

FEBRUARY 2018

# STAFF & VOLUNTEER Newsletter

THE THE  
LOOKING AFTER EACH OTHER  
FED

## MY VOICE - MANCHESTER

Support from Andy Burnham helps us  
to continue Holocaust Survivor Project

'My Voice, Manchester' will follow on from the success of the pilot My Voice programme which took place last year.

The Fed has been awarded more than £49,000 from the Heritage Lottery Fund to share the stories of at least 30 more Manchester-based Holocaust survivors.

Our grant application received support from the Mayor of Greater Manchester, Andy Burnham, who said "It is imperative that we do everything in our power to protect the legacies of Holocaust survivors."

Juliette Pearce, who oversaw the pilot programme, said "This project differs from other testimony projects as it focuses on the survivors' entire lives and how they rebuilt their lives, built businesses and raised families in the UK."

"What more fitting time to announce this than the week of Holocaust Memorial Day, with its theme this year entitled 'The Power of Words?'"

Mayor Andy Burnham, met with Helen Stein very recently and she presented him with



Time for you manager Juliette Pearce with Helen Stein

a signed copy of her book. She spoke to him about her experiences as a child, attempting to flee from Nazi-occupied France to Switzerland under the wing of French Resistance heroine, Marianne Cohn - and being caught and imprisoned near the border.

A copy of the first ten books from the pilot project, including Helen's, were recently presented to Dorit Novak, the Director General of Yad Vashem, The World Holocaust Memorial Centre, in Jerusalem.

My Voice, Manchester will be led by Hila Kaye, with a team of volunteers who will meet with survivors and refugees to record and transcribe their stories. Others will act as editors and book designers.

"Hila will launch the project on February 12th," said Juliette. "We want to reach out to as many survivors and their families as possible, as well as to new volunteers wanting to take part in this incredible project."

Anyone wishing to tell their story or help with the project should contact Hila on 0161 772 4800 or email [hila.k@thefed.org.uk](mailto:hila.k@thefed.org.uk)



Helen Stein presents her book to Andy Burnham

## ▶ A MESSAGE FROM MARK

The arrival of 2018 has seen challenges come thick and fast, but they are heavily outweighed by working with fantastic, loyal colleagues - true examples of our strap-line - "looking after each other".

For instance: office staff who take the strain off care staff by helping to give meals to residents; team members who support each other through ill health, bereavement or family crisis; people who step out of their usual roles to help a resident or service-user.

Staff presentations begin this week. We'll review the past year's highlights, present some much-deserved awards and set out our plans for the 12 months ahead.

And, through the power of technology, you'll be casting your vote to name the new ground floor accommodation which, by the way, should be completed by 25th May.

Our new dementia care facility will involve relocating some of our nursing and residential departments and is a complex task meaning we will have to look after each other more than ever. Pulling together as a team will help us minimise the disruption to people living at Heathlands Village and their families - and that's the key to doing the job well.

Crucially, the end result will allow us to offer more nursing and short stay rehabilitation care. The potential additional income will help sustain our charitable services overall and keep us financially strong.

The year ahead will also involve us looking at how we can encourage more use of our day-care and respite services and we'll be aiming as high as ever and even higher, in terms of

standards; with a CQC inspection pending, everyone has a role to play in helping us achieve an "outstanding" rating, reflecting the hard work of so many people.

Our current recruitment drive will continue. We've managed to take on a lot of new staff since New Year but retaining people is key - do you have ideas about this? Share them at the staff forum, by using feedback forms or by telling your managers. Have you seen a colleague do something outstanding? Reward them with your vote for employee of the month!

It is hard to ignore the financial pressure we are under and some colleagues our Care at Home service are facing a very difficult redundancy situation. Despite this we are no less committed to providing services to improve the safety and wellbeing of people living in their own homes in the community and we are looking at new plans involving volunteer support in north, and especially, south Manchester where a new team is being established.

One of the standout achievements of our Community Services this past year has to have been the success of the pilot My Voice project, recording the stories of Holocaust survivors and refugees, which has just obtained a grant of just under £50,000 from The Heritage Lottery Fund.

In the year to come it's vital that we think creatively and explore more financial opportunities from funds such as this or in relation to devolution and the integration of NHS and social services, to find alternate sustainable ways to support people in need of all ages.



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! Here are some of her recent successes:

As mentioned on the front page, we have been awarded almost **£50,000** towards the cost of the new My Voice, Manchester project, creating life-story books of Holocaust Survivors and Refugees.

**Tesco Bags of Help** are supporting The Fed once again with a grant of just under **£4,000** towards the running of our weekly Purple Room Community Cafe. The cafe brings people together for a cuppa and chat, a game of scrabble or Rummikub or some card-making and gives them access to support and advice.

Our Children's Centre will get a great boost with **£2,500** from **St. James Place Wealth Management** going toward the partial funding of a Family Support Worker.

**The Duchy of Lancaster Benevolent Fund** have donated over **£1,200** to buy new books, furnish a reading corner and purchase play equipment for the Children's Centre.





# ▶ A WEEK IN THE LIFE OF THE ACTIVITY TEAM



## We chat to Jennifer and Nick about their team's busy schedule

**It's** Monday morning and as the blinds are pulled up and the newspapers spread out on the tables in the Activity Centre, residents are already eagerly beginning to arrive.

With a weekly rota of events that would take this entire newsletter to fully describe, residents at Heathlands Village are certainly never bored.

"There's always something going on but the most important thing is that we're guided by our residents: we do what they want!" says Deputy Activities Manager, Jennifer Berger.

"Every day, the reading group meets at around 9am, followed on Monday mornings by Scrabble and in the afternoon, as Nick Burgess, Jennifer's fellow Deputy Manager explains, by 'Creativity in Care'. "It's a special project when different artists come in to run relaxing, therapeutic art sessions. They're really varied and residents get to work with all sorts of different textures and equipment.

Monday evening brings bingo run by volunteers, Barry Davidson, Barry Solomons and Rosa Simon. They've been coming to call the numbers for over 20 years!"



Tuesdays are time for music and song with Jack Maurer and Jackie Harrison - Jack accompanying on keyboard while Jackie is up front singing and dancing and encouraging residents to join in.

At lunchtime there's a treat in the shape of Year 5 pupils from King David Junior School, who bring a packed lunch from school and provide some youthful company and conversation.

Wednesday mornings are time for the centre's weekly team meeting. "I couldn't manage without it," says Jennifer. "It's the only opportunity for us all to get together during the week though communication between us is excellent."

A popular activity is the Wednesday evening quiz, run by Cynthia and Elaine, from 6.45 to 8pm, and things can get very competitive!

A packed house on Thursday mornings signals the arrival of Naomi Jahoda and her Music Appreciation Group. More

than 50 residents regularly fill the room. Naomi, daughter of Heathlands Village resident, Joan, plays various pieces and talks about them. "It's not a discussion, more a group that loves coming together for music."

Thursday afternoon and it's bingo-time again, overseen by volunteer, Pearlline, and Moorview tenant, Bernard. Pearlline has been running this activity for over 30 years!



Later the same evening the Gentlemen's Club meets at 7pm, and our male residents gather to enjoy table tennis, snooker, cards and often a dram of whisky!

Volunteers, Steven Mintz and Raymond Donn, kick off Friday morning by leading a round-table discussion on current affairs. In the afternoon, the team begin preparing for the weekend. Karon Anderson sets up the centre for Shabbat while Karen Maudsley chats with residents in the Sunny Lounge.

Jennifer and Nick are clearly very enthusiastic about the team's work and how they get on. Jennifer tells us, "Our team is one big family. Elaine has been here for 30 years this year. She first came to visit as a five year old with her mum, Pam, who worked here for over 40 years. Heathlands Village is Elaine's second home."

"The way the team cares about our work is evident. The choir, which Donna and Karen run, gives us huge pleasure. We gain as much from it as the residents do!"

As well as long-term staff members, the team includes relative newbie, Anne Taylor, who joined in 2015 and according to Jennifer, "...has not stopped talking since!"



"We haven't even discussed trips to the theatre and shopping, visits by Rabbi Walker, pottery, film club, baking, dance performances, concerts - I could keep going!" laughs Jennifer. "We have so much fun, and the feedback we get from residents shows that they do too."

Living life to the full is a mantra at Heathlands Village - it's easy to do in the Activity Centre!

# ▶ THE FED Awards

As part of our efforts to recognise the outstanding work that is done by the people who make up The Fed, we are delighted to be introducing a number of Staff Awards. These awards rely on you to nominate those people who you think best demonstrate The Fed's core values and who go the extra mile for the people we care for.

The awards, which will recognise the **Employee of the Month**, **Employee of the Year**, **Team of the Year**, and an award for **Outstanding Contribution**, can have nominations put forward by managers, staff, residents and relatives by filling out a Staff Award Nomination Form at Customer Services. The forms should be put in the Feedback Box, found opposite the Customer Services Desk.

One final, special award, **The Simon Jenkins Award for Excellence in Care**, is named after the late Dr Jenkins, a past President of Heathlands Village. Dr Jenkins, who passed away in 2017, was a board member during and after the merger between The Fed and Heathlands Village, and this award is a tribute to the exceptional

care he provided during his many years associated with us.

Get yourself a form and start nominating!

**EMPLOYEE OF The Month**

This award recognises employees who 'go that extra mile'. They've helped demonstrate our key values:

- A person-centred approach
- Dignity and respect
- Excellence
- Working Together

The winners of these monthly Awards will automatically be entered into **The Fed's Employee of the Year Award**

Who are you nominating? \_\_\_\_\_  
 What team do they work in? \_\_\_\_\_  
 Why do you think they deserve this award? \_\_\_\_\_

Your Name \_\_\_\_\_ Date \_\_\_\_\_  
 Your Contact Details \_\_\_\_\_

LOOKING AFTER EACH OTHER THE FED

## ▶ CCTV - MAKING LIVES SAFER

You may have noticed that we've recently substantially improved our CCTV system at Heathlands Village so it now covers the entire site, helping to protect the people we care for and all of us working in the village or visiting.

We hope that we will see a reduction in people trespassing, especially from the direction of the golf course at the back of the building. We have placed a camera on the stairs at the back, past the smoking shelter, so we can spot anyone coming on to the site who has no lawful reason to be there.

## ▶ TEN TO TACKLE!

- With Julie Besbrode!



### 1. What is your position within The Fed?

I'm a Board Member and also on the Fundraising sub-committee.

### 2. How did your involvement with The Fed begin?

In 2014 I met Karen Phillips through Vice Chairman, David Eventhall. She introduced me to The Fed and all it has to offer to the community. It didn't take long for me to see what an amazing organisation it is and I knew immediately that I wanted to get involved.

### 3. What do you do in your spare time/hobbies?

I love being active and outdoors. I play tennis and enjoy walking with my two year old cockapoo, Bailey. We try to outrun each other every day! I love a challenge and completed the National 3 Peaks Challenge in 2015 with three friends. I love the theatre and for the last seven years I've been producing the annual Junior Stage 80 Amateur Dramatic Society's shows. But the most important thing in my life is enjoying time with family and friends and this always involves lots of food!

### 4. Sports team (if followed)

My family are long suffering supporters of Manchester City.

### 5. What do you see yourself doing in ten years?

More of what I'm currently doing, with the emphasis less on work and more on play! More holidays, longer dog walks, better tennis, honing my baking skills and finally making the time to learn how to play golf. I'd like to say, spending time with grandchildren, but my (currently) teenage kids would kill me!

### 6. Favourite holiday destination?

Not too fussy - but mountains and lakes beat sand and sea for me.

### 7. Favourite film or TV show?

Moulin Rouge and Grey's Anatomy.

### 8. Glass half empty or half full?

Always at least half full.

### 9. Why is The Fed important to you?

The Fed represents 'community' in its purest form. Its 150 year history proves that generations of Manchester Jews have needed and benefited from the services it provides and supported it through thick and thin. The organisation has evolved so much over the years, in line with the ever-changing needs of the local community and that's no mean feat. It's a living, breathing microcosm of our Jewish heritage and future that I hope will sustain us all for another 150 years.

### 10. Describe The Fed in less than 30 words.

A tight-knit community charity, made up of an amazing team of highly dedicated people who support the most vulnerable members of the Manchester Jewish community. It's about looking after each other.



# ▶ SHORT TERM STAY, LONG TERM CONNECTIONS

**Tucked** away in a quiet corner of Eventhall House lies the Short Stay Unit, or SSU, at Heathlands Village.

Angie DeMascia, the SSU Team Leader, is chatting with a short-stay resident about her care plan, before launching into a description of the units early days.

"We opened the doors on 13th November last year. The main idea is for us to ease pressure on the NHS due to the bed-blocking crisis. We take patients who leave hospital and help to rehabilitate them back to being able to return home."

The SSU is quite different from the traditional care provided at Heathlands Village. Residents usually stay for a maximum four-week window before being discharged, although extensions are organised where necessary. Rehabilitation is a high priority and the staff work to encourage people to regain their independence.

"One of the hardest things is saying goodbye," Angie continued.

"At Heathlands, we are used to 'keeping' our residents close and seeing them all the time. Here our job is to enable people to return home. Although seeing them leave healthy



Team leader Angela De Mascia with some of the SSU staff

and happy is a good thing, sometimes it can be quite emotional when they leave. We form real attachments."

The nine-bed unit is home to people from outside of the Jewish community, which has provided a unique scenario for staff in the SSU. Short-Stay residents can make use of all of The Fed's facilities on site, with feedback proving how much people have enjoyed their time with us. "We think residents have been pleasantly surprised by how welcome they are in Heathlands Village and we've had some great characters to stay."

One gentleman took such a shine to his new surroundings that, according to Angie, "...he was always thinking of things we could do to raise money for The Fed. He absolutely loved his time here and felt totally at home. He was at Heathlands over the Chanukah and Christmas period and loved every minute of the school choirs, concerts and shows that we put on. When he went to Betty Blue for his haircut, they wanted to keep him!"

This happy environment is all down to the incredible work of the SSU Team. "We have an awesome team here - that's why it works," says Angie. "Our six-man team work very closely with Manchester City Council, Manchester Social Services and our own All Age Services Team, led by Sarah Ogden-Thomson."

Although residents soon leave Heathlands Village, a connection remains through the work of the Manchester Community Assessment Team (CASS). "When the CASS staff visit our current residents, they always let us know how former residents are doing. It's lovely to hear that people are improving at home, and we love hearing about those we cared for. Our connection with them remains long after they've left."

Despite being so new, there is no shortage of praise for the staff and the care they provide. "Feedback has been second-to-none for us," Angie continued. "We had a comment through the CQC from a family whose relative stayed with us. They said they wished all care homes were of the standard of Heathlands Village - the best facility they'd seen. The feedback said the SSU staff deserve applause."

What more can we say than that?

## ▶ A DELICIOUS EVENING

**With** soft light illuminating the Central Cafe, tables covered in pristine white table cloths and laid with gleaming cutlery and glassware, Heathlands Village played host to a Chanukah Gourmet Dinner, presided over by Executive Chef Christoph Deiter and his catering team.

A delicious five-course meal was the order of the day, with guests enjoying a wild mushroom and barley broth, with roast turkey and chateaux potatoes to follow. Dessert, in keeping with the theme of Chanukah, was jam doughnuts, soufflé, ice cream and mulled wine compote.

Joining guests, residents and their families for dinner were local Councillors, Catherine Preston and Andrea Simpson, who accompanied CEO Mark Cunningham to enjoy the feast. Both Councillors tweeted us the following day, saying how much they enjoyed their visit, as well the delicious food!



# MAZEL TOV AND CONGRATULATIONS



Congratulations to **Adam, Natalie and Olivia** on the birth of Molly... and congratulations also to **Uncle Wolfy!**



Congratulations to **Zoë Herman** on the birth of Reuben!

Congratulations to **Adele Whitehead** on the birth of Rebecca Lynne!

Congratulations to **Laura Ward** on the birth of her baby boy!

Congratulations to **Debbie Verber** on the birth of her granddaughter Ella, born to Nicky and Claire!

Congratulations to **Andi Davies** on winning the December Staff Monthly Draw! Cheers!

Congratulations to **Roseline Mlotshwa** on completing her NVQ Level 3 in Health and Social Care.



And a bumper crop of congratulations to some wonderful staff members who have received promotions in the last few months:

**Ashlea Wyton**, promoted to Team Leader EH2; **Angela De Mascia**, Team Leader SSU; **Anne Moore**, Shift Leader SSU; **Keeley White**, Shift Leader SSU; **Caitlan Whittaker**, Shift Leader GFR; **Susan Wellman**, who has moved from Manager EH2 Daytime to Team Leader Nights; **Corozon Connor** to Shift Leader FFR.

Congratulations to **Carol Booth** on passing her probation as Play Leader for the Project Smile Play and Learn Services.

Congratulations on Long Service Awards to: **Irene Morris** (Housekeeping), 35 years; **Karen Clarke** (Unit 1), 30 years; **Lynne Ward** (Residential), 30 years; **Gaynor Thomas** (Care at Home), 25 years; **Simon Gears** (All Age Service), 25 years.



## Sarah Thornton - Oakwood

A big thank you to Roseline Mlotshwa for all her incredible work with our residents in Oakwood and for covering so much overtime - at the same time as studying for her NVQ! Superwoman!

## Karen Johnson - Director of Clinical Services

Thank you to Diane Taylor for keeping the site safe at night and for managing the night time rotas so well!

A big thank you to all our staff for working hard, helping out, picking up extra shifts and working overtime. It is really appreciated.

## Bernie Garner - Director of Community Services

Thank you to all my fantastic colleagues who were so kind and supportive of me following my recent bereavement.

Thank you, and a huge well done, to Lucy Edwards and Juliette Pearce who have secured a Heritage Lottery Fund Grant to continue the 'My Voice' project.

## ...Hello, Goodbye

**Goodbye** to Jane Mechlowitz who left The Fed in December 2017 after many dedicated years of service. - **Bernie Garner**

**A big welcome back** to Sue Cleary as our Clinical Manager - who thought she was going to retire and grow old gracefully! - **Karen Johnson**

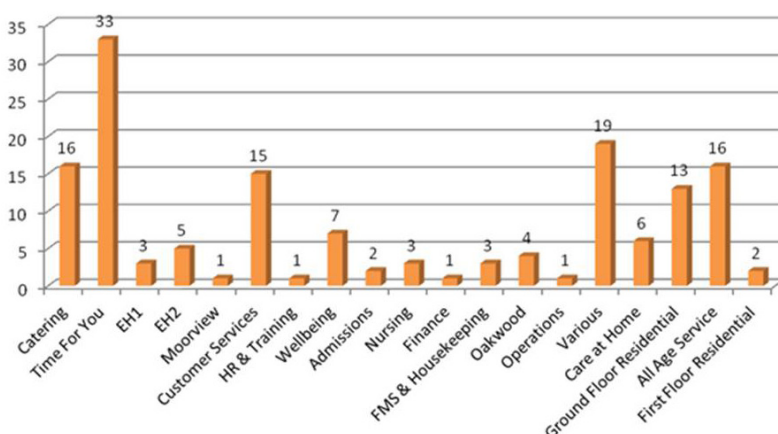
**Good Luck** to Brian Pomfret on 'stepping down' to Team Leader of FMS, and to Carol Nichols for taking on the Housekeeping Team Leader Role. I also want to say how proud I am to now be managing three great teams, as our Housekeeping, FMS and Laundry teams have merged into one great unit. - **Julie Dixon**

**Welcome** to new starters: **Margaret Marks** (Laundry & Sewing), **Ian Webster** (Twilight Housekeeping), **Anita Marosik** (Weekend Housekeeper) **Jamie Hilton** (Weekend Housekeeper), and **Alan Jones** (Temporary Porter).

## ALISON'S NUMBERS



**Across** the board, we are receiving really positive feedback from clients and relatives and the graph opposite shows the compliments we received throughout 2017. This is really something to celebrate as these are the highest annual figures for compliments we have received!





## ▶ RAISING FUNDS FOR ACTIVITY FUN

On Sunday 4th March, The Fed will be hosting a 'Table Top Sale' to raise money for the Activity Centre and the entertainment we put on for our residents. Stalls will be manned by residents and staff, and artwork produced by our residents will be on sale, including pottery, paintings, drawings and more, as well as items kindly donated by a team member too. There have been some fantastic donations already, so this is one event not to miss out on.



"To tie in with this, we will also be selling artwork painted by our much-loved, late resident, Margit Cohen," says Jennifer Berger. "Margit was an incredibly talented lady who lived on Moorview and came to our Activity Centre on most days.

She had a very creative mind and, as well as painting, she was talented in crochet and pottery and, as she used to say, 'anything I can use my hands for.'"

Some of her artwork is displayed around Heathlands Village, and some pieces have kindly been donated for the sale.

"Raising money for our Activity Centre from her artwork seems a really fitting tribute to her."



## BUILDING WORK UPDATE

Almost five months into the building work and things are starting to take shape! Gone are the old office and function room and new areas are being created daily.

The new accommodation will all have en-suites and a state-of-the-art sensory system will automatically turn the bathroom light on when a resident gets out of bed at night.

Demolition is nearly complete, the finishing date for all the work is 25th May and residents are due to move in during the first week of June.

The old office which will be a new work-station and reception area.



Part of the old function room will be the drugs-room



This was room 12, soon to become the orangery. On the left will be a kitchenette and the walls in front will be demolished.



## ▶ LIGHTS, CAMERA, ACTION!

Highlighting the size of Heathlands Village - with our sprawling buildings and spacious gardens - can be a tricky thing to do - so we called in a pro! As our cameraman unpacked his drone, complete with HD camera, we prayed for the sun to keep shining and the rain to stay away.

This wasn't just a chance to play with some cool gadgets - the drone was followed by a production crew on site to film footage for our new Heathlands Village promotional film. The result is brilliant, showing the fantastic care that residents receive from our staff and it can be viewed on our website or the Heathlands Village server.

There are starring roles for a number of our staff, as well as excellent performances from our residents, including much-loved Sonny and Jenny, both of whom sadly passed away before seeing the final cut.

Once the film was posted online, we received a wave of positive comments from relatives, former relatives, staff and former staff - all in agreement about the exceptional care provided at Heathlands Village. Shared over 40 times with more than 150 likes and 30 comments, everyone should be bursting with pride at the feedback we received!

The film was made to promote Heathlands Village and show off our fantastic services - but the best advertising is our great reputation, which comes from the amazing work carried out every day by our staff and volunteers.



# ► FED FRIDAY HITS THE BIG ONE-OH!

In February 2018 an important annual community event celebrates a significant milestone. Fed Friday, the popular Shabbat fundraising campaign for The Fed, reaches its 10th birthday!

"Fed Friday was thought up back in 2008 in the old Fed offices on Holland Road," says Fundraising Manager, Rochelle Broman. "The first Fed Friday took place in February 2009 and it's taken off ever since."

Initially celebrated with red challahs (to match the old Fed logo) and a raffle to win a Friday night meal for 12 people, Fed Friday soon evolved into one of the community's most celebrated and wide-spread traditions. People tweet photos of their Shabbat tables, have orange decorations in their house - and some even dress in Fed colours!

"We gave up on the red challahs quite quickly - they needed so much colouring that we were worried kids would go hyper! Instead, we now include a recipe book that we put together."

Every participant that signs up to host a dinner received a goody-bag from The Fed, containing grape juice, shabbos candles, matches, serviettes and biscuits. The intention of Fed Friday is that it shouldn't cost anyone any more than they would spend on a regular Friday night meal; their guests make a donation to The Fed, rather

than buying gifts for their host.

"Some people are incredible generous," said Rochelle. "We've had people saving their Fed Friday for a busy Shabbat or even Seder night in the past. We always organise Fed Friday for the first Friday in February, but people often hold their own throughout the year."

With a ten-year legacy behind us and close to £60,000 raised from the initiative, here's to Fed Friday's next ten years!



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**ADRENALINE  
LEVELS**  
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The Fed Sponsored Skydive | 10 June 2018  
0161 772 4079 | [hannah.m@thefed.org.uk](mailto:hannah.m@thefed.org.uk)

**FANCY £150?**  
**REFER A FRIEND**  
get a bonus!

**our Employee Referral Scheme is  
more generous than ever!**

Refer a friend to work for The Fed during February and March and if we take them on you'll get **£50 after their first week** and **another £100 when they pass their probation!** What are you waiting for? Get referring!