

Staff and Volunteer NEWSLETTER

February 2022

**THE
FED**

Caring for our
Community

MARGARET AT 104: FROM HADRIAN'S WALL TO HEATHLANDS VILLAGE

The first world war was still being fought and legendary WWI fighter pilot, the Red Baron, was still wreaking havoc on the Allies, when Heathlands Village resident Margaret Broome was born.

Margaret has lived at the Village, since 2017. Shortly before her 104th birthday on February 4th, we spoke to her daughter, Cllr Karen Garrido, a former Mayor of the City of Salford.

How does Karen explain her mother's longevity? "She's never given up and she's instilled that in me. She's always said, 'There's no point in being in the back to get things changed.'"

Margaret grew up as the very protected youngest child in the family home near Haltwhistle in Northumberland, situated "right on Hadrian's Wall."



She was not allowed to go out to work but that changed when war broke out and she was employed by Smith & Walters who produced paint for the military. She drove articulated lorries delivering paint, travelling from Haltwhistle to Carlisle, down the then A6 over Shap - a notoriously hazardous route especially in winter -



all the way to Preston docks

A prisoner of war camp was located just outside Haltwhistle, which Karen's father was sent to inspect. Whilst in the area he attended a concert where he first set eyes on her mum who was in the choir, "...and later even in the Heathlands choir!

"My Dad was bowled over, and then he saw her again when he went to inspect the paint at Smith & Walters - in her work overall with a scarf on her head - but he recognised her and invited her to the pictures.

"He arrived all dressed up in uniform with spurs on the back of his boots and fell over when they got stuck in the stair carpet in the cinema. Mum laughed her head off!"

After the war they moved to Manchester - 'a great culture shock after living in a small village'.

Margaret quickly took a voluntary position in family welfare, visiting homes immediately after a woman was sent from court to prison, to see if the kids were okay or needed to be looked after.

Karen says touchingly, "She gave me all that I've got and what I am. She couldn't stand injustice and I can't either."

How did a lady from a Northumberland farm, with no connection to Judaism end up living in a Jewish home? As Mayor, Karen visited Heathlands Village on Remembrance Day 2016, and was so impressed she decided if she ever needed care, it would be there.

Shortly afterwards Margaret fell and when discharged from hospital came to Heathlands.

"Two lovely residents, took Mum under their wing, involving her in everything including taking her to shul where she wore a different hat every week lent to her by one of them!"

At the time of going to print, we are also looking forward to celebrating an equally very special birthday with beloved Village resident Lea Glaskie.

We wish Mazel Tov to the entire family and raise a glass to the Village's longest residing tenant.

Message from Mark

As I write this introduction in late January, we are hopefully witnessing a turning-point in the battle against Covid and its numerous variants.

December and January have been tough months both at Heathlands Village and in terms of service delivery within the community.

In a 7-week period, more than 80 members of staff tested positive. As you can well imagine, this put enormous pressure on all services at exactly the time of year when we already have to deal with the challenges of the holiday season.

But once again I'm left feeling immensely proud that we were able to ride out another storm owing to the dedication and resilience of our amazing staff and volunteers. The winter months could have been very bleak for many people had it not been for the vital work undertaken by our community teams - supporting so many vulnerable people in their own homes - and our Heathlands Village-based teams helping to make our home the best possible place to

live and be cared for in later life.

The challenge now is to fully understand the lasting impact of Covid, to re-assess our longer-term strategies ready to meet whatever may lay ahead, and re-start or revitalise services and more immediate plans, which had had to go on hold.

Greater Manchester has become the first city-region to be officially recognised for the ambitious new plans to create a 'Living Wage City Region', making strides to ensure that employees across all 10 of its boroughs are paid the Real Living Wage (RLW) and offered good contracts and working conditions.

The RLW is optional and set at a level higher than the obligatory National Living Wage. It reflects the true living costs that people face, and the great news for our employees is that our Board of Trustees have approved The Fed's endorsement of the Real Living Wage from 1st April 2022.

The Fed will become one of only 20 employers in Bury to do this so far,

and over 250 members of staff will benefit from a pay increase.

This investment in our workforce reflects our belief that people who work in social care are amazing all the time, not just during a pandemic.

At a cost of approximately £300,000 per year, it demonstrates The Fed's commitment to improving the quality of life of our employees as well as making a difference to the lives of the people we provide help and care for.

Thanks to each one of you for all your hard work, dedication, kindness, and care through the hard times we faced together over the winter period.

Between the showers, the early spring sunshine hopefully heralds a healthy and far happier and more fulfilling rest of 2022 for all of us!

Thank you.



Mark



Lucy's Update



Our Trusts, Foundations, and Bids Fundraiser, Lucy Edwards, ensures funding for our Fed projects keeps flowing in.

Since our last newsletter in October, a staggering **£75,000** has been raised from applications to a variety of trusts and foundations. Here's a look at where some of that funding has come from and which area of The Fed's services will benefit.

Trafford Council gave us a grant of just under **£15,000** towards Volunteer Services in Trafford, which will help fund our Coffee Stops, and one-to-one volunteering

with vulnerable and isolated people in that area.

Bury VCFA awarded us more than **£12,000** towards the running of our My Voice project – which tells the life-stories of Holocaust Survivors. The funding will pay for further development of this important part of our work.

Manchester City Council awarded us a grant of nearly **£9,000** towards running our Community Advice and Support services, specifically working with the increasing number of people living in Manchester who are coming to us

for support with issues related to benefits, housing, and health.

Bury Council have given us a **£4,927** 'Move More, Live Well' grant towards running both our Walk 'n' Talk and our Bagel 'n' Banter groups.

And the **CRH Trust** has also given us a **£5,000** grant towards our newly revamped Mental Wellbeing Group.

Wow Lucy... well done!

Mums 'n' Tots – a Gateway to Support for Struggling Mums

A play group held at our Children's Centre in Eventhall House brings young mums from across the community together to socialise with their toddlers, with the aim of providing a gateway to support for families if and when they need it.

Meeting each Monday and Wednesday, our Mums 'n' Tots group caters for children up to five years old, with sessions run by Fed staff and volunteers who prepare activities including games, soft play, arts and crafts, dressing up and snack-time.

Play Leader, Carol Booth, explains:

"First and foremost, the group is a lovely and loving social group for mums – and also grandmas and child-minders - who attend with their babies. Many of our mums have said it can be the highlight of their week.

"We respect everyone's circumstances and greet everyone with open arms; it's a place where people can leave their life troubles at the door."

Sadly, for certain individuals, motherhood can present a host of difficult challenges.

"Some of our attendees experience a lot of isolation or struggle on a limited budget. They can find themselves lost as to how to entertain their children or how to meet other young mums.

"If someone is having a tough time, we are ready to offer support.



"Where low income means that a family may have no new toys to play with, we are here each week to provide a fun and inviting space to come and spend a few hours; if a mum is showing signs of post-natal depression or facing other social care challenges the group gives them access to support from The Fed.

"We aim to make the sessions as interactive and accessible as possible, and we devise activities which they can easily recreate at home."

One young Salford mother, who first heard about Mums 'n' Tots through a mums' WhatsApp group, said, "I love going to the Children's Centre at The Fed - the kids love it, and I also really enjoy the social opportunities with other people.

"The staff are really friendly and so lovely and helpful and there's always a variety of activities to keep the little ones entertained. I would tell any local mums to come and try it out - it's a wonderful atmosphere and so nice to chat to others, too!

"It provides a happy and safe environment for mums and tots. I would definitely recommend it!"

Revamped Household Unwrapped in Big Reveal!

Cedarwood House – formerly known as 'First Floor Flats' - is the latest of the Village's households to receive a Heathlands beauty makeover! Having been closed for two months for its revamp, the big reveal took place last autumn, and doesn't it look amazing!

The busy main corridor has been transformed into one of the most attractive thoroughways of the whole Village, decorated floor to ceiling with a 20-yard print depicting a beautiful meadow on a summer's day. New flooring throughout gives the household a clean, modern look.



The ceiling too has moved into the 21st century, with natural sky lighting panels – like those in Beach House and Willow Tree House – further enhancing this lovely living space.



Two new lounges – each with a delightful, serene, wrap-around park scene on the walls – complement the brightly-lit corridors, and brand-new uniquely coloured front doors help residents recognise and locate their private rooms.

GETTING TO KNOW

- Vanessa Kuhillow

Vanessa Kuhillow joined The Fed's Fundraising Team in 2021 as Donor and Business Development Fundraiser.

No stranger to the charity sector, having spent the preceding years working for another of Manchester's Jewish charities, The Friendship Circle, Vanessa lays out her reasons for the move, and what she's discovered about The Fed along the way.

1. When did you start at The Fed?

I started working at The Fed in September 2021 - the time has already flown!

2. What did you know about the organisation before you joined?

I knew the Fed as a lovely residential home, where Leila - my husband Mark's grandma - lives.

3. What made you want to move from The Friendship Circle, another well-known charity, to The Fed?

I had worked at my previous job for almost 6 years, so when the opportunity arose to join The Fed, it was one that I couldn't ignore. It was a perfect transition for me to use my fundraising expertise in one of the most important Jewish charities in Manchester.

4. Since you started, what have you discovered about The Fed that you didn't previously know?

My eyes have been opened wide to the unbelievable work the Fed does within the community and beyond. I now understand that the Fed is not just a residential home, but an organisation that reaches out on a daily basis to 1 in 8 families who live in our community. It teaches young adults who are living with anxiety and mental health problems how



to self-harm safely, which may sound quite unbelievable but is sadly a true and necessary fact. The Fed supports people in our community that you would never imagine need help.

5. What would you tell people about The Fed to show the breadth of the work we do?

I could write pages and pages about the amazing work The Fed carries out but we don't have the space! What I will say that it is easy to live in ignorance about what is a reality for the hundreds of people who are not as fortunate as ourselves. Needing help can be for many reasons: abuse, both mental and physical; neglect; sometimes just desperation at not being able to cope.

The Fed relies on the generosity of our community to be able to maintain the unbelievable work we carry out and maintain the wonderful, cosy, safe environment that is home to so many of our precious parents and grandparents.

Two Danielles To Recruit NextGen For The Fed



The new year brings a new phase in The Fed's development with the launch of our NextGen future-proofing strategy.

Director of Fundraising, Marketing and Communications, Raphi Bloom, explains:

"A key factor in the sustainability of any organisation is ensuring it remains fit for purpose in the long-term. However many committed volunteers and donors you have, it's dangerous to be complacent.

"We need to constantly keep our sights on the future and expand our donor and volunteer base to incorporate younger generations. They will be our potential leaders. They will guarantee The Fed's future."

Part of this strategy saw the creation of two new roles within our Volunteer Services Department with the appointment of 23-year-old Danielle, 'Dan', Jeffries as NextGen Project Coordinator, and 38-year-old Danielle Morley as Training and Recruitment Officer.

Their brief is to enrol people aged 18 to 40 as Fed volunteers, taking new recruits through induction and training, matching them with people who need support, or placing them in 'non-people related' roles, and overseeing their work.

Know anyone thinking of volunteering? Tell them to get in touch on 0161 772 4800 or email info@thefed.org.uk

TRAINING UPDATE

We're sorry that training hasn't been running for a while, but due to Covid and restrictions we weren't able to organise sessions. We're hoping to get back on track from February 14th! For more information, please see the Training Noticeboard by the main lift on the ground floor, and the Training brochure recently circulated on Workplace. For more info contact Alison on alison.lightfoot@thefed.org.uk

LIVEWELL with The Fed

EAT WELL. SLEEP WELL. WORK WELL.

Rebecca Ward has been busy all around our buildings over the past few months, working with staff to help boost wellbeing and improve mental health. Here are some of her highlights from the autumn and winter.

"October saw a Halloween-themed quiz and Best Pumpkin competition, both of which attracted a large number of entrants! Winner of the quiz was Kinga Norman (from Oakwood) and our Best Pumpkin winner was Collette Parton (from Housekeeping)!"

"Following that, I joined the Catering department for a day, donning my apron and learning the ropes. I worked alongside Tom Edge who was very helpful, and I had a good chat with the team whilst seeing how hard they work."

"In late November and early December we celebrated Chanukah, and Mike Hyde, our Head Chef, ordered doughnuts for all staff to join in the celebrations... as you can see, they went down a storm! We also had a Chanukah festive

prize, won by Taylor Stevens from Hamburger.

"I am thrilled to say that we have recruited 10 new members of staff through our Staff Referral Scheme in November and December. It's a great reward for staff, and a big bonus for The Fed to pick up new colleagues, too! Keep a look out for the new starters email to see the new faces."

"Finally, free counselling sessions are available on-site every Wednesday and Thursday, with Ayesha. All sessions are confidential. Please see the poster for more details."



Staff Awards

In recognition of their hard work and efforts above and beyond the call of duty, Employee of the Month Awards for September, October, November and December were presented to:

(Clockwise from top left)

Anna Flaszowska, Beach House;
Charles Ndanga, Nursing; **Tom Edge**, Catering; **Carol White**, Operations & Health and Safety



Nominating a colleague for the award couldn't be easier. You can respond to the monthly Workplace survey, email your nomination to robert.marks@thefed.org.uk or pop it into one of the boxes around the site!

If you're a volunteer reading this, remember you too can vote by email explaining why you are nominating a particular member of staff.

Do you need to talk? Please don't wait. Reach out!

As part of The Fed's commitment to looking after the wellbeing of the people who work for us, we're offering a new staff benefit:

Up to 12 face-to-face 1-hour FREE CONFIDENTIAL counselling sessions

- 📍 These are taking place on Wednesdays and Thursdays at Heathlands Village.
- 👤 They are with Ayesha, our counselling/psychotherapy student.
- 🕒 They can be during your working hours if necessary.
- 🔒 This is a confidential service, so even though you may tell others, we will not!



Contact Rebecca, our Wellbeing Lead, to book your first appointment:
rebecca.ward@thefed.org.uk or 0161 772 4963



Office colleagues volunteer as Mealtime Assistants

In early 2013, Dolly Abelson - one of the most familiar faces around The Fed and a member of our Third Floor Fundraising team - responded to an unusual email from a colleague. The email was requesting help from colleagues to volunteer their time during residents' mealtimes, and give a greatly needed hand to our tireless care staff.

Since then, Dolly's dedication to this special cause has never wavered.

"I started helping out in Eventhall House after Sonia Fahy's email," she recalls.

"I received some training in assisting residents with their meals, and health and safety around food, and began pretty much straight away."

"It's been nearly ten years since I began, and I now visit Beach House once a week at lunchtime, where primarily I assist those residents who aren't able to eat their meals themselves."

Humbly, Dolly says that she "...offered to do it because it fits in with my day. I'm here already, so why not!"

A much newer recruit to the cause is Barbara Woolfstein - Dolly's colleague in the Fundraising department. Her desire to help comes from personal experience:

"My dad lived at Heathlands Village for a number of years, and I understand the difficulties that the staff face at mealtimes.

Volunteering some time to help in this way gives you a real connection with residents, and you get to know their families too."

Both Dolly and Barbara have seen first-hand how hectic mealtimes can be.

"If nothing else, lunchtimes make you realise how difficult a job our care staff do," says Barbara.

"Some residents are in the dining room and need attending to; some are in their own rooms and require food bringing to them, and then assistance to eat in bed. Some residents will walk around and have to be gently guided back to the table - and all the while

dozens of other day-to-day issues that arise in a care home have to be dealt with."

"And don't forget about the phone ringing," says Dolly. "It never stops, and staff have to decide whether to go and answer a call or stay in the dining room."

Whilst Dolly helps residents in Beach House who are unable to eat without assistance, Barbara's responsibilities in Cedarwood House are more varied.

"The residents I help are often able to eat with minimal assistance - although some do require direct assistance with their meal," she says.

"I would describe myself as a cross between a waitress, a food promoter and an encourager!"

Both ladies have nothing but praise for the meal-related processes and modifications seen throughout the Village:

"There are chairs with wheels which eliminate that terrible scrapping sound you hear anytime someone wants to get up and walk around - which is often," says Dolly, "as well as plates with guards around the side - almost like a shelf - to stop excess spillage."

"The Hospitality and Catering staff are absolutely amazing," Barbara adds.

"They know what each resident would like - and more importantly what they are allowed to have."

An additional benefit that both Dolly and Barbara have enjoyed through their volunteering has been an increase in understanding of their colleagues' work.

"You build up a real relationship with care staff and become much more familiar with what they do," Barbara comments.

Dolly agrees: "You learn so much just by watching the staff in action. There are lots of staff members to guide you, and you never feel unsupported. It's not a difficult thing to do, but it can make such a difference to our residents and colleagues.

Anyone who wants to join us would be so appreciated."

For more information or to become a mealtime assistant, contact Nick Burgess in the Activity Centre.

FED FAMILY ANNOUNCEMENTS

A big thank you to **Craig Smith** for holding down the fort at the Charity Box whilst Karen has been off sick – and also to **Natasha Sarak** for pitching in as well. What a great team!

A huge thank you to our wonderful volunteer, **Barbara Cohen** for giving us so many hours of help for Fed Friday. This year we had more dinner hosts than ever before!

Rochelle Broman,
Fundraising Manager

I want to say thank you to **all of the Catering and Hospitality teams** for coming together in our hour of need. Whenever it has been tough because of Covid, or through being short-staffed, everyone has played their part in keeping the department going and maintaining the services we provide.

It has been a big team effort from all of them – without everyone's hard work we could have crumbled.

Mike Hyde, Executive Head Chef

Happy birthday to **Margaret Mullins**, who recently turned 75!

Congratulations to **Gary & Sheila**, who welcomed not only granddaughter Daisy in November, but also grandson Laurie in January!

Huge mazal tov to **Natasha Sarak** on her engagement to Gareth!

Happy birthday – and a sad farewell – to **David Majury**, who turned 70 and retired after 30 years of dedicated service.

I want to say a huge thank you to **all of my team** for their continued hard work and the support that they have given to The Fed and each other throughout the most recent Covid outbreak. It has been a real struggle to keep all areas of site covered but working together to get the job done is something we all seem to excel at. **Housekeeping, FMS and Laundry** – you are all great.

Thank you also to my two Team Leaders, **Carol Nichols** and **Dave Hesk**, who held the fort down for me whilst I was off recently. They both did a fantastic job which helped keep my recovery stress-free.

Finally, I'd like to welcome **Paul Connolly** to the FMS team, having joined from Customer Services. Paul has fitted into the team well and we are delighted to have him!

Julie Dixon, Housekeeping
Services Manager

Thank you to **all our Operational teams** for your hard work over the last few months.

A special thank you to **Catering, Porters, Housekeeping, and Customer Services** who have all gone above and beyond keeping services running and supporting residents and tenants daily. You are all amazing. Thank you – and here's to a great year ahead.

Sheila Heywood-Holt, Director of Operations

Congratulations to **Josh Thomas**, who was promoted to Deputy Customer Services and Operations Manager.

Happy birthday **Carol White**, who turned 60 in December!

Thank you to **Rebecca Ward** who has been working so hard to support staff with many Wellbeing initiatives around site.

And at the same time a very warm welcome to **Danielle Morley** and **Dan Jeffries** who have joined our Volunteer Services team, and to **Louise McConnell** who has joined our CAST team.

Bernie Garner, Director of
Community Services

A trio of congratulations to **Andi Davies, Joyce Khan** and **Ian Simmonds** who all became grandparents on the very same day ...16th October 2021!

Lady Beryl o"n



The entire Manchester Jewish community was rocked by the untimely passing of Lady Beryl Steinberg on 8th February.

As an Honorary Patron of The Fed, we all feel the loss of one of our guiding lights very strongly.

Lady Beryl was a constant source of encouragement and inspiration and leaves a huge void in our organisation and the community.

Karen Phillips, former Fed CEO, remembers Lady Beryl with great affection:

"Beryl was a supporter and a friend. She listened to our hopes and aspirations, and was always warm, caring, and compassionate.

It is hard to believe she will no longer be there for us."

Fundraising Round-Up

With Covid restrictions on socialising now eased our Fundraising team has gone into overdrive, finding innovative ways to drum up essential funding for our services.

In November, after a 20-month hiatus, the second highly anticipated Fed Business Breakfast marked the return of our in-person events. Held at Manchester Hall, and raising over £50k, 120 guests enjoyed a catered breakfast before listening to a fascinating conversation between Anna Blackburn, Managing Director of Beaverbook's the Jewellers, and Broadcaster, Commentator and Finance Analyst, Danni Hewson.



A Chanukah Toy Drive, organised by FedEx, our committee of young Mancunians living in London, provided more than 100 toys for youngsters who attend our Children's Centre or are supported by CAST. Each toy was specially selected to meet a child's individual needs.



In January, 70 whisky lovers joined us in north Manchester for The Fed's whisky tasting evening, raising over £3,500. Everyone went home suitably glowing and cheerful – and two fabulous bottles of raffled whisky ensured that a couple of our guests went home especially happy!



At the end of January, the inaugural fundraising event for Fed Up North – our Manchester-based young professionals' committee – was held at Ezra & Gill, a hip café in the Northern Quarter, where a crowd of 80 enjoyed a lively pub quiz under the expert guidance of Harvey Kaye. £2,500 was raised on the night, and huge thanks go to the committee of Georgina Yaffe, Jemaine Johnston, Didi Chrysler, Daniel M. Rosenberg, Avital Gilbey Ellie Lewis, Shoshi Black, Harvey Kaye and Ari Steinberger.

By the time we go to print, another hugely successful Fed Friday will have passed, with a record-breaking number of participants registered to hold Shabbat dinners in aid of The Fed. Over 150 dining tables will have turned orange to support our services, asking guests to 'ditch the gift and donate to The Fed instead.'

"We are especially grateful to Barbara Cohen, our wonderful volunteer, who put in so many hours to call people and ask them to sign up," said Natasha Sarak, Fundraiser and Events Co-ordinator. "I think they were very excited to be inviting people for dinner again after the couple of years we have had, and it really shows!"

THAMES BRIDGES

TREK4THEFED

SUNDAY 24 APRIL

Join FedEx on a spectacular 25km zigzag hike from Putney Bridge to Southwark, over 16 historic Thames bridges.

Friends and family welcome to sign up too!

0161 772 4750 | trek4thefed@thefed.org.uk



£40pp
sign up
fee

Sponsorship:
minimum
£150 per
person



Despite Covid putting paid to many activities, it couldn't stop us celebrating with Joyce Hyman on her 100th birthday. Nick donned full PPE and ensured that her day was marked in true Fed fashion!