



# A Guide to our Care Homes

**JEWISH CARE**

*Jewish Care offers high quality services,  
delivered with dedication and sensitivity to enable  
our residents to live meaningful lives.*

# Welcome

Jewish Care is the largest not-for-profit health and social care organisation serving the Jewish community in London and the South East. Our homes offer care and support for adults and older people who may need personal or nursing care due to dementia, general frailty, mental health or physical disabilities. We also provide short stay care.

Our committed staff team along with dedicated volunteers work together to enhance the wellbeing and quality of life for all our residents.

We understand that choosing a care home is an important decision and hope this brochure will help with the early stages of your journey.



*Providing a Jewish service  
is central to the care we  
give in our homes.*



# Our values

Jewish Care's values are integral to the way we work and are at the heart of the services we provide. We strive to excel in offering high quality services that are delivered with dedication and sensitivity and enable residents to live meaningful lives. We welcome new ideas, are adaptable in our approach to care services and ensure our work is carried out with integrity.

Providing a Jewish service is central to the care we give in our homes. Residents continue to be part of the Jewish community and can enjoy the vibrant Jewish atmosphere of our homes.

Our homes have their own kosher kitchens with trained chefs who understand the importance of providing wholesome and traditional Jewish food. Shabbat and Jewish festivals are always celebrated in the homes and residents are encouraged to participate in a way that suits them.

Often synagogue members and children from local schools take part in the activities. Candle lighting takes place every Friday night and most homes have a Shabbat service and a designated synagogue area.



# Our approach to care

Every one of our homes shares a commitment to delivering high standards of care that meet the Care Quality Commission requirements, as well as the expectations of Jewish Care and those who use our services. Our homes provide the support so that residents can continue to live a rewarding life, however they choose to live it. We offer residents and their families the reassurance that those living in our homes are treated with dignity and respect and are provided with care that meets their individual needs.

We spend time with residents and their families and encourage them to be involved in the development of a personal care plan that will promote wellbeing and independence. We also offer support in planning care when their health deteriorates or they become frailer.

We are proud to work collaboratively with GPs, the wider NHS and various organisations in order to provide services that promote wellbeing. We have continuous links with the University of Stirling, the University of Bradford and University College London, to ensure we constantly improve and provide innovative care.



## Our staff

Our skilled and diverse staff work hard to ensure that the care residents receive is specific to their needs and preferences. Care staff in the homes are on hand to help 24 hours a day, whilst administrative and recreational staff are available during office hours. All the homes have visiting specialists such as a GP, chiropodist, optician and dentist.

We are proud of the diversity of our staff and take the time to invest in them, ensuring they receive ongoing training based on current research and guidelines on best practice. Our staff also receive training in the Jewish way of life. Our learning and development team make sure staff receive the best possible professional training and Jewish Care has been awarded Investors in People accreditation for our commitment to our staff.

## Our volunteers

Our volunteers make Jewish Care unique. All our homes have a dedicated team of volunteers who help with a variety of roles, like leading Shabbat services or befriending residents. The experience and understanding they have of the community ensure our residents remain part of it.



# A home of your own

It is important to us that our homes are a genuine home from home for all our residents. Residents are encouraged to bring paintings, photographs, ornaments and small items of furniture to give their rooms the personal touch. We want this to be a home for residents to enjoy and make their own.

Family and friends are always welcome to visit and join in activities or celebrations, there are no restrictions on visiting times. Communal areas in the home are furnished in a homely style and many homes have an open plan kitchen where residents and visitors have access to food and drink-making facilities.





# Keeping busy

We believe that moving into a care home doesn't need to be a barrier to having an active life. We encourage residents to continue to pursue their hobbies and interests or discover new ones.

Each of our homes has a dedicated coordinator to organise a varied activity programme and create a personal approach to social activities. The homes arrange for entertainment groups to visit and film screenings, as well as outings to local attractions. We place an emphasis on the arts and many activities in the homes include music, theatre and film.

All the homes have a garden for residents to enjoy and we also try to bring the outdoors into the home with indoor gardening or flower arranging. Some homes have a pet and others arrange for visiting pets. Residents are also encouraged to eat together in the dining room and mealtimes are a sociable occasion.

A number of our homes are close to a Jewish Care community or dementia day centre, which also hold their own activities and residents are welcome to take part and make use of these facilities.

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# Making decisions

We understand that making the decision to move into a care home can be a difficult one and can be a complex and lengthy process.

At Jewish Care we aim to make this process as smooth as possible. Jewish Care's helpline and our care homes and community and liaison team will be able to help guide you through the initial enquiry until a successful placement has been made. Our social work team and family carers support team are also available to offer support.



Please contact us if you'd like to find out more information or wish to visit one of our homes. Our Jewish Care Direct team will be happy to help you.

020 8922 2222  
helpline@jcare.org  
www.jewishcare.org





If you would like to find out more about any Jewish Care service, please contact us on 020 8922 2222, email [helpline@jcare.org](mailto:helpline@jcare.org) or visit our website [www.jewishcare.org](http://www.jewishcare.org)



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