

A GUIDE TO OUR SERVICES



JEWISH CARE

CONTENTS

WHO WE ARE	3
JEWISH CARE DIRECT HELPLINE	5
COMMUNITY CENTRES	7
COMMUNITY SUPPORT AND SOCIAL WORK	9
HOME CARE	10
INDEPENDENT LIVING	11
SUPPORT GROUPS AND SOCIAL CLUBS	13
HOLOCAUST SURVIVOR AND REFUGEE SERVICES	15
DEMENTIA CARE	16-17
CARE HOMES	18-19
MENTAL HEALTH	20
DISABILITY SERVICES	21
VOLUNTEERING	23

WHO WE ARE

Jewish Care is the largest health and social care organisation in the United Kingdom providing a range of care and support services to the Jewish community in London and the South East.

A leading communal organisation with a charitable purpose, Jewish Care aims to make a positive difference to people's lives. We support them to get the most out of their lives, improving their overall wellbeing and keeping them connected to their community.

In everything we do at Jewish Care, we are guided by our values of warmth, kindness, honesty and respect and are committed to ensuring that people live life to the full. We believe that all our clients should be able to celebrate their Judaism and participate in those areas at a level that they feel most comfortable with – our staff and volunteers ensure that this is a fundamental part of what we offer.

We recognise that everyone's situation is different and that they change over time, we strive to ensure every individual is empowered to live the way they want through our network of support. Our work extends beyond the provision of social care services for individuals. We provide support and advice to the entire family from mother, brother, neighbour, wife or grandchild. If you need us, we will be there for you every step of the way.



JEWISH CARE DIRECT HELPLINE

The Jewish Care Direct helpline is your first point of call for any question or concern you may have about your own situation, or that of a relative or friend. This confidential helpline provides guidance, support and information.

Our professional helpline advisers are friendly, knowledgeable, helpful and have the time to listen. They always respond in a sensitive and compassionate manner. Through the helpline, callers can find out about Jewish Care services and resources. The helpline advisers can also tell you about other organisations or resources in your area that can help if Jewish Care is not able to.

The helpline is open from

Monday – Thursday	8.30am to 5.30pm
Friday	8.30am to 5pm (summer months)
Friday	8.30am to 2pm (winter months)

No matter what the problem or issue, however simple or complex, call the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org

The Jewish Care Direct helpline is based at the Maurice and Vivienne Wohl Campus, Golders Green.



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COMMUNITY CENTRES

Our community centres bring Jewish people in the community together in a vibrant and friendly environment. They offer many enjoyable activities for all ages, including exercise, discussions, computer lessons, social events, support groups, and more.

Each community centre has an individual and unique feel that reflects the local community. In this welcoming and friendly environment, people of all ages can discover new interests. At the hub of each centre is a kosher style café, kosher shop, beauty salon, hairdressers, arts and crafts and many activity rooms. Room booking and venue hire are also available.

With over 1500 people visiting our community centres every week, there really is something for everyone.

connect@centres

Jewish Care connect@centres offer a range of weekly cultural and social activities for the young at heart. With entertainment, guest speakers and outings, you can explore new interests in a friendly and welcoming environment.

To find out what's on offer near you, contact the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org

*Redbridge JCC also runs a popular youth programme including holiday schemes and leadership courses.

- **Edgware & Harrow Jewish Day Centre**
Edgware, London
- **Michael Sobell Jewish Community Centre**
Golders Green, London
- **Redbridge Jewish Community Centre***
Redbridge, Essex
- **Southend and Westcliff Jewish Community Centre**
Westcliff, Essex
- **Brenner Centre at Stepney Jewish Community Centre**
Stepney, London
- **connect@kenton**
Kenton United Synagogue
- **connect@southgate**
Southgate Progressive Synagogue
- **connect@southend**
Southend & Westcliff Hebrew Congregation
- **connect@stamford hill**
Ajex House, Hackney



COMMUNITY SUPPORT AND SOCIAL WORK

The Community Support and Social Work Service (CSSW) supports individuals, families, carers and communities by enabling people to make a meaningful difference to their lives, with dignity and choice.

The service is dedicated to working with our clients to find the right care and support that they may need.

The CSSW teams have experienced professionals that can support, advise and advocate on behalf of the client. The team offers both practical and emotional support. Specialist areas include ageing and dementia, disability and welfare rights, family carers, Holocaust survivors and refugees, and palliative care.

Our teams cover the following areas:

- Central London
- North London
- North West London
- Harrow
- Hertfordshire and the home counties
- East London
- Essex and South London*

Each team has developed community networks such as GPs, synagogues and voluntary agencies. CSSW works in partnership with the NHS, local authorities and other care providers to deliver the best possible outcomes for clients.

For more information contact the Jewish Care Direct helpline on 020 8922 2222, or email helpline@jcare.org

*Our South London community support team work in partnership with Nightingale Hammerson.

HOME CARE

Our Home Care service supports people to live independently in their own homes. This personalised service offers high quality care from carers vetted and trained by Jewish Care.

We offer a flexible approach to supporting people at home, from help with personal care and medication, to accompanying people to events, appointments and shopping trips.

Our dedicated and professional team are available in the following areas:

- Southend & Westcliff
- Potters Bar
- Elstree & Borehamwood
- Hertsmere
- Finchley
- Golders Green
- Hackney
- Redbridge

Live-in Home Care

A new service offering care and support while a carer is always on hand at home.

For more information about any of our Home Care services contact the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org

INDEPENDENT LIVING

Independent Living Apartments

We currently have one independent living scheme for adults aged 65+ who want to live independently with on-site support in a Jewish environment. Tenants live in the heart of the Jewish community and benefit from a range of facilities including varied events, activities, kosher cafés, shops, a hairdresser, and more.

■ Selig Court, Golders Green

Situated on the Maurice and Vivienne Wohl Campus, the 45 spacious one and two- bed rental apartments have a manager and 24 hour carers on-site, available when required. Facilities include a kosher restaurant, private terrace and a guest suite for visitors to stay in. Priority is given to Holocaust survivors and refugees.

■ Wohl Court, Hendon (opening 2018)

We are currently developing the next independent living scheme located in Hendon, which is due to open in late 2018.

Sheltered Accommodation

■ Shebson Lodge, Westcliff

16 rental apartments, some with sea views. During the day tenants may choose to eat in the kosher style café or spend the day in the community centre, both situated on the ground floor. At night tenants have peace of mind with an on-site warden. For those who require care and support in their flats, home care can be arranged with the local Jewish Care Home Care team.

For further information contact the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org



SUPPORT GROUPS AND SOCIAL CLUBS

Bereavement support groups

- AfterShock, Golders Green*
- Butterflies, Golders Green*
- Stepping Stones, Golders Green*
- Stronger Together, Golders Green*
- Moving On, Redbridge
- Nechama, Golders Green

*Run in partnership with the Jewish Bereavement Counselling Service

Carer support and social groups

- Carers' Café, Southend and Redbridge
- Physical Disability Carers Support Group, Golders Green
- Dementia Carers & Family Support Group, Edgware

Other support groups

- Singular Challenge for people going through separation and divorce, Golders Green
- Wellbeing Group, Stepney
- The Jewish Care Stroke Club, Finchley
- Hearing aid surgery, Redbridge
- AJR Association of Jewish Refugees, Redbridge
- JEMS Group for people living with Multiple Sclerosis, Edgware

Other social groups

- New Beginnings for people over 50, Redbridge
- New Faces for people with visual impairment or physical disability, Edgware
- Sobellers for people over 55 who are single, Golders Green
- Sunday Socials for people who are over 65, Golders Green
- The Hillside Club for people over 50, Stamford Hill
- Thursday Social Club for people over 50, Redbridge
- Time for Tea, Stepney

For further information on any of these groups, contact the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org

Holocaust Survivors' Centre



HOLOCAUST SURVIVOR AND REFUGEE SERVICES

A support service for survivors who were in Europe during the war or those who came to the UK as refugees after. It also provides for Jewish refugees from former Yugoslavia.

Shalvata

A specialist team offering therapeutic and practical support including:

- 1–1 counselling sessions
- Support for those experiencing trauma, nightmares, loss and the effects of separation
- Support groups for bereaved spouses of survivors and survivors who talk in schools
- Family and carer support
- Assessment and planning for home care, residential and nursing care
- Training staff in statutory and voluntary organisations supporting survivors
- Support and signposting for survivors suffering with memory issues and dementia

Shalvata offer practical support including assistance with completing Claims Conference applications for financial assistance, Austrian Claims and Six Point Foundation applications (a UK grant giving agency for survivors and refugees of Nazi persecution).

Holocaust Survivors' Centre

A unique centre which offers a six day weekly programme of social, cultural and therapeutic events:

- Weekly Shabbat services
- Outings and cultural events
- Organised events relating to Holocaust memorial events, Holocaust education and trips to Poland
- Sunday tea and entertainment
- Celebration lunches, brunches and commemoration teas
- Gala dinners and music concerts
- Guest speakers on art, culture and current affairs
- Ready meal service
- Drop in café Monday-Friday
- Recording of testimonies
- Tea parties monthly in Essex, Southend, Hertfordshire, Middlesex and South London
- Fortnightly Fish on Friday lunches with guest Rabbi

DEMENTIA CARE

Jewish Care supports the individual needs of people living with dementia. By taking the time to really get to know our clients we can understand how best to support them to live well and enjoy life at every stage in the development of dementia.

Jewish Care has a wide range of resources and services that support people living with dementia, enabling them to live at home for as long as possible. Our home care team have trained staff who can assist with activities both in and outside the home. Our Day Centres for People Living with Dementia offer a lively, social and stimulating environment. These services are essential in enabling carers and families to have some much-needed respite.

We believe that a life with dementia can be active and fulfilling. The Memory Way Cafés and Singing for the Brain sessions bring both those living with dementia and their carers together to have fun and share experiences. We ensure residents living with dementia in our care homes get the support needed to be able to enjoy and participate in a varied activity programme.

Dementia not only affects the person living with dementia, it also impacts the lives of their families and carers. By working together we can support them as and when required, by providing practical advice, emotional support, advocacy and information.

Centres for People Living with Dementia

These centres offer activities, care and support which can enhance the overall wellbeing of the person living with dementia.

- The Sam Beckman Centre, Friern Barnet
- The Dennis Centre, Redbridge
- The Leonard Sainer Centre, Edgware

Social and therapeutic groups

- Singing for Memory Golders Green & Friern Barnet
- Memory Way Cafés, Redbridge, Edgware, Friern Barnet & Golders Green
- L'Chaim Group, Stamford Hill
- Dementia Day Club, Southend
- Memory Matters, Northwood*

Community Support & Social Work Team (CSSW)

- Advocacy, support and advice
- Family carers support
- Benefits and funding advice
- Dementia specialists within team

Care homes

Dementia care is available in eight of our homes in Brighton, Essex and London. All of our staff are trained to understand the changing dementia and care needs of their residents, with care you can trust.

Respite stays

We offer short term stays in some of our care homes, allowing carers and families to have a much-needed respite break. Minimum stay of one week or up to six weeks, subject to availability.

Home care

High quality home care enabling people to live at home with support. Our flexible care team can participate in activities, accompany clients to a simcha or help with personal care and medication.

For more information about any of our services, contact the Jewish Care Direct helpline on 020 8922 2222, or email helpline@jcare.org

*In partnership with Northwood and Pinner Liberal Synagogue

CARE HOMES

Every one of our homes shares a commitment to deliver exceptional levels of care and support so that our residents continue to live a meaningful life, the way they choose to live it.

Jewish Care offers residents, their families and friends the assurance that those living in our homes are always treated with the respect and dignity. We will always go above and beyond to ensure our residents are safe and happy.

All of our staff receive ongoing training based on the current research and guidelines on good practice and are fully vetted before gaining employment with us. We have higher staffing levels, which allow us to really get to know every resident. Our personalised care plans give residents the opportunity to be actively involved in the care they receive and how it is delivered.

Living in a Jewish Care home means that individuals continue to be part of the local Jewish community. We understand the importance of welcoming others into our care homes which enables our residents to still feel a valued member of the wider community and society. An array of volunteers visit often and local synagogues, schools and entertainers visit regularly adding to the vibrancy and warmth found in every home.

To arrange a visit or for more information contact the Jewish Care Direct helpline on 020 8922 2222 or email helpline@jcare.org

- **Vi & John Rubens House**
Redbridge
 Residential, nursing, dementia and respite care
- **Lady Sarah Cohen House**
Friern Barnet
 Nursing, dementia and respite care
- **Hyman Fine House**
Brighton
 Residential, nursing, dementia and respite care
- **Rosetrees**
Friern Barnet
 Residential, dementia and respite care
- **Clore Manor**
Hendon
 Residential, dementia and respite care
- **The Princess Alexandra Home**
Stanmore
 Residential, nursing and respite care
- **Kun Mor and George Kiss Home**
Friern Barnet
 Residential, dementia and respite care
- **Otto Schiff**
Golders Green
 Dementia and respite care
- **Rela Goldhill at Otto Schiff**
Golders Green
 Residential home for adults with physical or sensory disabilities
- **Rubens House**
North Finchley
 Residential and dementia care
- **Jack Gardner House**
Golders Green
 Residential home for people with mental health needs
- **Sidney Corob House**
West Hampstead
 Residential home for people with mental health needs

MENTAL HEALTH

Jami and Jewish Care joined together to create a single mental health service for the community.

Jami's focus is on recovery, moving towards becoming an active member of the Jami, Jewish and wider community. Jami assists people on this journey, from enabling them to become an expert in their own self-care to being supported, where appropriate, back into education or employment.

Jami empowers people to focus on their future and put their lives before their diagnosis.

Jami's occupational therapists, social workers and peer support workers can help clients manage their mental and physical health. Jami visits people in hospital and organises befriending for socially isolated individuals and Jami's hubs run varied programmes throughout the week.

Jami can also offer assistance with job searching or finding education opportunities. The Jami Head Room team runs courses and seminars to educate the whole community about mental health, wellbeing and recovery.

Jami

The Mental Health Service for our Community

Jami offers support from four locations across London and the South East:

- **Kadimah Centre for Wellbeing**
Stamford Hill
- **Martin B. Cohen Centre for Wellbeing**
Edgware
- **Elliott Simmons Centre for Wellbeing**
Leila's House, Finchley
- **Mitkadem Centre for Wellbeing**
Redbridge
- **Head Room Café**
a social enterprise from Jami, is at 89 Golders Green Road, NW11 8EN

Jewish Care residential homes for people with mental health needs:

- **Jack Gardner House**
Golders Green
Adults aged 18+
- **Sidney Corob House**
West Hampstead
Adults aged 50+

For further information about mental health services please contact Jami on 020 8458 2223 or visit www.jamiuk.org

DISABILITY SERVICES

We offer specialist services for people living with all types of disabilities, promoting independence, choice and providing support and enabling development.

Rela Goldhill at Otto Schiff, Golders Green

A vibrant residential home for Jewish adults aged 18-65 who have physical or sensory disabilities. The dedicated care team ensure their residents lead a dignified and full life, in a fun and caring environment.

Jewish Care Explore, Golders Green and Redbridge

Offering older and disabled Jewish people the opportunity to acquire the digital skills they need for everyday life. They are equipped with a range of mainstream and assistive technologies for people to sample and use. Providing training and support, on both a one-to-one and group basis, in a relaxed and friendly environment.

Jewish Care Connect – Jewish audio news, culture and current affairs

A UK-wide membership service, providing talking news, books and magazines for anyone who is 'print impaired'. That is, anyone who is unable to read or hold a book, whether due to a visual impairment or other health conditions, such as Multiple Sclerosis or Parkinson's Disease.

In addition to an audio library containing over 1600 books with a Jewish theme or Jewish author, the centre produces a weekly abridged audio version of the Jewish Chronicle and a monthly audio magazine, Jewish Extra.

Jewish Care Interact – jewishcareinteract.org

Jewish Care Interact is the place for all things independent living and ageing well in the UK Jewish community. It is an online service that offers a mix of fantastic resources and community support for older and disabled Jewish people, as well as their friends, family members and carers.



VOLUNTEERING

With over 3,000 people aged 15-95 giving their time, Jewish Care could not survive without its invaluable volunteers.

We are committed to finding each volunteer a role that matches their own unique skills and requirements, with full training and support to ensure you get maximum enjoyment and fulfilment. These roles may be within a wide variety of locations including our head office in Golders Green or based within our services local to you.

Flexibility is key so we work around you and your lifestyle. You let us know what hours you can give and we will find a suitable placement for you. For those in between employment, volunteering gives you the opportunity to develop skills and perhaps learn new ones. For others, volunteering is a wonderful way to give something back to the community during your retirement.

Employee Volunteering is also available. A number of companies and organisations have benefited from their staff sharing the Jewish Care experience, including Goldman Sachs and The Department of Work & Pensions and we are keen to work with more!

To find out more about volunteering or how you can get involved, call the volunteer team on 020 8922 2405 or visit the Jewish Care website at www.jewishcare.org/volunteer



If you would like to find out more about any Jewish Care service, please contact us on 020 8922 2222, email helpline@jcare.org or visit our website jewishcare.org



INVESTORS
IN PEOPLE | Gold



The Government Standard

Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ
Charity Registration Number 802559 Registered in England Number 2447900

Registered address: as above