messages from relatives of people we look after at Heathlands Village and from people we are supporting in the community. We wanted to share a small sample of their appreciation with you.

Compliments from Relatives

"You and all your staff are truly amazing and so very appreciated during this world crisis."

"You are all heroes and heroines and should be sung loudly."

"It is hard to express how grateful I am for the amazing love and care you and every member of your staff, at every level, continue to give even during these unprecedented times.

I have always said there is an ethos at Heathlands which permeates everywhere and I know this comes from the top. I want you and your staff to know how thankful I am and the extent to which relatives and friends benefit from this."

"You guys do an amazing job, and in these circumstances, I am in awe of you."

Compliments from Community Clients

"Thanks so much for updating me and for all that you and your team of volunteers are doing for the community."

"It is a relief to know you are not on your own - sometimes it feels like you are, so it's so good to know I can call you."

"She is an amazing help. Just perfect."

Message from Mark

Dear Friends and Colleagues,

We've all gone through so much since I wrote my message for the last Staff and Volunteer newsletter back in February, that frankly it's hard to know where to begin.

In so many ways our world has become a very different place. This is underlined by the sad fact that many of the people we cared for, both at Heathlands Village and in the community, as well as a number of our long-term volunteers, are no longer with us. Many members of staff and volunteers have relatives who have been affected. It will take us all quite some time to come to terms with all the sadness.

My heart truly goes out to everyone who has lost a friend, family member or someone they cared about to COVID-19. I hope, as time goes by, that we will be able to celebrate the lives of the precious people we have lost in a meaningful way. Meanwhile we will cherish the happy memories we are left with.

We began our COVID-19 journey in earnest on 10 March, almost two weeks before the official start of lockdown. As I write this introduction on the 1 June, we have been battling the virus for 83 days or over seven million seconds!

Many people in wider society who have not been working, have felt as if time has stood still and been frustrated by it passing too slowly - not so for those of you on the frontline of care. I can guarantee you have felt the passing of each and every one of those seconds.

Your work may not be visible to the wider world, but you will always be our heroes.

Working days and volunteering have been accompanied by intense emotions, difficult decisions, fear and at times physical exhaustion. Despite this, our staff and volunteers have been absolutely outstanding - living up to everything The Fed stands for and every one of its values.

I have heard it said that The Fed really 'stepped up to the mark' during the worst weeks of the pandemic. The truth is that we have always been there at the forefront of keeping people safe and feeling cared for and combatting loneliness and social isolation. Paid employees and volunteers alike, you've just done what you normally do, but endeavoured to help more people, in different and more creative ways and in much more challenging circumstances.

Bernie Garner, our Director of Community Services, said in an interview on BBC Radio Manchester last week that many of the people we support are "scared of what their new future will look like". The fact is that whatever lies ahead, our fantastic staff and volunteers will be here to support them and help them along this journey.

So well done and thank you to each and every one of you who makes up this amazing organisation. You should feel immensely proud of the role you have played and the difference you have made.

And now we are beginning to move forward and to make sense of the priorities ahead.

Over 140 members of staff had to take time off work at some point - about 35% of our workforce - due to testing positive, having symptoms of the virus, or having to self-isolate. They have now been able to return to work. Other office-based staff - our Community Advice and Support Team (CAST), Volunteer Team plus, HR and Training, Finance, Fundraising and Marketing and IT - who have mostly been working remotely, are also beginning to return to Heathlands Village. We are currently making plans to resume some of our services.

Despite the pandemic, work on Willow Tree House is almost complete and we should cross the finish line by the middle of the month. This new household will provide additional care and accommodation for people living with dementia. It already looks fantastic. And we will be welcoming some new residents to the garden area in the form of chickens, to add some entertainment and, hopefully, a regular supply of fresh eggs!

I hope this newsletter finds you and your family safe and well and that it heralds the start of a peaceful summer with much good health and optimism for the future.

Mark



We were delighted that two members of staff - Joyce Khan from the Fundraising and Marketing Team, and Sarah Holland from the Customer Services and Admissions Team - took it upon themselves to do a spot of fundraising, with some very successful results.

Flattening Her Curves For PPE

For many people, being furloughed from work is a time of great anxiety and uncertainty.

Not so for The Fed's Marketing and Communications Manager, Joyce Khan, who decided to turn it into a huge positive. Speaking before her break from work began, of the difficulties being faced by colleagues, she said:

"Times simply couldn't be harder for us, financially and emotionally. So, I want to turn my leave of absence into an opportunity."

"High up amongst our many challenges is the daily struggle to equip our Heathlands Village staff with enough PPE - personal protective equipment."

At one point in April we were using 12,250 pairs of gloves a week, the same number of aprons, 5,000 masks and 1,050 full gowns.

"The expense is phenomenal - £5,000 per week! It is draining the pot dry.

"My own mum, Marlene, who has just turned 87, has been a resident at the Village since March last year and is currently recovering, thank G-d, from Covid-19, in the loving care of the fantastic team on the Wolfson Unit."

Setting herself a challenge of raising £5,000 for The Fed's PPE fund, Joyce aimed to lose 14lbs during her three-week furlough - admitting she'd never lost so much in a short space of time before.

Afterwards she said, "I set myself a very ambitious target. In the end I lost just under ten pounds in 21 days but I'm keeping going to a stone and more after that.

"I was overwhelmed by the fantastic support I received! I smashed my £5,000 target. I'm currently on about £6,000 without all the gift aid being added in yet. It's been amazing!"

Along her journey, Joyce enlisted friends and family members to make some hilarious, socially distanced videos sending herself up, with apparent ruses to get her hands on cheese, chocolate and cake - her own household's supplies having been locked away by her husband in a fridge safe.

"The videos were great fun to do and the responses from people were amazing," she continued. "They kept asking me to make more and telling me they'd really cheered them up; a couple of people said they'd sponsor me purely because I'd made them laugh so much!" Check out Joyce's Facebook page to view her videos.

Both Joyce's and Sarah's campaigns are still live, and you can sponsor them and any of our other fundraising heroes by visiting www.thefed.org.uk/get-involved/the-fed-fundraisers/

Sarah and Nicole's 50km for The Fed

Sarah Holland, Deputy Manager of the Customer Services and Admissions Team at Heathlands Village, and her partner Nicole, a Macmillan Specialist Palliative Care Nurse, are a very competitive pair who usually participate in lots of team sports.

"Due to the COVID-19 pandemic we have not been able to take part in any of those and we really miss it, so we wanted something to challenge us."

They set themselves the goal of clocking up 50km on foot in the month of May in aid of the charities they both work for, using their daily one-hour exercise allowance.

"We are both incredibly proud of the charities we work for so thought we would make it more fun - and more worthwhile - by raising money jointly for them at the same time."

By 19 May, we'd already walked 72km - with a further 65km cycled on our exercise bikes which we aren't including!"

By the end of the month Sarah and Nicole had completed an incredible 125km on foot and raised in excess of £1,000!

Staff Wellbeing - We're Here For You

Throughout this incredibly difficult period, we have made sure to offer staff as much in-house wellbeing support as possible. We've also been providing links and access to other courses and programmes online. We remind all staff and volunteers that if you need a boost, somewhere to turn for help or simply a few minutes to de-stress, there are a number of different options. Opposite are three of the links we've shared in recent months. For a list of all the support options available, please contact Alison Lightfoot on 07896 956499.

Wellbeing Support for Frontline Workers
www.gmhsc.org.uk/news/silvercloud/

'Boost your wellbeing during the crisis'
10daysofhappiness.org/

Meditation Exercises
www.headspace.com/covid-19



“Today was a hard day...”

In between the Government's updates and the alarming news headlines and statistics it's become all too easy to forget the very human face of the COVID-19 pandemic. Residents at Heathlands Village have been cared for by the most committed, unwavering and dedicated individuals. Our Activity Centre's Shoshi Black penned her thoughts on just one day during the crisis.

“Today was a hard day.

Nothing in particular happened, just another regular day in Corona life. But for some reason I snapped and panicked, and felt the weight of the world on my chest.

I'm lucky, I am one of those who still has a job. And a job that I love. But right now, that job is hard. I think today I needed to pause and reflect on what it means to be working in a care home at present.

It's deserted. Like a ghost town. Instead of walking in to a smile from Hymie, a wave from Millie, Mimi and Nathan in the atrium, and a crowd joining us in the activity room, it's empty. Staff rushing around with masks on. Five weeks on, and it's still a shock to walk into.

We go from room to room. Some have signs on their doors, warning of infection. Each time you see one of those, there is a nervousness in your heart.

We take rummikub, cards, music into the lounges. We take our smiles, laughter and hearts and give them to our incredible residents. They have been through so much in their lives. They each have a story to tell, wisdom to share, and we're honoured to sit with them, two metres apart, and give them our time.

We are blessed that the sun is shining, not a small feat in a city that is renowned for its rain. We take turns walking with the residents around the garden. The spring blossoms are in bloom and it's beautiful!

Those are the good moments.

Then there is the sickness that surrounds us. The fear, anxiety and stress that we all hold onto, to keep everyone safe. The knowledge that our best efforts and all the love in the world can't always control the uncontrollable.

Those times are scary.

There are tears, raw emotion, and worry. And this is OK. That shows our passion, our devotion, our love and our care.

The Fed is a family. We are all in this together.

And that is our secret weapon.

When it's difficult and overwhelming, we take a deep breath and look around us. The building is covered in posters, letters and warm wishes from the entire community.

The PPE we are wearing has been donated by different people and businesses in the community. The staff around us are caring and devoted 100% of the time.

Everyone is looking out for each other, whatever position we're in, we know we are in it together.

The residents and families are forever thanking us and the clapping as we leave the building on Thursday nights is inspiring.

Hard days happen, like today, once in a while, but the warmth and care we share is constant.

We can do this.”

A lifetime in the job...

Brian Pomfret, The Fed's FMS Team Leader, and one of the most popular faces around site, has just marked his 48th year of employment at Heathlands Village!

If anyone deserves the title of Mr Heathlands, it's him. Even before the start of his employment in April 1972, he was a familiar figure on the site that was to become his place of work and home to Heathlands Village and eventually The Fed:

“I have memories of the place even before it was Heathlands Village,” he said.

“I used to play football on the lawn outside the original house that was built here – which was called Heathlands – long before I was employed here!”

“My earliest memory of work must be Walter Kaye, who was a Board Member, telling me to scrub the reception area all week. I was working with an Oxford student who was here as a temp, and he and I scrubbed the place as we were told!

“Another early memory is Prince Philip coming to open the original building in 1972. We worked round the clock, seven days a week, to prepare for his visit. Hectic isn't the word! We also had Sir Alex Ferguson and some of the United players here in the 1990's.

“Things were very different back then – in the 70's. There was still a Matron on duty. She was called Mrs Oddy – a stern, but lovely lady and staff had living quarters on the top floor. It was a real old-fashioned place.

Brian has performed many roles over his five decades at Heathlands Village, beginning his career as a porter, before moving up to FMS Supervisor.

“I started out as a porter,” he continued, “and was then promoted to Laundry Manager. I held that position until 2003, at which time I became FMS Supervisor.

“Looking back, I have so many memories. To be honest, Heathlands Village ruined our football pitch – but it's given me a life of nearly 50 years.”



Fundraising Round-Up

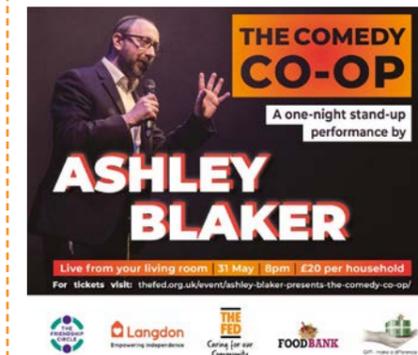


On 31 May, Ashley Blaker, the UK's best-known 'frum' Jewish comedian, performed 'The Comedy Co-op' - a one-off show for supporters of The Fed and four other Manchester charities – L'Chaim, The Friendship Circle,

GIFT and Langdon. This brought together an audience of more than 100 families.

We've managed to hold virtual fundraising events in every month of lockdown starting on 29 March when almost 100 households took part in our Sofa Quiz, compered by international quizmaster, Carl Peters and bringing in a vital £1000.

In April, a poker tournament was arranged by Fed supporters, Lewis Harris and Aaron Lowe, raising over £1,000 towards the National Emergency Jewish Care Homes Appeal which The Fed is heading with London charities Jewish Care and Nightingale Hammerson.



Monty's 'Pets Provide Entertainment' (PPE) Appeal

We don't know many Fed supporters who beg for scratches behind the ears, but this particular supporter is no regular fundraiser: Monty Cunningham – CEO, Mark's, much-loved Shih Tzu and regular Heathlands visitor – has set himself a PPE Challenge: Pets Provide Entertainment to raise money for post-lockdown celebrations for residents.

Mark commented, “As Heathlands' unofficial Therapy and Security Dog, Monty is perfectly at home on site, visiting residents, eating their biscuits, chasing tennis balls and barking a lot!”

As we go to press, Monty has already raised £440. He's so grateful for all the supPAWt!



Here's to our Volunteers!

The Fed simply wouldn't be able to carry out its crucial work without the contribution of our 600 volunteers. The current crisis has highlighted more than ever the value to us, and to the community, of our army of supporters. We are indebted to each and every one of them for the hours they give, and the essential tasks they carry out.

The first week of June each year is National Volunteers Week (NVW) - a time to say thank you for the contribution of millions of volunteers across the UK. To mark NVW 2020, The Fed put together an array of Zoom sessions especially for our volunteers, focusing on improving mental wellbeing and physical health.

A range of prominent community figures, including Chief Rabbi, Ephraim Mirvis, Mayor of Greater Manchester, Andy Burnham, and Chairman of the Jewish Leadership Council, Jonathan Goldstein joined Fed leaders in sending messages of appreciation for the work they carry out week in, week out.

Be it a phone call and a listening ear; escorting people to hospital appointments and treatments; assisting with shopping; helping a family through a difficult time; or taking the weight off our paid staff by helping out in the offices, shops or café (in normal circumstances!) volunteers are at the core of The Fed's services.

What you do is fantastic! Thank you!



Kindness During COVID Volunteering Sees Huge Boost During Lockdown

Since the beginning of lockdown, stories have been reported up and down the country, of people going out of their way to help their friends, neighbours - and even strangers.

In Manchester, and specifically here at The Fed, we have seen a clear indicator of people offering to do their bit and help wherever required.

Whilst anxiety and stress levels have reached unimaginable levels for some families and individuals, this has been counterbalanced by an outpouring of chesed (kindness).

Volunteer Team Deputy Manager, Tammi Wise, explains

"We have had an amazing response from the community since March.

"So many people have called us, saying that they have time on their hands and want to make a contribution - they want to help others. In total over the last ten weeks, we have welcomed 93 new volunteers on board.

"Each of these volunteers underwent phone interviews with Dalia Kaufman, our Recruitment and Training Officer, and were sent an Induction Pack welcoming them and providing all our usual volunteer training and induction guidelines"

With dozens of families calling

on The Fed for help, and our Community Advice and Support Team supporting almost 200 cases, this influx of new recruits to our army of committed volunteers is absolutely crucial.

"These new volunteers - and our existing ones - have displayed such incredible willingness to engage in our work," Tammi continued.

"Because of their dedication, The Fed is able to deliver many hundreds of hours of phone support, helping people to feel connected to the community at a time when isolation and loneliness is causing them real anguish.

"They also help us with shopping for people who are either self-isolating due to the pandemic or have absolutely no family nearby to help them.

"On top of this, quite a few of our long-standing volunteers have themselves had to self-isolate and haven't been able to carry out their usual tasks. The introduction of new volunteers means we haven't been stuck to find someone able to support a client in need.

"We hope that these wonderful new recruits will stay with us for the long-term. They've formed real and meaningful connections with vulnerable and lonely people and made tangible differences to countless people's lives. We'd hate to lose them."



Hot on the heels of Volunteers' Week 2020 comes National Carers' Week

Week (8 to 14 June). It's a title that causes some confusion. The carers referred to are not social care workers, like many employed at The Fed, but unpaid carers looking after a family member or

friend who has a disability, mental or physical illness or who needs extra help as they grow older.

The 2020 theme, 'Make Caring Visible' recognises that this year, carers face new challenges due to Covid-19 with many taking on more caring responsibilities and experiencing greater difficulties.

The Fed provides support, advice and information for Jewish

carers via our Community Advice and Support Team (CAST), and Volunteer team. This Carers' Week, because of Covid-19, we haven't been able to offer our usual Carers' Week Pampering sessions, but we've treated all the carers we support to a thoughtful goody bag to spoil them just a little.

For more info about our carers' services call 0161 772 4800 or email advice@thefed.org.uk.

THE FED HELPS CARER HELEN COPE WITH LOCKDOWN

*Names and identifying details other than that of Zoe Guerrier have been changed to protect client confidentiality.

'Helen' and husband 'Anthony' are retired professionals in their early 70's. They live with 'Leonie', their unmarried daughter who is in her mid-40's.

We recently interviewed 'Helen' who cares for her husband and daughter who both have autism and other health issues. Caring for them in a time of Covid-19 is taking a toll on her own mental health, but fortunately, she is well supported by Zoe Guerrier - from our Community Advice and Support Team (CAST).

"Anthony has always been liable to get upset and fly off the handle irrationally, but ... his mood issues got appreciably worse after he lost a parent and one of his closest friends within a few weeks of each other in 2003.

"Since then he's suffered from depression ... which has got worse over the years and has drastically affected relationships within the wider family ... and ... ended up depriving me of regular contact with certain loved ones, or opportunities to build new relationships. If he didn't like someone - whether family or friends - he would make it clear that they were not welcome in our home and I would have to find other ways of seeing them."

Leonie's autism makes her hypersensitive to light and sound and an associated physical condition leaves her almost constantly weak and tired. Both husband and daughter rely on Helen heavily for their physical needs, and Anthony for his psychological and emotional needs as well.

"He needs me for almost everything. It's as if he's lost his motivation or initiative for even the simplest practical task. He used to cook. Now he can't boil an egg.

"He clings to me emotionally. He has lost much of his self-belief. It's so sad for him. I have to bolster him constantly."

His autism manifests especially through his obsession with particular topics. "He follows me from room to room talking at me incessantly about his interests. Sometimes I want to run away because I just need some peace. The only time I'm sure to get that is when he is asleep."

Life in a time of Covid-19 has, for many, magnified relationship difficulties. For carers, particularly of those suffering from long-term mental health issues, being cooped up together 24 hours a day, potentially causes tension levels to hit the roof.

"When lockdown was announced I was in total shock that my liberty was being so restricted, but I didn't realise the impact it would have on me at first. I was hopeful that it would just be for three weeks. But the impact grows the longer this goes on. Now after two months I'm feeling more desperate and I'm getting headaches and feeling weak and tired which I'm recognising as symptoms of depression.

"I used to be able to get the bus to Costa and take my computer for a couple of hours. I'd get my balance back and go back home refreshed.

"When my husband got a letter from his GP saying he mustn't go out at all, I thought he'd be like a caged animal and I would crack up completely ... I emailed Zoe at 4.00am one night. She called me the next day and calmed me down. She gave me very practical tips about going out in the car just for a change of scenery and taking a daily walk because of my husband's mental health needs. She offered to explain my situation to anyone who challenged us for being out of the house.

"It may sound silly, especially for a woman who had a responsible career over many years - but the stress of caring means I can't always think clearly. Having someone kind and wise on the outside of my situation to give objective advice is absolutely invaluable.

"Zoe has helped me in countless other ways ... providing advice about coping with Anthony's behaviour ... listening to me when I've needed to vent my feelings ... She also knows an enormous amount about autism and has sent me a lot of information to increase my understanding.

"She intervened when I heard nothing about my application for a carer's personal budget and I got a decision within 24 hours of her contacting the authorities. She is helping us apply for attendance allowance for Anthony. She's diplomatic and discreet but she also lifts my spirits with a laugh and a joke.

"In short, she's keeping me going through this crisis - well, her and Skyping my grand-kids! I don't know where I'd be without her!"

LUCY'S UPDATE

"In recent months, both prior to and since the beginning of the COVID-19 pandemic, I have succeeded in securing over £17,000 in payments from trust funds to cover extraordinary costs associated with the pandemic and contributions towards our running costs. A selection of these include:

A grant of £1,500 from The Nathan Laski Trust to match funding received from Cash for Kids/Hits Radio to pay for a makeover of the Snoozelem room in our Children's Centre. This will provide a haven of safety, peace and tranquillity for the young service-users who will use our centre as soon as we can re-open.

Jewish Child's Day have, once again, supported us very generously, agreeing to fund the sessional staff who work at our Children's Centre over the coming three years.

Waitrose selected us as one of their charities of the month in May meaning that we will get a share of the £1,000 they distribute monthly.

The Francis Winham Foundation have awarded us a £5,000 grant towards a wellbeing activity programme for residents of Heathlands Village. This will help to fund a full, varied programme of entertaining, stimulating activities for our residents in the coming

year including cooking, dancing, singing, arts and crafts.

Finally, we were delighted to receive our third grant from Trafford Council for our Volunteer Services which will help fund the work of our dedicated south Manchester volunteer coordinator, Avital Gilbey, in this area. We are thrilled that the council values her efforts and those of the volunteers."



OUR FED FAMILY ANNOUNCEMENTS

Congratulations to Volunteer **Sarah Nathan** on becoming a grandma!

Congratulation to **Carol Nichols**, Housekeeping Team Leader, who recently celebrated a special birthday.

Julie Dixon delighted in telling us that although Carol has been shielding at home, two members of the team from Oakwood visited her - following the strictest of guidelines - and took her cards and flowers which made her day!

Congratulation to **Anne Taylor** from Activities, who recently became a Nana again to baby boy Renley James Fisher.



Happy 21st Birthday to CAST Community Support Worker, **Oonagh MacLennan!**

Congratulations to **Karon Anderson** who recently celebrated the big 6-0! Her birthday was on 26 April, but on the 24th, she was surprised by our residents in the garden who sang happy birthday in the glorious sunshine!



Happy 60th Birthday to both CAST Senior Practitioner, **Shelley Lewis**, and Community Advisor, **Sue Lenord!**

From Mark, in memory of Diane

The Fed is very much built around people who are amazing characters - dedicated, hardworking, fun and committed. No one exemplified this more so than Diane Taylor.

Diane was our Clinical Manager on nights, yet despite this was well-known to many people at the Village. She had been off work poorly since December 2019, and we were all devastated at the news that she passed away in early May.

Diane had worked for Heathlands Village since November 2008, and as Karen Johnson explained in her email:

"Although only small in stature, Diane had a huge presence when she was in work and was an excellent clinician. We always knew that when Diane was in, we could rest easy as she would 'have' the site and we needn't worry.

We will really miss her. Not only was she a great colleague, she was a friend as well.

Our thoughts and love go out to her husband Martin, daughter Sarah, granddaughter Felicity and son Graham.

Rest in peace Diane x"



Alison Lightfoot

"I want to give enormous recognition to the endurance of our staff who, whilst challenged by their own anxieties and personal circumstances, have come into work every day for the care of the people who live here. Alongside them, we have members of staff who have had their lives affected personally by COVID-19 and have returned to work. Your commitment and dedication is an inspiration.

I'd like to give recognition to Kelly for setting up our very first video call training session for our nursing staff via Microsoft Teams, which all went well.

I also want to pay tribute to Natalie Tracey for signing up her team for Safeguarding Adults e-learning at the start of May, with 26 of the team already having completed the course."

Sarah Ogden-Thomson

"A huge thank you to Simon Gears and Carol Booth, both of whom have exchanged their regular duties and temporarily transferred to other departments to offer cover during the pandemic. Carol has been working in Moorview House, and Simon with the Customer Services Team. Simon got a smart uniform - and Carol got a mask!

I want to offer sincere thanks to all the community workers and Fed volunteers who have been outstanding over these last few months: flexible, supportive and so understanding to all of our clients.

I also want to pay my respect and total admiration to all the nursing and care staff at Heathlands. You are amazing and have shown such dedication and inspirational teamwork.

Many thanks to the Fundraising, Marketing and Bid-writing Team for all their updates, posts, donations and support throughout. Lucy Edwards and Raphi Bloom have especially achieved incredible results during such a difficult time.

Stay safe to all."

Tammi Wise

"I would like to say a very big thank you to the whole Volunteer Team for their unwavering and committed support to me whilst I was on leave for the first few months of the year. I missed everyone immensely, and even more so now that we are not working face to face at the moment. It has been really tough for many reasons. I just wanted to say what a fantastic team we have and it's a privilege to work with them all."

Karen Johnson

"A huge thank you to Sue, Marie and Ashleigh for supporting our staff and the entire site whilst I was working from home.

A huge thank you to EVERYONE who has battled through this crisis and continued supporting our residents.

A big thanks to Mary Davies who has been managing the site at night since we lost our old friend Diane."

Dolly Abelson

"Just want to say how much I am missing you all, and to offer a huge thank you. You are ALL true heroes and make me so proud to be part of our brilliant Fed family. Elbow bumps all round XXX"

Julie Dixon

"I would like to send a huge thanks out to all of my teams for doing such an amazing job during this outbreak, all the while without me, as I am shielding and working from home. Most of all, an extra special thank you goes to Dave Hesk and Debra Simpson for filling in on a supervisory level and being the 'go to' people on site. They both have done an awesome job.

I am so proud of everyone working so hard and through such difficult times. Thank you."

PPE Donations



Throughout the Coronavirus pandemic, we have received support from every quarter of the community - individuals, families and organisations - who have donated PPE to us in our hour of need. We cannot thank them all enough. Here is a small montage of some of the vital equipment we have received.



First Moorview Visit Inspires Janice to Volunteer

Janice Haber, a volunteer who regularly visits Moorview House and socialises with our tenants, casts her mind back to her first visit to the Village in 2018. As well as being a regular face on site, Janice is also the daughter of Ralph Black, a tenant of Moorview House and a sprightly centenarian, whose beaming smile is known to everyone across the Heathlands Village.

"My first visit to Moorview was about 2 years ago, when we were bringing my dad to view Heathlands Village.

It was a Thursday afternoon, and the residents were gathering for their weekly get-together in the Moorview Lounge - just opposite what would become Dad's flat. There were calls of, "Are you coming to live here?", "Come and join us!", "You'll like it here!" and "We need some more men!!"

One lady, Lea, even said, "I'm nearly 100 and I've lived here for 13 years. If it hadn't been for this place, I wouldn't still be alive!"

Since that day, I've become a frequent visitor to Heathlands Village and a regular volunteer at the Thursday afternoon teas for Moorview residents. These were the brainchild of feisty Glaswegian nonagenarian, Sylvia, who presides over the proceedings, collecting 50p from each person when they arrive. The money funds the refreshments and buys treats for everyone to enjoy. It can also be used to subsidise outings organised by the Moorview staff.

The get-togethers provide a welcome opportunity for many of these close neighbours to socialise and chat in a relaxed atmosphere, and to catch up on each other's news for a couple of hours.

Sometimes, the afternoon can be spent over a wee dram, or a cocktail of advocat and cherry brandy (which we have renamed The Moorview Special!), a cup of tea or coffee and biscuits, or on special occasions - cake and chocolates.

The team of volunteers include Linda, Jane, Arlene (Sylvia's daughter), Barbara and myself. In addition to serving the refreshments, we often discuss current affairs as well as whatever is going on at the Village. When it's Barbara's turn, she entertains the company

with her beautiful renditions of songs from the shows and other old favourites, accompanied enthusiastically by most of those present, including my dad and his friend Ralph (the Two Ralphs!) who are both members of the Heathlands Village choir.

When it is my turn, I read popular poetry, or we all join in with performance poems or share an interesting story or piece of news. Sometimes Lea, who is now 102, recites poems from memory that she learnt as a young child - phenomenal!

Shelley, one of the youngest Moorview residents, moved in only a few months ago and is a regular Thursday afternoon attendee. The first time she came to a poetry session, she proudly presented me with a poem she had written herself and asked me to share it with everyone. It was a wonderful poem about Autumn and was followed up over the next few weeks by poems she had written about Homelessness, Remembrance, Chanukah and her latest, most thoughtful poem for Holocaust Memorial Day. These are printed out, illustrated by Shelley and kept in a file for everyone to read and share.

As a proud Scotswoman, Sylvia was very keen to celebrate New Year's Eve, or Hogmanay, at the turn of the year and arranged with the Village's catering team for a special festive meal for Moorview residents. Linda and Jane helped on the night and everyone enjoyed a delicious and plentiful meal, all very well organised, in a festive atmosphere.

Having spoken to many of the Moorview residents over the last two years, I realise that this place is unique! Nowhere else can you find independent living with as much or as little support as you need. Moorview tenants are entitled to take advantage of all the Heathlands Village activities, but also have their own place to call home. Moorview House is a community within a community, and everyone I have met seems to be happy and content.

The friendly, caring staff are always on hand to give help and advice, checking on all the residents every morning and evening and available to chat with relatives if they have any worries. My dad settled down really quickly and enjoys a wonderful quality of life for a youngster of 101!"

Doing it differently

Throughout the challenges and uncertainty of the last few months, staff across the board at The Fed have been taking on new roles and responsibilities, displaying hidden talents and making a huge difference in ways that they might never have dreamed of!

Joanne Hodson, Unit Manager on our Simon Jenkins Nursing Unit, has been re-discovering her horticultural talents, turning the wrap-around balcony in Eventhall House into a Chelsea Flower Show-worthy display!

"We have been making an outdoor space, complete with vegetable patches, plants, a bird-bath and solar lights. This came about after chatting to our residents and seeing what they would most enjoy as an addition to SJNU. We are also making a library for residents to enjoy, and they are helping us to plant and seed fruit trees and flowers on the balcony, too.

"This all began after I brought a bird-feeder in and saw how much that one simple thing enhanced the lives of everyone on the unit. We loved seeing the different birds that visit daily, and it rolled along from there.

"As an indoor attraction, we are compiling a memory-board of old photographs which we found, and are going to arrange it as a feature in the lounge.



"As an added extra, I've been singing my heart out on the Unit, taking requests and going through all the old favourites - My Yiddishe Mamma comes up rather a lot!"

Across our teams, staff have been stepping up to the plate, taking on new roles. Dave Hesk and Deborah Simpson have been working as FMS and Housekeeping Team Leaders respectively, covering Julie Dixon, Carol Nichols and Brian Pomfret, whilst they have been in isolation.

Simon Gears and Carol Booth have also both temporarily redeployed - Simon joining Customer Services and Carol becoming part of the Moorview House team.

Pedal Power

Linda Parton, shift leader on Unit 2, was concerned for some residents who were missing their regular workouts on our Motiview bikes.

"...we have bikes in the activity centre that our residents love to use daily. However there are some who are in isolation... so I bought a set of peddles to be used whilst sat stationary.

They show how many miles have been done; how many calories burned off and how long the user has been pedalling. Sylvia Rosenthal cried when I showed them to her."



Lockdown blocked our usual entertainers coming to Heathlands, but didn't stop Joanne belting out



some classics, some brilliant dance performances from staff member Charlotte Johnson and a safely



distanced 11 year-old, Benji Salomon, lifting spirits and bringing cheer with his beautiful voice.

LIFE IN LOCKDOWN

Jakki Pinsley, from the Heathlands Village Customer Services Team works full-time and also cares for husband Elliot who is wheelchair bound. She was on annual leave at the beginning of April, when he received a letter from the NHS telling him he had to shield for the next 12 weeks, and so must she as his carer.



“For the first few weeks it was like being on holiday. However, as time went by it became more difficult - I had to find something to keep me busy apart from cooking, doing laundry, cleaning and looking after Elliot! I learnt to do online grocery shopping and I became an online craft teacher

for my two oldest grandchildren, Natalya who’s seven and Jake who’s three. Every day he calls me on FaceTime to ask, “Grandma what craft are we doing today?”

And I’ve become Elliot’s hairdresser - the first time he ended up a little bald! – plus his podiatrist and optician. But my main achievement was baking and decorating a chocolate birthday cake for Natalya’s birthday. I uploaded the photo onto the Facebook page ‘What’s for Dinner?’ and couldn’t believe it when they chose it to go into a recipe book!



Thursdays have seen me joining the nation at 8pm to bang my wooden spoon on a pan and remember everyone on the frontline, including so many of my wonderful work colleagues.

We’ve joined in lots of fun things on Zoom like quizzes and bingo and sadly, also used it to attend several funerals and shiva (prayer) houses having lost a number of family members and friends to the cruelty of Covid-19.

Shielding isn’t fun, but along with social distancing it’s become a way of life, and some days are easier than others.

I hope that in the not too distant future we find a vaccine and can all start to live without fear. Although I am quite apprehensive about coming back to work, I am looking forward to seeing everybody again.

I hope you have not missed me too much! Lol.”



A group of our frontline heroes ‘model’ their PPE gear!



Stay safe everyone! Our message to our colleagues, friends and families.



Lockdown didn’t put the dampeners on our Yom Ha’Atzmaut celebrations!



#ClapForCarers – colleagues applauding our heroes as they come off shift at Heathlands Village.



Delivering a handmade card sent through our Pens & Crayons project.