

JEWISH CARE

A COVID-19 UPDATE

FOR SUPPORTERS, VOLUNTEERS AND FRIENDS



Foreword



Daniel Carmel-Brown
Chief Executive

It is quite incredible to think how much the world, let alone Jewish Care has changed in the last few months. We have all had to adapt to new challenges, a new normal, and a new daily reality.

We tend to be positive in our outlook at Jewish Care, enabling in our approach, promoting meaningful lives and making later life better. Whilst that remains, everything we have been doing recently stems from one overarching mitzvah; pikuach nefesh, saving a life.

Jewish Care took the threat of Covid-19 seriously from a very early stage. Notifying staff and volunteers of when to self-isolate and increased hand-sanitisation messages were delivered regularly from the end of January. We cancelled large events and gatherings and suspended visits to our care homes more than a week before the government announced the national lockdown. We saw that the increased measures and early decisions that we took meant that we were able to control the spread of the virus to a greater degree than many other care providers across the country.

Had we not taken those steps, and not been able to rely on the expertise of staff and their knowledge of infection control, it is possible that we would be in a very different situation to the one we are in today.

In March, my plea to the community was to be ready to respond and be ready for what Jewish Care asked of you and that there had never been a more critical moment for our community to come together. We have seen that plea answered, and we have been overwhelmed by the generosity of our supporters, our additional 600 volunteers, of those who have left gifts for our staff and those who have done all they can to help Jewish Care meet these new and increased needs.

We are so incredibly proud of our 1,300 staff heroes, and our army of volunteers. In particular, we thank our staff on the very frontline working in our homes, independent living schemes and home carers, who risked their own safety to protect and keep our community safe in their greatest hour of need.

Our staff have worked tirelessly for the safety of those in our care. Although we have had a number of residents, clients, staff and volunteers who have made a full recovery from Covid-19, our thoughts and prayers are with the families of those who sadly lost loved ones to the virus. They will always be a part of the Jewish Care family and we are grateful to have had them with us.

We face many challenges on the road ahead; rebuilding parts of the organisation, occupancy and planning for the possibility of another wave of the virus. We continue to be prepared, with purchasing more PPE, campaigning for more and regular testing, and ensuring that we have everything we need for now and in the future. Together, we will not only keep going, but we will make sure now more than ever that our community continues to get the Jewish care they need and deserve.

Keep safe, be well, and thank you for your support.

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Covid-19: Jewish Care's response

From an early stage, Jewish Care took a number of steps to help prevent the spread of Covid-19 across all of our resources including: the introduction of a screening process upon entry to any resource; self-isolation measures where appropriate; increased deep cleaning and use of additional sanitisation and specialist cleaning products.



Digital call to family with Sheila Byrne (resident) at Vi & John Rubens House

We cancelled events and gatherings, suspended visits to our care homes, independent living facilities and community centres over a week before the national lockdown was announced, and campaigned for Covid-19 testing for our staff and residents.

We understand that some of the measures we have taken, such as suspending visitation and regular face-to-face activities have been distressing for many, but it is important that we take all the precautions necessary to prevent the spread of virus to those we care for. The safety and wellbeing of those in our care are our priority and Jewish Care will continue to do all we can to keep our clients, families, staff and volunteers safe.

Care Homes and Independent Living

Jewish Care took the early decision to suspend visits to our care homes until further notice, which enabled us to try as far as possible to limit the number

of people who could accidentally bring Covid-19 in with them.

To keep people connected, we redeployed a number of Jewish Care staff to help facilitate phone calls, video calls or a Skype call with a loved one instead of a physical visit and purchased a number of additional iPads for use in our care homes for this purpose. We have helped to facilitate over 1,200 of these video calls since lockdown began.

Unfortunately, it has not been possible to keep Covid-19 out of all of our care homes, but Jewish Care has been and will continue to be led by Public Health England on any additional measures needed, such as an additional deep-clean, or barrier nursing, following any confirmed case of Covid-19 in a care home.

Jewish Care has also taken a number of steps to ensure that all of our tenants in our Independent Living facilities are as safe as possible, following the UK government guidelines around social distancing. We had to close communal areas in the buildings and cancel events, but staff have made sure that tenants have everything they need.

We are incredibly grateful to the loved ones of our tenants for respecting these challenging restrictions and for continuing to help with food shopping and delivering other essential items.

Community Centres, Connect@, Holocaust Survivors' Centre, Dementia Day Centres

As we suspended activity in our community centres, Connect@, Holocaust Survivors' Centre and dementia day centres until further notice, we had to ensure that the most isolated in our community could remain connected to others and continue to get the support and meals they needed.

Jewish Care extended the offer of a number of additional services to those that these closures may have affected, including, but not limited to Meals on Wheels and Telephone befriending services, which have all been helped by the huge number of additional volunteers that have come forward to help. To date, we have delivered over 6,000 Meals on Wheels to those who need them.

Our Helpline, at times, has also received 40% more enquiries from members of the community and relatives who are in need of support. Our Social Work Community Support staff have been working to meet those needs and offer support wherever possible to those with new or exacerbated challenges and concerns. Our social work team have supported over 1,400 clients since lockdown began.

Our Jewish Care Direct helpline is also open Monday-Friday 8.30am to 5.00pm on **020 8922 2222**.

To keep up to date with how Jewish Care is responding to the coronavirus pandemic, visit: jewishcare.org/coronavirus

You can also visit jewishcare.org/informationduringcovid to access online information, advice and guidance.

Our Heroes: Staff at the frontline and in hospitality

Outside the entrance to any one of our active Jewish Care buildings, you will see a banner which says, “The people who work here are simply outstanding” and they truly are.

At Jewish Care, we have always known how hard working and caring all our staff are, but in the last few months, the coronavirus pandemic has shown us how truly courageous, dedicated and compassionate they are too.

Our 1,300 staff from 70 different nations, in particular our staff on the front line from care staff, to nurses, chefs, housekeepers and front of house staff have found themselves in more challenging circumstances than usual, with new restrictions and guidelines to follow to protect and keep safe our clients whilst preventing the spread of Covid-19 in our care homes, independent living facilities and community centres.

These staff have done so much more than just deliver care and clean the buildings. They have provided comfort and friendship to residents and tenants who cannot physically be with their families and they have enabled countless video and phone calls for families to remain as connected as possible. They have worked extra shifts and stayed overnight at the homes. They have protected our clients and loved ones to the absolute best of their ability without hesitation or question. They have continued to put the safety of our clients before their own.

Some of our care and hospitality staff have been with Jewish Care for years and others only a matter of months, but their dedication to those around them shows what good hands our clients and loved ones are in.

Michael is a housekeeper and has been working for Jewish Care for over ten years. He is usually based in the Michael Sobell Jewish Community Centre in Golders Green, but since the outbreak of Covid-19, he has helped the team in the Otto Schiff care home.

He says, “I love coming to work. I am used to moving about freely from one part of the campus to another, but now we have to be very mindful when going from one building to another. We have very strict and thorough procedures. I am so conscious of not spreading any infection as the virus could be anywhere, so we have to be extra careful. We are doing everything we did before to keep the buildings safe and clean, plus more. I wear protective clothing and the PPE can get really hot and sometimes uncomfortable, but I really don't mind as the clients are so important to me. They come first every time. I have got to know many people over the last ten years working here and have grown so fond of many of them.”



Staff at Vi & John Rubens House



Care, hospitality and housekeeping staff at Sidney Corob House

Christine joined Jewish Care as a Coffee Shop Supervisor in the Michael Sobell Jewish Community Centre, just one month before the Covid-19 pandemic began. Lockdown meant that the coffee shop was no longer operating in the same way and she has been redeployed into the Housekeeping team. Christine says, "I started three months ago, so I am really new to the Jewish Care family. When you start a new job, it is hard enough finding your way around and learning who is who, but this situation made it even more challenging once lockdown began. I was really happy to move into the housekeeping team and help in any way I can. I help clean the general areas as well as support the care home. The housekeeping team are really friendly and hardworking. The PPE is not very comfortable, but it is necessary and important. I always enjoy stopping for a chat with our residents, especially those in their rooms, of course, from a safe distance."

Our care staff, like Nicoleta, who is a Team Leader at Lady Sarah Cohen House really appreciate the messages of support that Jewish Care have been receiving.

She says, "What we give, we don't ask for anything back but to hear these messages makes me and my team feel valued and important. It's so nice that our hard work is recognised. Everyone at Lady Sarah Cohen House is pulling together and doing their best during this difficult time. We are going that extra mile to keep our residents and safe and happy. I am so grateful to our managers here at Lady Sarah Cohen House, they are the best and give us so much support, so thank you."

Some of Jewish Care's staff team have also been redeployed from other areas to help support the thousands of additional Meals on Wheels being packed and delivered. Others have been redeployed to support staff in care homes with facilitating regular calls

between residents and loved ones on additional iPads purchased by Jewish Care.

Max Bianconi is a Digital Engagement Lead at Jewish Care but has now been redeployed as a relative liaison at Rosetrees. He is one of 62 staff who have been redeployed into serving in new roles on the frontline. Max helps to set up these regular calls and helps with other duties too. Max says "I'm very happy to be redeployed in a care home, it's where I started my career, I was a carer at the beginning and I always look up to carers as the main part of Jewish Care. I'm very proud to be able to be back in a team to help them out".

Some of our frontline staff teams have also had to transform themselves to be able to respond to the increased and changed needs of our community. Once lockdown was announced, Jewish Care's Social Work and Community Support service became a team working by video link and phone, as home visits were no longer possible. They make regular phone calls to new and former clients and their families and assist wherever possible to meet the needs of those they care for.

Completely funded by voluntary donations, Jewish Care's helpline has at times received over 3,000 enquiries a week, responding to people who are isolated and vulnerable, or caring for others in this position.

The readiness of our staff to help wherever the need is, some doing jobs they had never planned to do, shows a level of dedication and commitment that we are truly grateful for.

Our staff have always been a vital part of Jewish Care and we know that the immense appreciation we have for them, especially at a time like this, will continue for many years to come.

Chefs and catering team at Redbridge JCC



Our incredible volunteers and their impact

When lockdown began, Jewish Care put out a call for volunteers to help support our staff in what we knew would be a challenging time. Some community services would be physically closed, others would greatly expand and need to adapt to meet the needs of our clients, the most vulnerable members of our society, in their greatest hour of need.



Elie Gladstone with Larry Shuman, volunteer at Brenner Centre at Stepney Jewish Community Centre at Raine House

Within a week, over 600 new volunteers had signed up to help with the huge effort to support older, vulnerable and self-isolating members in the community.

A number of jobs needed to be filled. The need for more Meals on Wheels to be packed and delivered greatly increased. Redbridge Jewish Community Centre packed and delivered over 3000 meals during the month of April alone. Together with staff, these volunteers made sure that the meals reach isolated people from communities in Essex, Southend, Stepney, Hackney and Canary Wharf.

New volunteer, Danielle Krist, 28, is a secondary school English teacher for Years 7-11 at Braeside School in Buckhurst Hill. Though she is still sending lesson plans over to her students and doing online teaching, she has more free time than usual so she signed up to deliver Meals on Wheels for the local community.

She said, "I found myself with some spare time on my hands in between online teaching, so I wanted to help out. My Grandma was at Jewish Care's Vi & John Rubens House and both my grandparents used Meals on Wheels when they were alive. They also went to Jewish Care's Redbridge Jewish Community Centre (RJCC). It meant so much to them so I couldn't think of a better organisation to volunteer for.

"My aunt has been delivering Meals on Wheels for some time and now my Mum has signed up and is starting too. I think it's important to give back to the community - especially those who need it the most and to look after those who once looked after us.



Amanda Yaffe-Parker is befriending older people in the community for Jewish Care

“The Meals on Wheels team at Jewish Care ring me to check if I can deliver a couple of days or the day before and I go to RJCC at around 10.45am to pick up the meals. I’m off with the meals by 11.15am and have around five clients to deliver to.

“The team have already arranged a place for me to leave the meals and the clients know when I’ll be coming so I ring the doorbell, leave the meals in the pre-arranged place and then check that they have come to the door to get them. I stay to chat to them, standing a good four metres away, because I know that I am most likely the only person many of them will see that day. I’ve found most people are staying positive and in good spirits. They’re just so thankful.”

“More so than ever, it feels really important to help those in a more challenging position than myself and I feel really strongly about supporting those in our community who may be isolated, vulnerable and lonely.”

When lockdown began, one of the other areas most in need of volunteers was our telephone befriending service. With our community centres having to suspend activity, many who would usually use our centres as an opportunity to meet and socialise, especially if they live alone or are without any support networks, would find themselves more isolated and lacking any real interaction. Our telephone befrienders increased the number of people they made regular calls to and they now speak regularly to more people who need to hear a friendly voice and stay connected.

Telephone befriender, Amanda, returned to volunteering to help to reach out to members of our community. She said, “The current situation with Covid-19 was just the nudge I needed to get involved with befriending again. More so than ever, it feels really important to help those in a more challenging position than myself and I feel really strongly about supporting those in our community who may be isolated, vulnerable and lonely. I’ve seen first-hand how valuable befriending can be to those



Meals on Wheels volunteers Emma Shulton & Sandra Jacobs

who need it, and it’s good to find a real way to make a difference during these uncertain times.”

Paula Shafier is a retired administrator who started volunteering back in October for Jewish Care’s Meals on Wheels once a month. Since lockdown, Paula is going out and delivering meals twice a week. She says, “Now, I deliver to the door or in a pre-arranged place and I’m checking in with people to see if they are ok and if they need anything else and having a chat at a safe distance. Just like before, I try to keep people’s spirits up if they’re having a bad day.

“It’s very rewarding. I hope this service is still around when I get old and this is something I can do for the community.”

Jewish Care is incredibly grateful and overwhelmed by the way that younger members of our community and others, all the way up to the age of 70, have come forward in their droves to support those who need it most. It would not have been possible to do what we needed to do during this time without the help and generosity of these wonderful volunteers.

Richard Shone, Head of Community Engagement and Volunteers said “We are incredibly grateful to our volunteers for the way they have stepped up and helped Jewish Care with the changes we have had to make in delivering our services. Alongside many of our existing volunteers, over 600 new volunteers signed up to help us deliver over 6,000 meals and many act as telephone befrienders to the most isolated and vulnerable in our community. Their contribution and readiness to help has been invaluable.”

Special moments during Covid-19

There have been some incredibly special moments at Jewish Care during this difficult time. Amongst the challenges we have all faced, life in many respects has continued and we have celebrated birthdays, Jewish festivals, remarkable fundraising challenges, residents returning to homes after recovering from Covid-19 and more. We are regularly reminded of the truly special community that exists within Jewish Care and are so thankful to those who make it possible.

Ethel Fedor, a resident at Lady Sarah Cohen House, celebrated her 104th birthday in April with a virtual family party with relatives including her daughter, grandchildren and great-grandchildren made possible by the care staff.

Ethel said, "I think getting to this age is luck. I've had my sorrows, but my wonderful daughter Ros, my grandchildren and all my family keep me going. My proudest achievement is having such a loving, caring family with 11 great-grandchildren between the years of 4 to 20."

Ethel's daughter, Ros, added, "Mum is an inspiration to us all. Celebrating her 103rd birthday last year at Lady Sarah Cohen House was fabulous and we are all very proud of her. She has taught me so much during her lifetime especially that family is the most important thing of all. Her wisdom has encouraged and helped me throughout my life, and I hope we can spend many more good times together."

We celebrated a number of other birthdays across our care homes and Independent Living facilities during lockdown, and it was wonderful that residents and tenants were able to celebrate these special occasions with their loved ones over video calls while it was not possible for face to face visits.

During lockdown, we celebrated Passover at Jewish Care. This year, together with the rest of the community, we had to make some adjustments as to how we

would celebrate the festival. However, those essential adjustments made it possible for our community to celebrate Passover in as close a way as possible to usual.



Paul Polin, resident at Lady Sarah Cohen House enjoying karaoke

Virtual Seders became the norm and at Jewish Care, this was no different. We compiled a number of online resources, including a recorded virtual Seder which could be played either on Seder nights, or used afterwards as a learning tool. The recording was accompanied by a condensed Haggadah in Hebrew, transliteration and English, as well as a Montessori Haggadah for residents to read out to tell the Passover story.

In previous years, volunteers from across the community have visited Jewish Care's homes to lead Seders. School children have also previously visited

Whilst we were not able to be together physically this year, we reached out as far as possible and connected with each other as one community.



Families took part in the 2.6 challenge for Jewish Care

residents to sing. This year, instead, children from schools across the community sent e-cards to be printed and given out to residents before Pesach.

“I’m walking 2k over six days, so 12km in all, to help save lives for Jewish Care because I want to contribute to this great charity.”

Individual Seder plates and meals were delivered to all Jewish Care’s Independent Living tenants. Kosher for Pesach frozen meals were delivered by Jewish Care’s Meals on Wheels delivery drivers before Pesach, to the growing numbers of people who needed them.

Whilst we were not able to be together physically this year, we reached out as far as possible and connected with each other as one community.

Jewish Care has also seen a number of community members take part in some truly special fundraising challenges for us. One challenge that particularly caught the attention of many, was 96-year-old Ruth Brook, who decided to walk 2 kilometres each day for 6 days, as part of the 2.6 challenge, to raise money for the Jewish Homes Emergency Appeal. The 2.6 challenge was a national event which took the place of the Virgin Money London Marathon.

Inspired by Captain Tom, Ruth said, “I’m walking 2k over six days, so 12km in all, to help save lives for Jewish Care because I want to contribute to this great charity.

“I am 96 and at my stage in life it’s still important to make a contribution. I know how desperately urgent it is for the care staff in residential homes to have Personal Protective Equipment to prevent the spread of Covid-19 and to protect the residents and staff. Helping to prevent the spread of the virus also means fewer people will be taken to hospital and therefore decrease the pressure on the NHS. Your donation will go a long way to making a huge difference. Thank you.”

“We are so pleased to see residents recovering well. Our residents are like our family, we know each other so well and you go through so many emotions as a manager at a time like this.”



Miriam Fugler, community centre member on VE Day

Whilst some have been able to take part in challenges and keep active at home, our staff have made sure that activities in care homes and resources have continued with regular virtual entertainment, music and reminiscence groups. They also made sure that the 75th anniversary of VE Day was celebrated in style. A number of our resources were decorated with bunting and decorations and others held VE Day reminiscence sessions, sung wartime songs and watched wartime classics. Jewish Care's Community Dementia Projects Lead, Susan Dawson, adapted her "Singing for Memory" sessions to sing with people over the phone and to mark VE Day, themed her sessions by singing Vera Lynn.

Entertainers have also been holding their activities via video link and residents have continued to enjoy regular sing-a-long sessions, talks and quizzes. At Lady Sarah Cohen House, residents enjoyed a virtual singing session with entertainer, Will Smith. Resident, Malcolm Marks, said, "It was very good. I joined in and sang along to *Sweet Caroline* from Neil Diamond, it was released in 1971 and that's when I met my wife. I also sang along to *Tie a Yellow Ribbon*, that was released in 1973, 47 years ago."

Although we have had to adapt the way many activities are run, maintaining the normality of these regular activities as far as possible and continuing to mark special days, has somehow become even more special.

We know that not everyone has been as fortunate as some of our residents who have managed to recover from Covid-19, but we are thankful that there are some who have. At Sandringham's Anita Dorfman House, 83-year-old Muriel Abrahams is one of the residents who returned to the home after being admitted to hospital and tested positive for Covid-19. She is now doing well and is delighted to be back.

Speaking of her recovery, Muriel told us, "I'm getting on, thank G-d, I was in hospital for about two weeks and after a while I wanted to come back to the home. There were five or six people on the ward with me and they all came out at different stages and I'm happy to be back home.

"I'm ok now, and I've been outside in the garden. You've got to keep your spirits up. I've had a wonderful life, and I'm in touch with family and friends every day. I've got a son, three grandchildren, daughter in law in America, friends from where I used to live, and friends here at the home.

A number of our resources were decorated with bunting and decorations, and others held VE Day reminiscence sessions, sung wartime songs and watched wartime classics.

Registered Manager of Sandringham's Anita Dorfman House, Elizabeth Mandeya, said "We are so pleased to see residents recovering well. Our residents are like our family, we know each other so well and you go through so many emotions as a manager at a time like this."

At a time when there has been so much concern and anxiety, at Jewish Care, we are grateful to everyone who has made it possible for us to help keep up the spirits of our residents, tenants, volunteers and staff by creating special moments and sharing family celebrations, helping to maintain a much needed sense of normality and joy for all.

JEWISH CARE'S IMPACT SINCE THE OUTBREAK OF COVID-19 IN NUMBERS

Our helpline received **40% more enquiries** than usual during the pandemic



We celebrated **28 birthdays** for our clients from **92 to 104!**



1,200

We supported **1,200 video calls** between relatives and residents who were unable to visit



Over 600 new volunteers came forward to join our incredible team of 3,000 existing volunteers

We delivered **over 6,000 meals-on-wheels** to our isolated and housebound community members



1,400

Our social workers supported over **1,400 clients**

645,000

We have invested over £300,000 in order to procure **over 645,000 items of PPE** including face masks, aprons and gloves to protect our clients and staff and keep them safe.



6,000

Our telephone befrienders made over **6,000 calls**



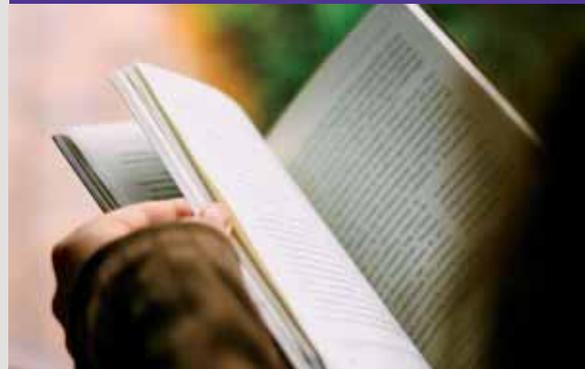
99

Our oldest client to make a full recovery from Covid-19 was **99 years old**

JEWISH CARE

Digital resources to support you

It is absolutely vital that everyone does what they can to stay healthy and well at this time. As an essential component of wellbeing is to stay active physically and mentally, we have pulled together some resources to help keep our community stimulated and healthy whilst at home.



From staying active, participating in quizzes and games to reading, cooking and learning new skills, we are here to keep you active and help banish the boredom! Please visit jewishcare.org/keepingactive to access these resources, which include activities for all ages and abilities.

You can also visit jewishcare.org/informationduringcovid to access credible sources online to keep up to date on the latest information about coronavirus.



THANK YOU FOR YOUR SUPPORT

