

Annual Review  
2018/19



**JEWISH CARE**

## Who we are

Jewish Care is the largest health and social care charity serving the UK Jewish community in London and the South East. Every single week we touch the lives of over 10,000 people.

## Our vision and mission

Jewish Care's vision is of a society where people support and care about one another and are able to participate fully in their community. Our mission is to enable Jewish people to do this, by delivering care and support that recognises and promotes Jewish values.

That's why we provide care in a way that celebrates the religious, cultural, social and historical bonds that unite the Jewish people. Respect for our clients' Jewish identity – regardless of the level or nature of their religious observance – is at the heart of all that we do. We offer help, advice and advocacy through a wide range of residential, day care and outreach services. These include care homes, independent living, community centres, as well as social work, support groups and a helpline.

We provide specialist services for older people, people with mental health needs, individuals with physical and sensory disabilities, Holocaust Survivors, people who are living with dementia and for those who are caring for others.

### Contents

**3** A message from our President, Chairman & CEO **4–7** Promoting wellbeing **8–11** Strengthening community **12–15** Enhancing value **16–18** Financial report and accounts **19** How did we do? **20–21** Our year in photos **22–23** Service guide **24** Trustee and organisation list

## Our values

Everything we do is underpinned by the following values:

**EXCELLENCE**  
**INNOVATION**  
**COMPASSION**  
**INCLUSIVE**  
**INTEGRITY**

## Our objectives



## A message from our President, Chairman and CEO

It has been another positive year for Jewish Care, albeit in a period of continued challenge and, for Jewish Care, some change. Three long standing Jewish Care Trustees stepped down from their roles after 25 years of collective service. Debra Fox, Michael Blake and Antony Grossman have all helped shape Jewish Care into the organisation it is today, and we are so grateful for the contribution they have made. As part of this change, we were also delighted to announce the appointment of four new Trustees. In the world of social care, change is constant and brings opportunity with it too. We continue working hard to ensure we provide quality services, whilst building to meet the future needs of our community.

We have progressed well with the development of our Sandringham campus, where phase one has included the building of Anita Dorfman House and Wolfson Assisted Living. The building of phase two of Sandringham, which will include the development of The Ronson Family Community Centre and Pears Court independent living also continues to progress well in order to meet the growing needs of the local community in Hertfordshire and its surrounding areas. February marked a particularly special time in the year for us with tenants moving into our new independent living scheme, Wohl Court in Hendon. Other significant developments included us having to make the difficult decision to close Rubens House. Any decision to close a home or resource is a difficult decision to us. However, we are operating in a market of significant change. We continually assess our ability to provide services at the standard expected and in a manner that is financially sustainable and Rubens House was built over 50 years ago to meet the care needs of a different generation.



The state of funding for social care remains a key feature of public discourse, and, as always, costs continue to rise. Jewish Care has played an active role in discussions with both central and local government, seeking to ensure funding for care services is addressed as policy develops. Everything we do continues to be underpinned by Jewish values and ethics and we continue to provide much-needed support to many thousands of people and their families. Overall, the organisation is in an extremely strong position, with all of our care homes rated as 'Good' by CQC.

All of these developments and the impact we've made, which you will read about in this annual review along with our aspirations for the year ahead, would simply not be possible without the generosity of our loyal supporters. They are all here for Jewish Care just as we are here for them, should they ever need us. In addition, we owe an enormous debt of gratitude to the thousands of wonderful volunteers who continue to support our fantastic workforce from 70 different nations – all here to serve one community – our community.

Steven Lewis  
Chairman

Daniel Carmel-Brown  
Chief Executive

The Lord Levy  
President

# Promoting Wellbeing

## What we achieved:

- ▲ In February, we were delighted to welcome our first tenants to Wohl Court, our brand-new independent living scheme in Hendon with 32 one & two bedroomed apartments.
- ▲ In March we completed the building of our new home Anita Dorfman House located on our new Sandringham site. New residents are now settled in and have enjoyed joining the existing community there.
- ▲ Electronic care plans have been successfully implemented in all ten of our care homes. An evaluation of the project shows a significant amount of staff have reported that it has had a very positive impact on the quality of care, record keeping and enhancing the digital capabilities of individuals. A pilot of electronic medication administration records is also underway.

## Future aims:

- ▲ Develop and make phase two of our Sandringham campus a reality. Phase two will include Pears Court independent living and The Ronson Family Community Centre.
- ▲ We will modernise our community centres by improving programmes and partnerships, encouraging our partners to see our centres as hubs where we can continue to progress our living and ageing well objectives.
- ▲ We will continue to build on our successes, enhancing our digital capabilities in order to improve our knowledge, practice and the experience of our clients.
- ▲ We will explore engagement with external agencies who will help us to harness the large amount of data collected via our electronic care plans to guide best practice and wellbeing improvements in our care homes.
- ▲ We will invest in using all the data now available from electronic care plans to further enhance our care and support whilst integrating an electronic medication administration system.
- ▲ Community Services will explore new opportunities to use assistive technologies at the fore front of our service delivery. We will focus our efforts at our new independent living developments in Hendon and Pears Court at Sandringham.

## Bernice's Story



*Bernice had lived alone ever since her beloved husband Simon passed away. When she suffered a frightening fall, her confidence for living by herself disappeared; she no longer felt safe in her own home.*

*But thanks to Jewish Care, Bernice now has a new home at Wohl Court, our latest independent living site in Hendon. Here, she has access to support and care whenever she needs it and most importantly, she can continue to maintain her independence.*

*Bernice says that knowing support staff are always nearby is incredible and that she is blessed to be in her lovely home, where she says she "feels safe all the time."*

# Joseph's Story



*In early 2019, Joseph Winton celebrated a very special 100th birthday, surrounded by friends and family at Jewish Care's Lady Sarah Cohen House. The tea party, complete with Kosher birthday cake, also welcomed residents from across the Betty and Asher Loftus Centre to celebrate this incredible milestone with Joseph.*

*Pawel Moczulewski, manager of Jewish Care's Living Well team said, "we like to celebrate birthdays as a group here, it's important that we all come together to say mazel tov and join in these special occasions."*

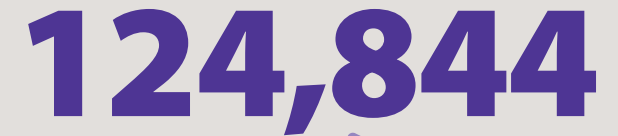
*The Living Well Team aims to promote, support and develop a stimulating and meaningful program of recreational, creative and therapeutic activities for our residents.*



**2,575 people** and their families were supported by our Social Work and Community Support Service over the **last year**



Our care buses **travel 50,000 miles** each year to get clients **to and from our services**

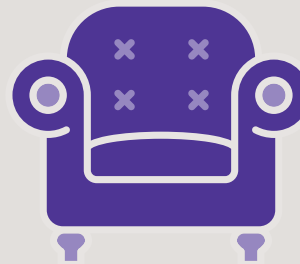


Our website had **124,844 visits** in the last 12 months

# Our impact



**Over 2 million Kosher meals** were cooked and served to clients last year



**90%**

**Over 1,000** people visited our community centres last year. **Over 90%** of them live alone.



**More than 21** Jewish Care clients are **100 years old or more** and celebrated their birthdays with us in the last 12 months

# Strengthening Community

## What we achieved:

▲ Our Community Dementia Project, supporting synagogue communities, has gone from strength to strength with six new Memory Way Cafés and Singing For Memory programmes across London.

▲ Support for Holocaust Survivors continues to evolve to meet the changing needs of our older survivors. We now support conversation cafes across London, hosted by volunteers with three in Edgware, four in Hampstead, two in Finchley, one in Essex and a further six in North Barnet and Hertfordshire.

▲ Our social work teams now provide supervision to other social workers in synagogues across London. Support given to groups include the carers lounge at Woodford Forest synagogue, and providing drop in information and advice across London in Jewish Care's community centres and beyond.

▲ Education and partnership are key themes of our work. Our social work team are also delighted to be chairing the Patient Engagement Group of 'Last Phase of Life Barnet' collaboration, working with Age UK, Barnet Carers, Barnet Alzheimer's, Barnet Healthwatch, Barnet CCG, Advocacy in Barnet, North London Hospice and the Multi Faith Forum.

## Future aims:

▲ We will continue to reach out beyond our centres, developing our strategy to strengthen services that support people to build their personal networks. We will do that through:

- Increasing our work with local synagogues to build their capacity to support their community.
- Providing social work services in our resources so that families have easier access to support.
- Increasing our outreach programmes such as tea parties, Memory Matters Cafés and conversation cafés to help people build sustainable, local relationships and support networks.

▲ We will continue to work towards our vision for a new campus and fourth Jewish Care hub in the Redbridge area, planning for care and community support to meet the needs of the communities in East London and Essex.

▲ Expand our befriending service to those in our community who would benefit from friendship and support.



## Frank's Story



*Frank is 89 years old. He lost his wife Annette four years ago. They had been inseparable for 65 glorious years.*

*Frank says, "She was such a lovely, caring person. After she'd died, I'd just sit in the flat on my own. I never saw anyone. No neighbours, nothing." Whole weeks could go by without Frank speaking to anyone.*

*Then Frank heard about our Redbridge Jewish Community Centre and it changed his life completely. "I really look forward to going and chatting with my new friends. I wasn't expecting to be making any of those in my 80s! The care bus comes and picks me up and drops me off again. I honestly don't know what I'd do without it."*

# Our Care Home Synagogues



*Many of Jewish Care's residents are unable to visit their local Synagogues to take part in Shabbat or Yom Tov services so Jewish Care ensure that these services are brought to them.*

*Volunteers often lead Shabbat services which take place in onsite Synagogues or designated 'Shabbat areas'. Residents are invited to say Brachot, light candles and read prayers from specially adapted large-font books, to ensure that everyone can be a part of the service.*

*Our Chief Executive, Daniel Carmel-Brown says, "Our shuls are an integral part of our care homes, they help connect people to both the past and to the wider local Jewish community. It is the "Jewish" in Jewish Care that makes us different from any other social care provider."*

# 500

Our Holocaust Survivors' Centre supports over 500 Survivors each year



126,065 visits were made to our five community centres and three dementia day centres in the last 12 months



We delivered over 22,000 kosher meals to vulnerable members of the community over the last year

## Our impact



We are proud to be supported by over 3,000 volunteers



Our workforce of over 1,300 staff represent 70 different nationalities



Our community centre in Stepney is the only remaining Jewish service in the East End

# Enhancing Value

## What we achieved:

▲ Electronic rostering and billing has been successfully implemented across the home care teams, reducing time spent on administration. We are now recording all attendance at our day centres electronically with staff supporting members as they arrive with iPads, enhancing and modernising our offer for the community whilst being more interactive.

▲ Our fundraising revenue income totalled £16.1 million excluding capital gifts, which exceeded our overall target by 3.2% largely due to income we received from legacies.

▲ Several initiatives were introduced to reduce staff vacancies across the organisation. These include:

- A number of secondments giving staff the opportunity to experience new roles and areas of work, thus developing and growing their skills.
- Launching an accredited leadership and management programme for registered managers.
- Introducing enhanced pay and benefits.

## Future aims:

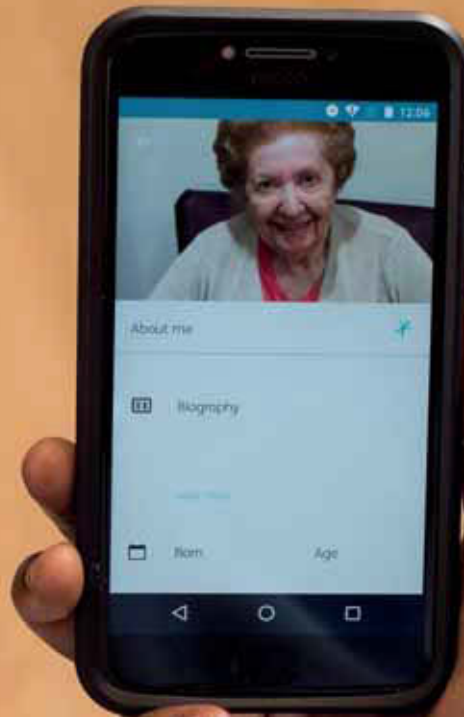
▲ To inform, educate and engage stakeholders, social care leaders and the wider community with our new 2020-25 organisational strategy.

▲ We will be aiming to reach maximum occupancy in our new schemes; Wohl Court in Hendon which opened in February 2019, and Anita Dorfman House and Wolfson Assisted Living, which opened in April 2019.

▲ To maintain revenue fundraising income at £16 million.

▲ To launch our new admissions process, helping to make admissions into our homes speedier and more customer focused. This is intended to reduce complaints and bed vacancies across our homes.

# Electronic Care Plans



*Jewish Care has been working with other health and social care organisations to develop new initiatives that enhance the wellbeing of residents and improve the way we deliver our high levels of care. The launch of our new electronic care plan system called Nourish, has seen efficiency across our care homes increase by allowing staff shift changeovers to run faster thanks to instant updates provided by the system.*

*The electronic care plan also gives our dedicated front-line staff immediate access to live records on every resident's daily activities including changes in health and medicinal updates. The ongoing use of these electronic care plans will ensure we continue to provide a meaningful care package, tailored to every resident's health, emotional and wellbeing requirements.*

# Our Volunteers



*Jewish Care's work would not be possible without our amazing team of 3,000 volunteers, who contribute the equivalent of £9 million worth of support each year.*

*From delivering Meals-on-Wheels to housebound members of the community, to facilitating activity sessions, Jewish Care is immensely grateful for the huge contribution made by our volunteers.*

*Pam Bertschinger who has volunteered for Jewish Care for 10 years at our Memory Way Café, a supportive group for those living with dementia and their carers, said "When I am with people I can help, I feel a sense of purpose and it's hugely satisfying. When we hear how our Memory Way Café changes people's lives it's amazing to know I am having an impact. My life has blossomed more in the last ten years than it ever has."*

Our **helpline** received **15,000 enquiries** in the past 12 months



Our dedicated catering staff produced over **220,000** bowls of **chicken soup** for our clients to enjoy



Jewish Care's oldest **volunteer is 100 years old**



# Our impact

We need to raise **over £16 million** from the community each year to **keep our services running**



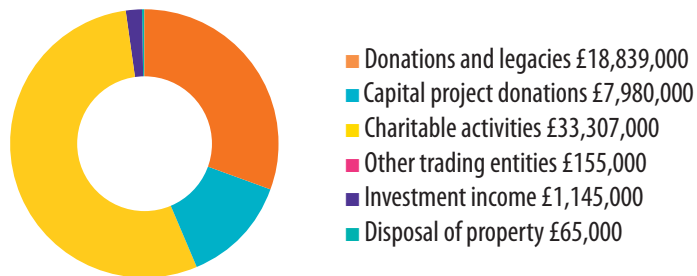
Our dedicated team of **volunteers** contribute the equivalent of **£9 million** worth of support to our services each year



**£1 in every £4** we raise comes from a **Gift in a Will**

# Financial report

for the year ended 31 March 2019



## Our Bottom Line

Total charitable activities income for the Group before donations and other income was £33.3m (2017/18 £31.4m) and total charitable expenditure before depreciation was £49.6m (2017/18 £47.5m) resulting in a net operating loss before donations and other income of £16.3m (2017/18 net loss of £16.1m). This net operating loss before donations and other income highlights the importance of our voluntary income to support the provision of our day to today services and also to support innovation with the development of our new services, all of this with a view to financial sustainability in light of economic and demographic pressures on voluntary donations.

## Our Income

Donations were £12.2m (2017/18 £11.9m) representing a 3% increase, demographic pressures on this income stream remain a challenge.

Legacy income was £5.3m (2017/18 £6.1m) down 13% on the prior year. The volatile nature of this income stream is supported by a legacy strategy to increase pledges and to generate an internal awareness of the importance and impact of gifts in wills to Jewish Care's work.

Capital project donations were £8m (2017/18 £7.1m). This funding source consists of capital donations applied directly to our capital construction projects. The majority of the capital project funding received during the year was towards the construction of the Sandringham site at Stanmore

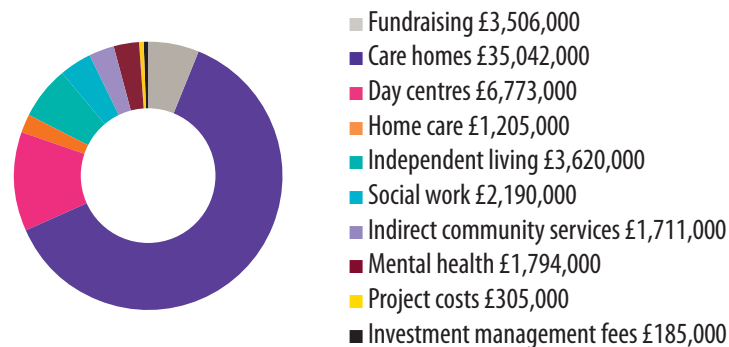
## Our Expenditure

Expenditure on our charitable activities (including depreciation of £2.5m) for our care homes, day centres, home care, independent living and mental health resources was £52.6m (2017/18 £50.4m).

Charitable expenditure in our care homes was £35m (2017/18 £33.5m). Sector wide recruitment challenges have impacted the annual expenditure in our care homes with high agency costs and recruitment fees. Upgrade works in our care homes represent the majority of the increase in expenditure over the prior year.

Charitable expenditure in our day centres was £6.8m (2017/18 £7.1m). There were some cost efficiencies in 2018/19 as the prior year saw the closure of the Brenner Centre in Stamford Hill after a decline in demand for its services. A more efficient re-provisioning of services now operates out of a communal hub at our day centre in Stepney.

Charitable expenditure in our independent living service was £3.6m (2017/18 £2.9m). Wohl Court (Hendon), our newest independent living scheme of 32 units, opened in February 2019 alongside our 45 units of independent living (Selig Court) in Golders Green.





## Further analysis of the Group Charitable Activities (Operations) is as set out below:

	Year ended 31 Mar 2019 £'000	Year ended 31 Mar 2018 £'000
<b>Charitable income and expenditure</b>		
Charitable activities income <sup>1</sup>	33,307	31,364
Charitable expenditure before depreciation and asset write offs <sup>2</sup>	(49,623)	(47,452)
<b>Operating charitable loss before donations</b>	<b>(16,316)</b>	<b>(16,088)</b>
<b>Other operational expenditure</b>		
Fundraising	(3,506)	(3,329)
Investment fees & other investment related costs	(218)	(89)
Depreciation	(2,984)	(2,919)
<b>Total other operational expenditure</b>	<b>(6,708)</b>	<b>(6,337)</b>
Asset write offs		(2,022)
<b>Net operating loss before donations and other income</b>	<b>(23,024)</b>	<b>(24,447)</b>
<b>Income from donations and investments</b>		
Donations and legacies (excluding capital project donations)	18,839	17,954
Other trading entities	155	134
Investments income	1,145	1,107
<b>Total income from donations and investments</b>	<b>20,139</b>	<b>19,195</b>
<b>Net operating loss</b>	<b>(2,885)</b>	<b>(5,252)</b>
<b>Net gains on investments</b>	<b>1,626</b>	<b>1,073</b>
<b>Property disposal</b>	<b>65</b>	<b>6,110</b>
<b>Capital project donations</b>		
Sandringham	6,866	5,671
Wohl Court	917	1,330
Maurice and Vivienne Wohl Campus	20	60
Leila's House (JAMI)	177	-
<b>Total capital project donations</b>	<b>7,980</b>	<b>7,061</b>
Actuarial gain/(loss) on defined benefit pension scheme	336	(112)
<b>Net movement in funds</b>	<b>7,122</b>	<b>8,880</b>

<sup>1</sup>Charitable activities income consists of local authority and private residential fees, grant income, independent living rental income and day centre attendance income.

<sup>2</sup>Charitable activities expenditure in our Care Homes, Day Centres, Home Care, independent living and Mental Health services.

# Fund movements

	Funds at 1 April 2018 £'000	Funds movement for the year £'000	Funds at 31 March 2019 £'000
Unrestricted funds	23,375	823	24,198
Restricted funds	3,375	32	3,407
Endowment funds	16,434	247	16,681
Designated funds	96,193	4,894	101,087
Pension fund	(15,746)	1,126	(14,620)
<b>Total funds</b>	<b>123,631</b>	<b>7,122</b>	<b>130,753</b>
Tangible assets	105,527	23,276	128,803
Investments	26,996	2,339	29,335
Net current assets	11,086	(12,319)	(1,233)
Defined pension scheme provision	(15,746)	1,126	(14,620)
Amounts due after one year	(4,232)	(7,300)	(11,532)
<b>Net assets</b>	<b>123,631</b>	<b>7,122</b>	<b>130,753</b>

## Summarised accounts

for the year ended 31 March 2019

### From our Trustees

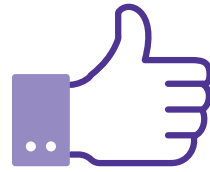
The summarised accounts on page 17 are a summary of information extracted from the annual accounts and contain information relating to the Statement of Financial Activities.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity.

For further information, the full accounts, which received an unqualified audit opinion, should be consulted. Copies of these can be obtained from Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ.

The annual accounts were approved by the Trustees on 23 September 2019.

# How did we do?



**439**

We received **439** compliments



The likelihood to recommend score for our services was **+52.51**

Six of our care homes were inspected by the CQC in the year and all rated

**'Good'**

One of our home care services was rated Requires Improvement

**95.2%**

Overall satisfaction was **88.97%**. When we exclude the 6.5% of respondents to the satisfaction question who said they were neutral, the overall satisfaction figure rises to **95.2%**



**118**

We received **118** complaints

The ratio of compliments to complaints received was

**3.72:1**

# Our year in photos



The Chief Rabbi joined members of the Holocaust Survivors' Centre for a memorial service to mark the 80th anniversary of Kristallnacht.

The 80th anniversary of the Brenner Centre at the Stepney Jewish Community Centre at Raine House, was celebrated with afternoon tea and entertainment.



Sky's Kay Burley presented a night of news and stories at this year's annual fundraising dinner which raised a record breaking £5.25million.



Samantha Cameron was the guest of honour at the 27th Woman of Distinction lunch. Lady Nicola Mendelsohn CBE was presented with the Woman of Distinction Award for making a significant contribution to industry and society.



Across our homes and community centres we celebrated Rosh Hashanah. Pictured is Rabbi Junik teaching Ron Roback, Otto Schiff resident, how to blow the Shofar.



**On Succot, Year Four children from Etz Chaim Primary School visited residents at Clore Manor home in Hendon where they enjoyed singing and chatting with the residents before visiting the Succah.**



**Marks and Spencer Chairman, Archie Norman provided a lively, interesting and thought-provoking talk at a Business Group Breakfast. The event, sponsored by Tony Page, raised £35,000 to support Jewish Care's vital work in the community.**



**Primary schools, Kerem, Moriah and Rosh Pinah danced their way through Purim in Jewish Care's Zumbathons.**



**Founders of Geshur School, Ali Durban and Sarah Sultman, were presented with the 2018 Topland Group Business Luncheon Award in memory of Phillip Greenwold by Jewish Care's President Lord Levy and Natasha Kaplinsky.**



**Young professionals showed their support whilst having a really "ghoul" time at a haunted house themed Halloween party.**

**Slime making was one of the many science themed activities children took part in during a half term scheme at the Redbridge Jewish Community Centre.**



# A guide to what we do

## CAMPUSES

### ▲ Betty and Asher Loftus Centre,

Friern Barnet

#### SERVICES ON SITE INCLUDE:

Kun Mor and George Kiss Home, Lady Sarah Cohen House, Rosetrees and the Sam Beckman Centre

### ▲ Maurice and Vivienne Wohl Campus,

Golders Green

#### SERVICES ON SITE INCLUDE:

Michael Sobell Jewish Community Centre, Otto Schiff, Selig Court and Amélie House

### ▲ Sandringham, Harrow

#### SERVICES ON SITE INCLUDE:

Anita Dorfman House, Wolfson Assisted Living and from 2020, The Ronson Family Community Centre and Pears Court

## SOCIAL WORK AND COMMUNITY SUPPORT SERVICE

An experienced team supporting individuals, families, carers and communities by enabling people to make a meaningful difference to their lives, with dignity and choice. The team can help to identify what support, care or services you need, advise, co-ordinate and act on your behalf with local authorities, signpost you to other helpful services, and provide support and advice for as long as required.

## CARE HOMES

Designed to enable residents to receive high-quality residential, nursing and dementia care in an environment that promotes meaningful lives.

- ▲ Anita Dorfman House, Harrow  
*Personal, dementia & nursing care* with Wolfson Assisted Living

- ▲ Clore Manor, Hendon  
*Personal & dementia care*

- ▲ Hyman Fine House, Brighton  
*Personal, dementia & nursing care*

- ▲ Kun Mor and George Kiss Home, Friern Barnet

*Personal and dementia care*

- ▲ Lady Sarah Cohen House, Friern Barnet

*Personal nursing & nursing with dementia care*

- ▲ Otto Schiff, Golders Green

*Dementia care*

- ▲ Rela Goldhill at Otto Schiff, Golders Green

*Physically disabled, aged 18+*

- ▲ Rosetrees, Friern Barnet

*Personal & dementia care*

- ▲ Vi & John Rubens House, Ilford

*Personal, dementia & nursing care*

## CONNECT@ CENTRES

Offering a choice of cultural, social and leisure pursuits, for the young@heart aged 55+.

- ▲ connect@kenton ①
- ▲ connect@southgate ②
- ▲ connect@southend ③
- ▲ connect@stamfordhill

## INDEPENDENT LIVING

Offering independent living within a supportive setting.

- ▲ Selig Court, Golders Green
- ▲ Shebson Lodge, Southend
- ▲ Wohl Court, Hendon
- ▲ Pears Court, Stanmore (opening 2020)

## COMMUNITY CENTRES

Where the community can come together to socialise, learn, eat and have fun.

- ▲ Brenner Centre at Stepney Jewish Community Centre, at Raine House

- ▲ Michael Sobell Jewish Community Centre, Golders Green

- ▲ Redbridge Jewish Community Centre (Sinclair House)

- ▲ Southend and Westcliff Jewish Community Centre

- ▲ The Ronson Family Community Centre, Stanmore (opening 2020)

## DAY CENTRES

Offering a wide programme of activities for older people, enabling them to remain active and connected to their community.

- ▲ Edgware & Harrow Jewish Day Centre ③

## CENTRES FOR PEOPLE LIVING WITH DEMENTIA

Provide stimulation and therapeutic activities in a safe and fun environment.

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

## HOME CARE SERVICE AND LIVE-IN CARE

Enables clients to remain living independently in their own homes.

#### AVAILABLE IN:

- ▲ NE/NW London
- ▲ Redbridge
- ▲ Southend & Westcliff

## DEMENTIA ACTIVITY GROUPS

- ▲ Stamford Hill
- ▲ Southend-on-Sea
- ▲ Stepney

## HOLOCAUST SURVIVORS' AND REFUGEE SERVICES

The Holocaust Survivors' Centre is a place for survivors to meet, with specially designed activities. Shalvata provides for the therapeutic needs of survivors and their families.

- ▲ Holocaust Survivors' Centre, Hendon
- ▲ Shalvata, Hendon
- ▲ Monthly support sessions, Redbridge

## DISABILITY SERVICES

Services designed for those with various disabilities, promoting independence and choice.

- ▲ Jewish Care Connect – Jewish audio news, culture and current affairs, Golders Green
- ▲ Jewish Care Explore – Digital skills for everyday life, Golders Green & Redbridge
- ▲ Carers Physical Disability Support Group, Golders Green
- ▲ Hearing aid support surgeries, Redbridge and Golders Green ④

## SUPPORT AND SOCIAL GROUPS BEREAVEMENT SUPPORT GROUPS

- ▲ AfterShock, Golders Green ⑤  
For ages 18-30 who have lost a parent
- ▲ Butterflies, Golders Green ⑤  
For parents (of young children) who have lost a parent
- ▲ Stepping Stones, Golders Green ⑤  
For ages 40-60 who have lost a partner
- ▲ Stronger Together, Golders Green ⑤  
For ages 60+ who have lost a partner

## CARER SUPPORT & SOCIAL GROUPS

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

## MEMORY SUPPORT AND SOCIAL GROUPS

- ▲ Memory Way Café, Golders Green, Edgware, Friern Barnet and Redbridge
- ▲ Singing for Memory, Golders Green
- ▲ Dementia Day Club, Southend
- ▲ L'Chaim Group for people living with dementia, Stamford Hill
- ▲ Memory Matters, Northwood ⑥

## OTHER SUPPORT GROUPS

- ▲ Singular Challenge for people going through separation and divorce, Golders Green
- ▲ Wellbeing Group, Stepney
- ▲ The Jewish Care Stroke Club, Finchley
- ▲ AJR Association of Jewish Refugees, Redbridge
- ▲ JEMS Group for people living with multiple sclerosis, Edgware

## OTHER SOCIAL GROUPS

- ▲ 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 over 65, Golders Green and Redbridge

- ▲ The Hillside Club for people over 50, Stamford Hill
- ▲ Thursday Social Club for people over 50, Redbridge
- ▲ Time for Tea, Stepney
- ▲ Parkinson's Social Group, Golders Green

## SUPPORTIVE COMMUNITIES

Informal social groups that bring communities together and help build friendships, preventing social isolation among older adults. Throughout Essex and London including:

- ▲ Chaps that Chat, Golders Green and Redbridge
- ▲ Tea Parties, across North London and Redbridge
- ▲ Groups in South London including Bromley, Beckenham and Streatham

## MENTAL HEALTH RESIDENTIAL HOMES

Offering independent living within a supportive environment for people with long-term mental health needs.

- ▲ Jack Gardner House, Golders Green
- ▲ Sidney Corob House, West Hampstead

## JEWISH CARE INTERACT

The place for all things independent living and ageing well in the UK Jewish community.

- ▲ [Jewishcareinteract.org](http://Jewishcareinteract.org)

## MENTAL HEALTH

Jami and Jewish Care formed a partnership to create a single mental health service for the Jewish community. Jami's focus is on recovery; moving from lack of control and autonomy to becoming an active member of the Jami, Jewish and wider community. Jami assists people on this journey to living the life they want to live. You can contact Jami on 020 8458 2223 or visit [jamiuk.org](http://jamiuk.org)

## ACTIVITIES AND SERVICES

- ▲ Helping service users manage their mental and physical health and daily routine
- ▲ Visiting people in hospital, organising befriending and offering peer support
- ▲ Jami's hubs run varied programmes throughout the week
- ▲ Assistance with job searching and advice on managing the work-life balance

- ▲ Courses and seminars to educate the whole community about mental health, wellbeing and recovery
- ▲ Support is also offered to carers of people with a mental illness

## LOCATED AT:

- ▲ Martin B. Cohen Centre for Wellbeing, Edgware
- ▲ Elliott Simmons Centre for Wellbeing, Leila's House, Finchley
- ▲ Mitkadem Centre for Wellbeing, Redbridge
- ▲ Kadimah Centre for Wellbeing, Stamford Hill

- ① in association with Kenton United Synagogue
- ② in association with Southgate Progressive Synagogue
- ③ in association with the League of Jewish Women and Edgware & Hendon Reform Synagogue
- ④ in association with RNID
- ⑤ in association with the Jewish Bereavement Counselling Service
- ⑥ in association with the Northwood and Pinner Liberal Synagogue

# OUR HELPLINE

All our services can be accessed by calling our **Jewish Care Helpline**, which will give you confidential information and advice. It is staffed by experienced and knowledgeable professionals, so whatever you need to find out, your call will be treated in a warm and sympathetic manner. If we are not able to offer a Jewish Care service that meets your needs, we can help by referring you to other external organisations.

Its opening hours are: Mon to Fri 8.30am – 5pm (Fri until 1.30pm in winter). **You can contact the Jewish Care Helpline by calling 020 8922 2222, visiting us at [jewishcare.org](http://jewishcare.org) or emailing us at [helpline@jcare.org](mailto:helpline@jcare.org)**

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Daniel Carmel-Brown

## **jewishcare.org**

Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ

Telephone: 020 8922 2000 Email: [info@jcare.org](mailto:info@jcare.org)

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Key Stakeholder Groups Fundraising Committees  
Patrons Friends Young Patrons Legators

# Key stakeholder groups

Jewish Care would not be able to do its vital work without the dedication of its staff, lay leaders, expert groups and committees.

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Thanks to all on the following committees who do so much to support Jewish Care.

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