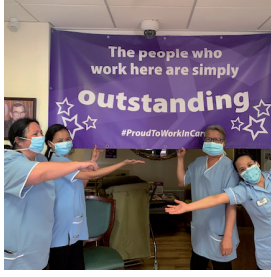
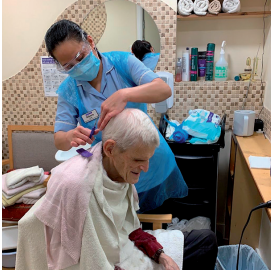
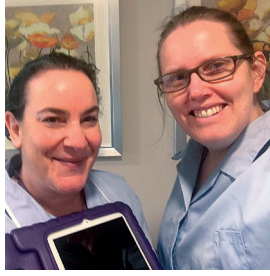
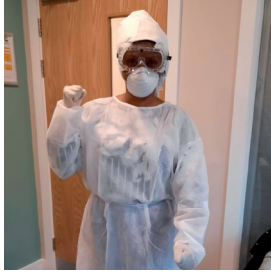




HOW WE CAME TOGETHER DURING COVID-19



All of the photos in this book were taken by our wonderful staff and volunteers throughout the pandemic.



In March 2020, the world was turned upside down whilst Jewish Care faced the biggest challenge in its history.

This is the story of how our staff, volunteers, supporters and members of the community all came together in the most unprecedented of circumstances to do something quite extraordinary.

Overnight and throughout the pandemic, everyone pulled together adapting and responding to the needs of the community. Our teams changed working patterns, adapted processes and procedures as well as taking on extra tasks and new duties. Incredible volunteers stepped forward to help and support us and together we were able to care and reach out to some of the most vulnerable members of our community ensuring they were safe and cared for.

We witnessed some of the most remarkable actions. Our staff and volunteers made huge sacrifices to make sure our clients were safe, protected and happy.

We would like to share our story and say a huge thank you to all of our incredibly dedicated staff, volunteers, supporters, relatives and to those members of the community, who were there for Jewish Care in our greatest hour of need.

I and Jewish Care will forever be grateful to everyone for pulling together and will never forget those who have lost their lives and suffered as a result of COVID-19.



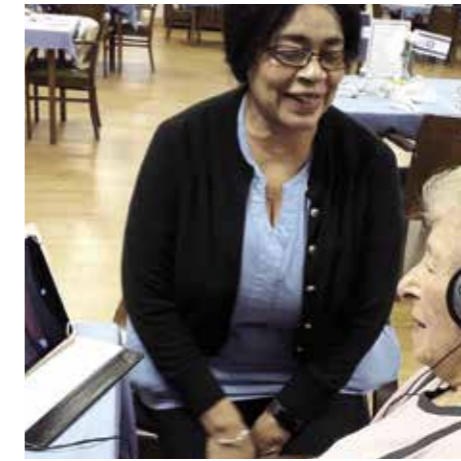
Daniel Carmel-Brown
Chief Executive, Jewish Care



**It was something we could never have imagined.
Our teams reviewed, assessed and planned.
We ensured we had PPE throughout.
We put these plans into action working
tirelessly but we kept going.**

Care Homes

We changed our practices and supported our residents. Our care staff became the only people our residents would physically see for many months providing love, care and reassurance – bridging the void caused by social distancing using technology.



Meals-on-Wheels

Over 600 new volunteers stepped forward in roles to support the organisation, including helping deliver meals on wheels and essential care packages across London and the South East taking on more rounds than ever before, providing an essential lifeline to our vulnerable clients. During that period we delivered 20,000 meals.



Telephone Befriending

Volunteers and redeployed staff reached out to isolated members of the community who were shielding, making sure they were safe and not alone through our telephone befriending scheme. They adapted from face to face befriending to telephone befriending; hundreds of people came forward to help support this service.



Home Care

We continued to deliver personal care and home support during the most difficult times to the most vulnerable, isolated and housebound in the community. For many of our clients this would be the only visit they received all week.



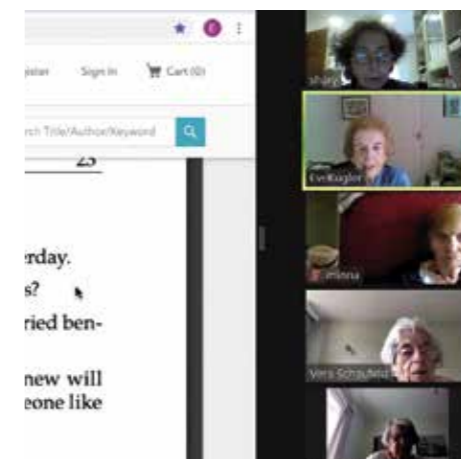
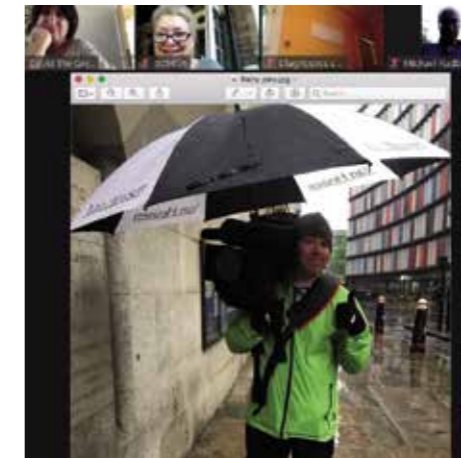
Independent Living

Our Independent Living schemes, Selig Court and Wohl Court, became even stronger communities within communities as our tenants, relatives and staff worked together to stay safe during these challenging times.

Support Groups via Zoom

Volunteers and supporters joined our professional teams to deliver online social groups and activities remotely, making sure our care home residents and centre members were stimulated, connected and entertained.

Groups that continued in this time were; Ladies that Lunch, Chaps that Chat, Distinguished Gentlemens Club, Chatty Café, Women of Worth, Supportive Tea Party groups, Singing for the Memory, Memory Way Cafes and JEMS.



Festivals we shared

The Jewish Care family came together to celebrate the festivals such as Pesach and Shavuot as well as Shabbat every week. We reached out to the wider community through Zoom as well as celebrating in our care homes.



Redeployed staff

Over sixty members of staff have been redeployed across Jewish Care to ensure our teams receive as much support as possible. Office based staff were redeployed as relative liaison officers, using technology to keep in touch, others supported the Helpline or became telephone befrienders. Staff from our community centres swapped roles too, all working together to keep our clients safe, well and connected.

Our staff

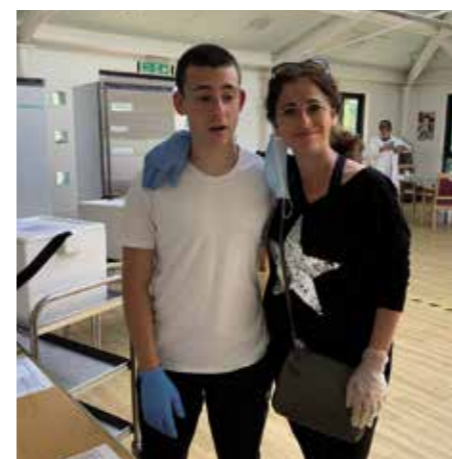
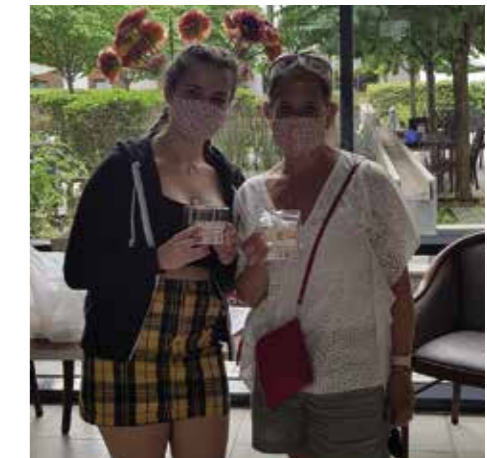
Our incredible teams pulled together to make sure our residents and clients were safe and cared for, putting the protection and safety of our clients in front of their own.

We carried on, we smiled, we worked hard and above all we kept going.



Our volunteers

Our incredible volunteers looked for new ways to support us, adapting and taking on new roles. Over 600 people signed up to volunteer in just one week!



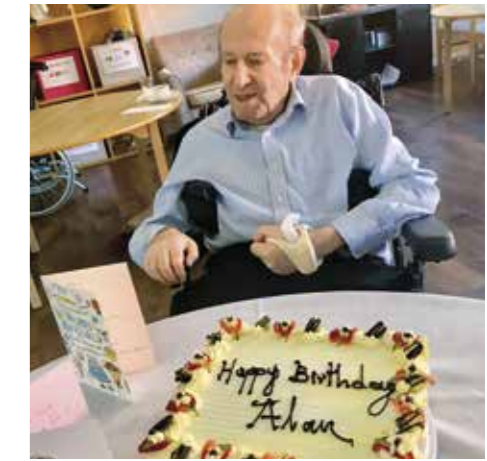
Our clients

Our clients were brave and resilient. Despite not being able to see friends and families in person for months, they showed fortitude and embraced new technologies. Our wonderful clients were the reason our staff could keep going.



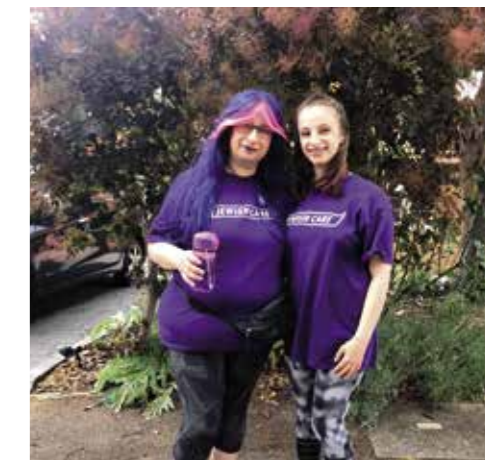
Special moments

We celebrated special birthdays, we clapped and cheered for the NHS and our fellow care workers and frontline staff. We also stopped to remember, marking Yom Hashoah, VE Day, as well as holding a minute's silence for those who lost their lives to Covid-19.



You showed your support

Our community came out to show their support for us. By embracing our Go Purple Campaign, taking part in challenge events and helping raise vital funds as well as awareness.



You inspired and motivated us

Families of our residents and supporters showed kindness and generosity to our care staff as well as gratitude, helping motivate and support our teams in some of our most challenging moments. You have helped raise morale and vital funds.



Some of the compliments

The number of compliments we have received during the period of pandemic is unprecedented. Since March, we have received hundreds of outstanding pieces of feedback, both directly and via our social media channels.

This volume of support is a fabulous testament to the phenomenal commitment and hard work shown by our staff and volunteers across the organisation, as well as the level of support we currently have within the community.

“

How amazing and brilliant and so commendable what you are all doing. Stay safe all of you x

”

“

Amazing caring efforts to protect the precious members of our community. Well done and bless you all.

”

”

“

TG for all you wonderful carers. Day and night you look after our loved ones. What would we do without you. You cared for my wonderful husband for nearly 3 years and I do not know what I would have done without you. He passed in February and I miss him so much. Thank you x

”

”

“

I can't tell you how precious these calls are. Although nothing can compensate for seeing and hugging my mum in person, recording our skype calls and then sharing them to the rest of the family is the next best thing. Thank you Jewish Care!

”

”

“

Thank you all so much we are all so grateful for all you do looking after our relatives and keeping them safe... amazing you all are. X x x

”

”

“

Even in the most challenging of circumstances, Jewish Care bring people together. Inspirational! With love and gratitude for all that you do. #heroes

”

”

“

You are all angels and true heroes. Thank you for keeping our loved ones safe and working so hard to take such good care of them.

”

”



Paying tribute

We tragically said goodbye to a truly outstanding employee Mateo, who lost his life to Covid-19 putting the safety of Jewish Care's residents in front of his own.

He exemplified the family spirit that exists amongst our care staff. His colleagues and friends at Rosetrees and across the Jewish Care family will always remember him fondly and miss him.

Of the 10,000 people we care for each week, Covid-19 has taken its toll.

Sadly 58 of our clients passed away, 31 were residents in our care homes and 27 were those we looked after in the community.

We also lost some very special volunteers, an incredible member of our care team, some wonderful supporters and our much-loved former chairman, Michael Goldmeier z'l.

We continue to work in their memory.

Throughout the pandemic, staff, volunteers, supporters and members of the community all came together in the most unprecedented of circumstances to do something quite extraordinary.

The Trustees and Directors of Jewish Care sincerely thank you.

