

NOVEMBER 2017

STAFF and VOLUNTEER Newsletter

THE THE
LOOKING AFTER EACH OTHER
FED

Dementia Care in the 21st Century



Artists' and architects' impressions of the finished project

In September the redevelopment of the ground floor of our main building at Heathlands Village finally began. Once again The Fed is leading the way in 21st century dementia care.



The new domestic-style, state-of-the-art, residential area has been designed to meet the needs of a growing population of older people living with dementia.

Residents will live in a small household, with special safety features and easy access to our award-nominated Seaside Garden (more on that inside!) giving them a greater sense of independence.

This style of accommodation, with bright living areas, break-out spaces and a retro, but homely feel, is proven to enhance the wellbeing of people living with dementia.

The development is being carried out by Cruden, who are very experienced in care home and hospital construction. Staff, residents and visitors are being kept up-to-date with regular bulletins as the work progresses.

The development is due for completion in May 2018 - promising a busy but very exciting few months ahead.



MESSAGE FROM MARK

The first six months of my new role as CEO have passed at break-neck speed, with many challenges but some great achievements. The summer's behind us and at the halfway point of our financial and planning year, how are we doing?

You can't have missed that the builders are back on site. Work has started on the ground floor of the main building to create new residential accommodation for people living with dementia. This is a key part of our development plan which will help us to deliver even better care.

This development will mean looking at our plans for the new year and making decisions about where we provide different types of care on site.

Our financial situation remains difficult with statutory funding at a really low level. We will have to manage our costs very carefully over the next six months. Most importantly this will involve all teams working together to help reduce sickness, improve recruitment, increase retention and boost occupancy. These four

things are vital to ensure that we remain sustainable and in a position to deliver much needed services both at Heathlands Village and in the community.

We were recently awarded Platinum Status - the highest level achievable - under the Gold Standards Framework for end-of-life care. Of the 561 care homes in Greater Manchester we are one of *only two* that have this status. This is a fantastic team success, which reflects the care and support delivered by many different departments - not just care and nursing - but also by our housekeeping, laundry, catering, hospitality and customer services teams. Well done everybody!

We're about to launch a new initiative with Manchester Adult Care and the NHS - providing short-stay care for people from the wider community who are fit to leave hospital but are not yet ready to go home. Vital income from this project will help us maintain jobs and support some of our unfunded projects. The project will involve several teams working closely together - social work, EH2 care staff, catering and housekeeping and will present us with an extremely exciting opportunity.

Our Community Services had a busy summer, running a number of play-

schemes and events at The Drop In (our mental health project). The All Age Service and volunteer teams in both north and south Manchester have never been busier.

Our annual publication "Making our Mark" which records all our activities over the previous year, is now in print; the finishing touches are being put to our Heathlands Village promotional DVD and we're headed for the finals of the National Dementia Awards for our Seaside Garden.

We can't achieve amazing things without everyone playing their part, pulling together and making a difference to the lives of the people we support. So thank you for all your hard work.

I am very happy to attend team meetings and answer any questions or consider any ideas or plans you may have that will help improve our services (I will even bring the biscuits!).

Regards Mark



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! And here are some examples of her recent successes:

In May 2017 Green Hall Foundation donated £3,000 toward the cost of two lateral turning beds. These turn a person from side to side, assisting in pressure relief and reducing the risk of sores and ulcers developing.

In June 2017 we received £1,800 from Ambition for Aging/ Groundworks which funded Tea Dances with professional dance displays. These afternoons have been a great success, with dances at Heathlands Village and the Macabbi Centre. Residents and service-users also got up and joined in the dancing.

In June and August 2017 we received £700 from both Cash4Kids/Key 103 and Persimmon Homes towards buying bikes and adapted trikes for the children who attend our Children's Centre. In the last few weeks, the children have been whizzing around the gardens at Heathlands Village, to the delight of residents who joined in, dressed as traffic wardens and lolly-pop ladies or gents.

In July 2017 we were awarded £1,000 by Bury Council for the Community Cafe. Lucy pitched our project 'dragon's-den' style

to a panel of judges alongside other organisations. At the end of the event a public vote took place, when supporters of each organisation could vote for "their team". The grant went to the organisation with the most votes - in this case The Fed!

There's a similar event on Sunday 19th November, at 12.30pm at Manchester Maccabi, Bury Old Road, Prestwich when Lucy hopes to secure £1,000 from Bury Council for funding toward exercise classes for residents of Heathlands Village. Anyone can vote - so if you can spare the time please, please come to listen to Lucy's pitch and vote for The Fed! For more info call Lucy on 0161 772 4771.





NEVER A DULL MOMENT AT MOORVIEW

For tenants of Moorview House, our supported independent living facility, life is never dull. "We hold bagel brunches, trips to look round the shops, regular coffee afternoons and a monthly quiz, often joined by family members. At the last quiz, we had seven residents, five relatives and two guests - so it's a real get-together," says Joanne Busuttil, the Manager of Moorview.



"As well as these, we go for meals out, such as to the Pagoda Chinese Restaurant and enjoy all the other regular activities on offer at Heathlands Village, as well as a wide-range of events that take tenants further afield.

Tenants planning a forthcoming outing

"We went to the cinema to see La La Land, and to Middleton Arena to see The Wizard of Oz. We had a trip to see the Blackpool Lights and another to a local Garden Centre. We visited Sale Shul and had a wonderful afternoon of entertainment and tea. Our tenants love it - it's part of life at Moorview."

One memorable day trip was to Chabad's luncheon club in Altrincham over the summer. Arriving there, two tenants spotted friends they had not seen for almost 50 years, leading to an emotional reunion.

"These ladies knew each other from so long ago. All these years later they were meeting up as mothers, grandmothers and great-grandmothers. It was so wonderful to see," said Joanne.

And even a change of living circumstances won't keep this warm social group apart. When one tenant, Murial Cobb, recently moved to spend some time at an external rehabilitation centre, her Moorview friends arranged an outing to visit her.

Moorview staff work tirelessly to organise activities and events for tenants that help them live each day to the full, and importantly, facilitate their independence.



Residents and staff listen intently as a volunteer reads the life story of a late much-loved tenant

Joanne adds, "Often, they come to us with an idea for an activity and we just help with the practicalities of arranging it and supporting them on the day."

No wonder Moorview always has such a long waiting list!

Hasta luego, Luke!

In November, we will be bidding farewell - on a temporary basis - to Luke Brownrigg, one of our porters in the FMS team. Luke and his partner Louise are moving to Seville in Spain for six months, along with their Jack Russel, Pigwig!

Luke started working at Heathlands Village way back in 2003. He has worked in the catering department on EH and the staff restaurant, before finding his current home with Brian and his team five years ago. Before then, he helped the team out from time to time. He recalls his first job with them back in 2009 helping to transport items from The Fed's old premises in Holland Road, Crumpsall to



Heathlands Village when the two charities merged.

Luke and Louise always planned to go abroad - possibly to France - due to Louise's work as a translator, and when the opportunity came for Spain, they took it! As Luke told us, "My Spanish is a lot better than my French!"

Luke said he's hoping to find work in a bar or restaurant while they're away, but might have a month or two's holiday first!

"I'll miss all the staff and residents here - they're all friends. Heathlands Village has been a second home to me - when I first started I was doing 12 hour shifts and spent more time here than I did at home," he said.

Luke will be leaving us on 10th November, and we wish him the best of luck on his Spanish adventure! Keep in touch Luke (maybe the Newsletter's first Foreign Correspondent?) and see you soon!



Social Media Top Tips

Working or volunteering for a public organisation means there's a few things to remember when using social media:

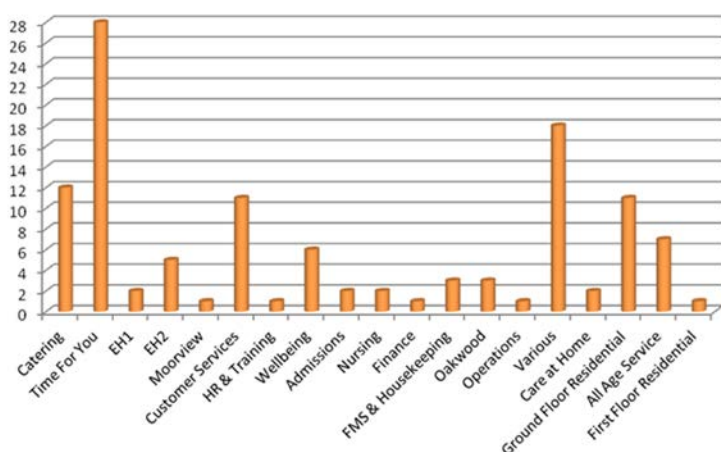
1. When using Facebook keep your photos and friends private.
2. Do not indicate your place of work or profession on your public profile.
3. Do not accept friend requests from clients, service-users or their families.
4. Do not post any pictures taken in the work environment.
5. Do not mention names or anything that could identify service-users or residents.
6. If you are friends with someone who has posted comments that are inappropriate, do not "like" or comment as you will draw more people into the conversation. If concerned, report to your line manager.
7. Remember things said on social media have the potential to be there forever!
8. Respect the confidentiality of your colleagues and their families and keep conversations private.
9. Do not use social media to say negative things about the organisation or your manager. Instead use Have Your Say forms or HR procedures.
10. Follow The Fed on social media and help promote the great work that we all do.



Alison's NUMBERS

ACROSS the board we are receiving great numbers of compliments and positive feedback. The graph below highlights the compliments we have received from January till August 2017. This is fabulous news! Well done everyone!

Compliments (1 January to 22 August 2017)



Customer Services and Admission Champions

Although by now most of you will be used to the professional new look of our Customer Services Team (CST), this is their first 'official' presentation in their black and orange uniforms and don't they look smart!



As well as the new look, the CST have introduced a new role for two of the team: Jacqueline Lee-Kersh and Jakki Pinsley have been made 'Admission Champions', helping new residents settle in when they first arrive.

Working back-to-back, one of them is always on duty to ensure a familiar welcome and helping hand for new residents who are learning their way around and getting used to life at Heathlands Village.



Admissions Champions, Jakki and Jacqueline

SAVE! SAVE! SAVE! with UK Healthcare Benefits!

OUR employee health-care scheme has been bringing some great rewards. Three members of staff tell us how they have benefited and how easy it was to claim.

1. "My daughter needed glasses last week and I was able to claim £50 from UK Healthcare which covered 2 pairs of glasses for her. Such a massive help especially in a week where I needed to buy yet more school shoes and jumpers."
2. "My daughter had a sporting injury and needed physio - we got it sorted straight away."
3. "Fantastic benefit - the money was in our account three days later and we were able to be seen much quicker than we would otherwise have been."

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.

Dental

Had a filling recently?

Save a minimum of **£60**

Optical

Need new glasses?

Save a minimum of **£60**

Chiroprody

Been to the Chiroprodist?

Save a minimum of **£20**

Hospital

Spent a night in the hospital?

Save a minimum of **£10**

To find out more call Kelly on ext.4049 or email kelly.s@thefed.org.uk

UK Healthcare
Looking after every day

THE
LOOKING AFTER EACH OTHER
FED

HEATHLANDS CHOIR - A RESOUNDING SUCCESS!

"Where words fail, music speaks." These words, by Hans Christian Anderson, have never been truer when it comes to the Heathlands Village Choir. Led by Activity Co-Ordinators Donna Gallagher and Karen Maudsley, the choir is open to residents and tenants from across the village and has been a great success since it started about a year ago.

The benefits of singing are well-documented in medical research, among them, reducing stress levels and increasing feelings of optimism.

The choir gives residents a great sense of purpose, and Donna and Karen have noticed that members who have taken part over a period of months seem more confident, happier and thoroughly enjoy the social occasion.



Here they are with Donna (far left) and Karen (far right) at a recent rehearsal for their next concert which is scheduled for Chanukah.

The residents clearly adore their musical get-togethers. Sol Gicht, a Moorview tenant, said, "I think the choir is a great pastime, and it keeps me on my toes!" and Heathlands resident, Daphne Levine, enthused "I enjoy the ambience, and the choir has come on a treat!"

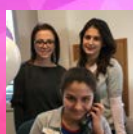
Another member added, "I think we're great! The concerts have all gone down really well - and it keeps us out of mischief!"

DATES FOR YOUR DIARY

We've got a great range of fundraising events coming up over the next few months:



Ladies' Lunch and Laughter
Tuesday 21 November



Caring Sunday Telethon
Sunday 26 November



Fed Friday
Friday 2 February 2018

More info? Speak to Zoe!

0161 772 4967 or email zoe.h@thefed.org.uk

In the spotlight - Ian Frank volunteer entertainer

1. How did your involvement with Heathlands Village and The Fed begin?

I've known The Fed for many years - my wife has been a service-user in the past - but my volunteering began around eight years ago, when I answered an ad in the paper from Rosemary Hamburger. She was asking for someone to stand in for her and entertain the residents while she went away. I've never looked back!



2. After standing in for Rosemary, how did you become a regular visitor to Heathlands Village?

I began doing entertainment sessions in the Activity Centre, and then Jennifer Berger, the Deputy Activity Team Manager, thought it would be nice for me to entertain people who live in other parts of the Village, but who couldn't get to the centre very easily. From that point on I began to visit every Monday and Tuesday to entertain in Eventhall House, and Wednesdays or Thursdays in the Activity Centre. I kept that up for a few years, before it became a little bit too much - I then got a friend involved to do alternate Mondays with me.

3. How do you entertain the residents?

I play keyboard and harmonica and sing as well. We do lots of sing-a-longs with the residents, and I always get them up, dancing and singing along with me at the front. I get positive feedback and so I know they enjoy it.

4. We often hear from our volunteers how much they get out of volunteering - in fact as much as the people they are helping. Is this something you find?

Absolutely - I think I get more out of it than they do. Our sessions always run over time because we are having such a good time!

And the staff are so helpful, which makes my life easier. The residents have great fun and it gives me so much pleasure seeing them get pleasure from what I do.

Being a volunteer here means I sometimes have to make use of The Fed's other volunteers; I bring a lot of equipment with me - my keyboard and speakers - and though I usually have friends who can pick me up and then take me home again, sometimes I have to call Jennifer if I haven't got anyone to give me a lift and she organises a volunteer to help me out.

I suppose one good turn deserves another!

IF YOU HAVE ANY TALENTS - MUSICAL OR OTHERWISE - WHICH YOU COULD USE TO ENTERTAIN RESIDENTS, EITHER REGULARLY OR AS A ONE-OFF, PLEASE GET IN TOUCH WITH JENNIFER OR NICK WHO RUN OUR RESIDENTS ACTIVITIES ON 0161 772 4800.

MAZEL TOV AND CONGRATULATIONS

We have so many good wishes to send to staff in this edition!
Don't forget to share good news with us for the next newsletter.

Congratulations from Karen Johnson to the following staff who have successfully completed their QCF Diploma in Health & Social Care:

Level 2

Lisa Grundy, Billie Jo Grimes, Caitlin Whittaker, Jane Ridge, Nadine Wignall, Sue Houghton, Laura Ward

Level 3

Lesley Gunn, Angela De Mascia

Level 5, Leadership for Health and Social Care - **Susan Wellman**

Congratulations to **Sandra Davidson** and her husband **Ivor** on their Golden Wedding Anniversary

Congratulations to **Dolly Abelson** on the birth of her second grandson

Congratulations to **Juliette Pearce** on the birth her new grandson

A double congratulations to **Joyce Khan** on the marriage of Aviva to Jake, and on the birth her new grandson

Congratulations to **Tsipi Khan** on the birth of her new grandson

Happy 70th Birthday to **Reverand Rosen**

Happy 18th Birthday to **Paula Piasecka**

Happy 50th Birthday to **Elaine Connolly** (Activity Centre), **Lorraine Anderson** and **Sue Houghton** (FFR)

Happy Birthday to **Adele Whitehead, Simon Gears** and **Jane Mechlovitz** (All AAS!)

Congratulations to **Liz Lazarus** on the engagement of her daughter Joanne to Freddy. Many of you will remember Joanne from when she worked in the Fundraising department at The Fed.

Welcome to our New Starters:

in Housekeeping: **Jessica Curley, Jamie Hilton, Peter Williams and Ian Webster**, in Marketing: **Hannah McConnell** and in Finance: **Andrea Wright**.

and congratulations to those who have recently passed their probationary period:

in Housekeeping: **Rachel Booth** and in Customer Services **Susan Ford** and **Tracy McGahey**



Julie Dixon - Housekeeping Supervisor

Thank you to all the Housekeeping team for working to a very high standard in keeping the Village as clean as it is and always going above and beyond for all our residents and tenants. I am, as always, very proud to have such a great team.

Rochelle Broman - Fundraising Manager

Thanks to Brian and his team for always helping the Fundraising team and Charity Box out - no matter what we throw at you and the short notice we give, you always get the job done.

Sheila Heywood-Holt - Director of Operations

Thanks to Brian and his team for all the hard work you undertook to empty and move all items out of the Ground Floor to storage, or around the building. It was a tough task but you did it all and kept a smile on your faces. Thank you! Thank you to the Catering and Hospitality team for yet again producing and serving a wonderful Simchat Torah meal. It was amazing and a wonderful day - a fantastic team effort.

Robert Marks - Communications Officer

Thank you to all the Customer Services Team who help each time with preparing the Staff and Volunteer Newsletter, helping to ensure we get it done on time.

Jordan Fahy, son of Sonia Fahy -

Please can you pass on my grateful thanks to all those at Heathlands Village who donated to BIG in Mental Health Bury when I did the 10k.

Karen Johnson - Director of Clinical Services

A big thank you to all our staff who have helped us achieve Platinum Status for the GSF. This is an amazing result and I am very proud to be working with such a great team of people.

...and a special message from **Alison Lightfoot - QA & Training Manager:**

Congratulations to Karen Richman on being with The Fed for ten years, first working with Time For You, assisting in HR, and then working with me from March 2017.

Although I'm sorry to say that Karen will be leaving us in the near future, I am delighted that she won't be moving too far. On the 9th November, Karen will be moving down to the Second Floor to join Chai, and I'm sure you will join me in wishing her all the very best - and keep in touch!



CCTV and Bike Security

Security around Heathlands Village will soon be increased to cover the entire site, once improvements to the CCTV system are completed over the winter. Director of Operations, Sheila Heywood-Holt, said "The new system will be installed imminently. The work is being carried out by Micro Connect, and once completed will cover the whole of the Heathlands Village site.

We have also received a grant to build secure bike and motorbike storage for staff, which will be in place for the new year."



THE FED Awards

A new Staff Awards Scheme is launching at The Fed!

A panel of Judges, including directors, residents and their families, will meet each month to select a winner of a variety of awards. These include Employee of the Month; Outstanding Contribution; Simon Jenkins Award for Excellence in Care; Employee of the Year; Team of the Year.

The Employee of the Year will be selected from the 12 winners of the previous year's Employee of the Month, and will be recognised with an award or trophy.

The Care Workers Charity The Rainy Day Fund For Everyday Heroes

There are close to 2 million care workers in the UK, contributing to one of Britain's largest workforces and caring for some of the most vulnerable people in our society.

For Britain's Care Workers, early starts, long hours and mentally draining work are part and parcel of the job. As a result, it's all too easy for illness or other unforeseen circumstances to push people and families beyond their financial limits.

In recognition of the dedication and selfless people who make up Britain's care staff, The Care Workers Charity supports the welfare of current, former and retired care workers.

In 2009, 15 key industries set up The Care Professional Benevolent Fund, dedicated to aiding current or former care workers in financial difficulty. At the end of 2013, the organisation re-launched as The Care Workers Charity, 'the rainy day fund for everyday heroes'.

We have been sent a number of leaflets by the CWC with information on how to make contact with them, their history and their aims. If you would benefit from this, please speak to our HR Department.

Health Improvement Service in Salford.

Health screening on site, offered day and night.

NHS Health Checks are being offered at work including blood pressure, cholesterol, pulse and BMI, there are 2 options;

1. Free Health Screening for staff registered with a Salford GP - Eligibility: 40 to 74 years who have not had an NHS Health Check in the last 5 years and are not being treated for heart disease, diabetes, kidney disease, high blood pressure or cholesterol or had a stroke
2. Free Mini Health Screening. All staff qualify for this and it includes height, weight and blood pressure.

Anyone interested should contact HR who will schedule appointments.

We offer you £££'s when you Refer A Friend!

Refer a friend to work for The Fed and if we take them on, you'll get £50 when they pass their probationary period!

Many staff members have already benefited from this great offer! In the last few months, the following have all received vouchers for referring a friend to us:

Yvonne Turner, Joan Umney, Natalie Simpson, Yvonne Holmes, Eve Johnson, Andrew Wolfenden, Joanne Busuttil, Jakk Pinsley, Barbra Zibongwana, Roseline Mlotshwa, Jerome Cruz

All Age Service

It's been a busy time for The Fed's All Age Service. The new service, encompassing one-to-one and group support for people of any age, has been busy providing a mixture of great events and attractions over the autumn.

Children who use the service, as well as members of our Drop In, received apple and honey gifts for Rosh Hashanah, and a calendar for the Jewish new year to accompany it.

This year's Fed Rosh Hashanah appeal focussed on an All Age Service case. It highlighted the vital support that the team provide in holding families together in the most trying of circumstances.

The Drop In held a joint Succos celebration with L'Chaim Lubavitch, and a Mexican-themed night in the Purple Room, with sombreros, Mexican music and delicious Mexican food created by our own Catering Team.



Over the summer and autumn, we ran fantastic children's play-schemes, including a trip to a local farm, succos celebrations,



baking delicious treats for Simchas Torah, cookery classes and a fabulous afternoon of bike-riding around the Heathlands Village gardens. Our residents loved watching the activity and some joined in dressed up as traffic wardens and safety officers!

We relaunched our Wednesday morning Mums n Tots group and more activities and events are coming this way soon!

Seaside Garden - Best Dementia Garden National Finalist!

Just 18 months since first opening our Seaside Garden, we are proud to have been nominated in this year's National Dementia Care Awards in the category of Best Dementia Garden.



The garden - one of the most-loved facilities at Heathlands Village - brings the sights and sounds of the seaside to Prestwich through a speaker system. Camouflaged as rocks, the speakers pipe the sound of waves, birds, a steam engine and children



playing throughout the garden.

Our residents adore the area, some saying how 'therapeutic' it is to spend time there and another remarking that 'it brings back memories of summer holidays as a child.'

Our former CEO, Karen Phillips, pitched the project to a panel of judges in London in September, and we were nominated as finalists later that month. The glitzy awards ceremony on 9th November will be held at Doncaster Racecourse, as part of the 2017 UK Dementia Congress.

Our CEO, Mark Cunningham, said, "I'm really proud of what we've created here, and that we've made it to the final. Environment is key in providing excellent care for people living with dementia."



Winners or not, we have something to be incredibly proud of here at Heathlands Village. Roll on summer, and the chance to enjoy ice creams at Heathlands-on-Sea once again!

Hole In One For The Fed

Even the impending arrival of Hurricane Ophelia couldn't dampen the spirits of a group of golfers who teed off for The Fed at Whitefield Golf Club in October.

Re-scheduled from September because of poor weather, around 20 local enthusiasts competed to raise much-needed funds for our services.

Fundraising Officer Zoe Herman said, "It was a great day out and our golfers performed superbly despite the less-than perfect conditions! We are so grateful to everyone who took part."

The event was organised by Whitefield Golf Club Captains, Gary Silver and Lionel Levine.

The competition was well-fought, with the team made up of Martin Chatten, Mike Chatten, Phill Owen and club captain, Jonathan Brownson, running out as winners.



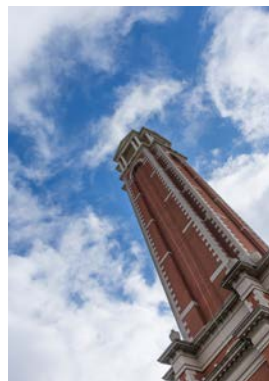
Gary Silver (front left) can be seen opposite presenting the winning team with their prize of vouchers.

Thanks to everyone who turned out for a hole in one for The Fed!

Charity Number: 1117126

Going Over the Edge for The Fed

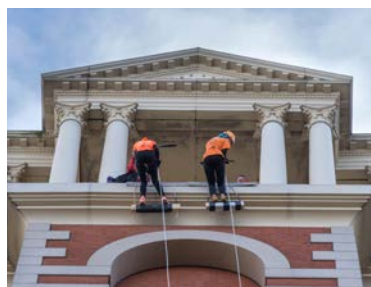
On 17th September, a group of courageous Fed Fundraisers, ranging in age from 17 to 50 plus, braved the heights of the Bell Tower at the Trafford Centre and gritted their teeth as they went over the edge for The Fed.



Above, Charity Box Manager, Karen Morse, is comforted by our CEO, Mark Cunningham as she contemplates her forthcoming descent of the tower shown opposite.

And was a real Fed Family affair, as Molly Cunningham, Mark's daughter, Board Member, Julie Besbrode, Karen and Care at Home/AAS Sessional Worker, Nicole Garforth, all took part, cheered on from below by family, colleagues and volunteers.

The weather was kind - the clouds parted and the sun shone as the abseilers began their descent and back on solid ground the brave bunch tucked happily into a bagel brunch.



Together they've raised over £11,000 - an absolutely superb achievement!

WOULD YOU LIKE TO GET INVOLVED WITH A FED FUNDRAISING CHALLENGE? DO YOU HAVE AN IDEA FOR A NEW EVENT OR CHALLENGE? PLEASE GET IN TOUCH WITH ROCHELLE BROMAN OUR FUNDRAISING MANAGER ON ROCHELLE.B@THEFED.ORG.UK OR 0161 772 4800