

JEWISH CARE



Jewish Care Annual Review 2020 – 2021

Welcome

Over the last year, Jewish Care has overseen some incredibly complex changes and experienced significant challenges in the face of a global pandemic that had an enormous impact on our staff, volunteers, and clients, many of whom are some of the most vulnerable people in society and rely on us for their care and support.

One of the biggest challenges we faced was losing members of the Jewish Care family. Despite all of our efforts, sadly, 75 residents across our ten care homes passed away either testing positive for or showing symptoms of Covid-19. Many of these residents had underlying health issues or were already receiving end of life care.

Unfortunately, we also lost a member of staff to Covid-19, along with some dear members of our community centres, supporters and dedicated lay leaders, including our former chairman, Michael Goldmeier. We share the grief of each resident, member, supporter, and staff's passing with their families and hold them fondly in our memory.



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A great year and a positive future

In spite of the many challenges that our homes and services faced, this did not stop the great work which happens across the organisation. To name just a few examples of this: Selig Court was assessed by the Association of Retirement Community Operators and judged once again to be an approved provider. Our Supportive Communities Tea Parties volunteers were recognised by the London Borough of Redbridge with the 2020 Mayor's community award. Our plans to open and fill our newest Retirement Living scheme, Pears Court at Sandringham

are moving forward. We have also celebrated birthdays, Jewish festivals, remarkable fundraising challenges, residents returning to homes after recovering from Covid-19, and more. We were also delighted to welcome Sunridge Court care home into our portfolio of care homes.

The development and roll-out of a vaccine was a true light at the end of a tunnel in 2020, as we encouraged and continue to encourage our staff, residents and members to receive their vaccination as soon as possible.

Thank you to our truly special community

As we reflect on some of the more positive aspects of the year, we are regularly reminded of the truly special community that exists within Jewish Care and are so thankful to those who make it possible. We can also see there are positive developments ahead as we look to plan to resume in-person activity safely and plans are underway to allow more visitors and volunteers back into our care homes.

We know that we would not be able to do the work that we do without the generous support of our Board, donors and volunteers, and we are incredibly grateful for the contributions that have been made to ensure we are able to reach our members and properly protect our residents and tenants during an incredibly challenging year.



Jonathan Zenios
Chair



Daniel Carmel-Brown
CEO



The Lord Levy
Life President



Steven Lewis
President

Our purpose



What we do

Jewish Care is the largest health and social care charity serving the UK Jewish community in London and the South-East. Together with our 1,200 staff members, our 3,500 volunteers, and our dedicated Trustees and lay leaders lending their time and expertise, we run ten care homes, three Retirement Living Schemes, three Community Centres including our Connect@ services, ten Dementia Day Centres and many support services and groups, which touch the lives of over 10,000 people every week.

Our vision

For Jewish Care to be the care and community services provider of choice for older people in the Jewish community and to support family members every step of the way.

Our purpose

To deliver excellent care and community support services to the community that are Jewish at heart, either directly or with others.

Jewish Care is an organisation where Jewish culture and values are shared and celebrated throughout our work. The Jewish values of care and respect for others run through all we do.

We will be distinguished by the Jewishness of the services we offer, and people will choose us because of this.



Our values are central to the way we work. They are what make us distinctive and drive how we act as individuals and as an organisation. They shape our culture. They are:

Excellence



Inclusiveness



Integrity



Innovation



Compassion



Our strategy

Our strategy sets out an ambitious place in a world of increasing change, complexity, challenges and choice.

We will need to be agile and responsive and also ensure the organisation's sustainability for generations to come. Our strategic vision faces the following challenges: the changing need for care, the changing nature of Jewishness, the widening care funding gap, the growth of regulation and the changing economic landscape.



The future of Jewish Care will be characterised by outstanding engagement, excellent experience, clarity of purpose, agility, efficiency and the strength of our values.

Our strategy sets out the seven priorities we want to achieve across the organisation from 2020-25:

- 1** Jewish Care will be distinctively Jewish

Our aim is that the Jewishness of the experience we offer is clear, distinct and meets the needs and expectations of the community we serve. We want people to experience the Jewish values of kindness, giving and welcoming in every interaction with us.
- 2** Jewish Care will be recognised for quality & innovation

Our aim is to be the social care provider of choice for older people in the Jewish community, universally recognised for the quality of our services. Jewish Care should always deliver quality, best practice and achieve full compliance with all legal and regulatory requirements.
- 3** Jewish Care will be integrated in our community

Our aim is that the Jewish community and Jewish Care will remain central to each other. Jewish Care will develop with members of the community we serve as we navigate a changing world of care. We will engage effectively with supporters, volunteers, leaders, partners and clients to respond to their needs and provide them with first-class care and services.
- 4** Jewish Care will be the customer's choice

Our aim is to develop staff and volunteers, our insights, our systems and our tools so that we can become the social care provider of choice to the Jewish community. We should be known for the speed and excellence of our service.
- 5** Jewish Care will be an employer of choice

Our aim is to be the employer of choice for talented people who share our values and have the skills we need to deliver our ambitions.
- 6** Jewish Care will be the champion of volunteering

Our aim is to enable people to enjoy a first class experience as volunteers, making the most of these skills and the impact they make on the communities we serve.
- 7** Jewish Care will be a continued leader for the community for generations to come

Our aim is to ensure that the governance, leadership, financial, health, resources and reputation of the organisation continue to be robust, well managed and allow us to serve the community for generations.

Covid-19



Precautions

When the pandemic took hold in March 2020, 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; only allowing visits to our care homes in visiting pods or from designated visitors, and following all Government guidance on social distancing measures in our Retirement Living facilities. Jewish Care also invested in and procured over two million pieces of PPE following the lock down of our homes a week earlier than the Government's advice.

During the pandemic, our frontline staff showed incredible commitment and dedication to the safety and protection of our residents. Our staff and homes took and continue to take measures along with following Government guidance to ensure residents are protected and kept safe. Additional pressure was also placed on staff when volunteers who would usually help with activities and beauty treatments were unable to enter the care homes during national lockdowns.

Regular testing

We implemented regular staff and resident testing as soon as this became available. All visitors are now required to take a Lateral Flow Test before entering any of our buildings.

Regular communication

Between April and July 2020, Jewish Care sent weekly communications to all relatives of residents in our homes. These became fortnightly in August 2020 as the

situation in our care homes stabilised and are now sent monthly (from March 2021).

The letters keep relatives well informed and updated about Covid-19 levels, deaths, measures, and changes in their loved one's home.

Vaccinations

At the time of writing this, all of our residents have now been offered their second vaccination with nearly all having it except a small minority who have refused for personal or health reasons. We actively encourage our staff to take up the vaccine and launched an internal campaign to dispel any myths they may have encountered. This included an open seminar with medical experts, which was also repeated for relatives of care home residents.

Expanding community service outreach

Following the closure of our community centres and ceasing in-person activity for our members in March 2020, Jewish Care increased the provision of Meals on Wheels, telephone befriending and virtual and online activity for those who were isolated, unable to access services, or lonely during the pandemic.

Between March 2020 and March 2021, we had delivered over 50,000 Meals on Wheels and made over 50,000 befriending calls. Much of this was helped by the 600 new volunteers who signed up to Jewish Care at the beginning of the pandemic to offer their assistance with deliveries and calls. We are incredibly grateful to our new and existing volunteers for the support they have given us in delivering these services.

Volunteers

Volunteers who had previously helped in our care homes and Retirement Living schemes were no longer able to go in to these buildings to carry out their regular activities during the pandemic but continued to do as much as possible for us online, lending their time and assistance via video calls, livestreams and virtual programmes and entertainment.

Volunteers also helped us to ensure that we could provide for our residents and community centre members during Jewish festivals. This included recording seders for Passover for others to stream online in their homes in place of in-person seders and services, delivering honey cake over Rosh Hashanah, cheesecake on Shavuot and other festival themed treats, recording various talks, prayers, and live streaming services and much more. We worked to ensure that festivals were still celebrated as much as possible in the knowledge that these are often times spent with family and community.

Looking ahead

We are now preparing to resume in-person activity at our community centres in a safe way in the coming weeks and months, focusing on our strategic objective of focussing activity around our state-of-the-art care campuses or hubs. Contingency and response plans were and still are in place for all scenarios which may occur as a result of Covid-19 impacting the UK more widely. Jewish Care continues to regularly review the situation along with our measures and plans and share these very openly and transparently on our website as and when things change.

Aims and achievements



Care Homes & Retirement Living

What we said we would achieve in 2020/21

Following a reduction in occupancy caused by the pandemic, our aim is to improve the financial status of the homes by improving occupancy.

Fill vacancies in existing Retirement Living schemes and ensure that the new scheme, Pears Court at Sandringham, will fulfil the expectations of a desirable and sought-after place to live.

Internal and external audits, specialist training in infection control and adherence to clear guidelines, will be at the forefront of our activities. Our resources will respond to changes with agility and flexibility to minimise any adverse impact from future resurgences of the pandemic.

Our aim is to adopt systems that will support remote health as well as enable those in isolation to actively participate in positive and meaningful activities and to engage with others, extending our capabilities.

What we achieved

Overall care home occupancy has increased and was at 81% at the end of March 2021.

The opening of Pears Court was slightly delayed with admissions of tenants beginning in June 2021. Shebson Lodge and Selig Court continued to have high levels of occupancy.

We commissioned an external contractor to train and equip care and hospitality staff to safely manage infection control and prevention. This was backed up by audits and visits of Jewish Care's Practice and Clinical Lead, who advised managers and their teams throughout the pandemic.

An electronic dashboard using data collated on the electronic care plans and enabling management to study and use it for prevention of incidents such as falls. An electronic signing in device is also being rolled out, improving our compliance with data protection.

Future aims 2021/22

Continue to deliver a distinctively Jewish experience to residents of our Care Homes and Retirement Living units.

Continue to innovate and improve quality by introducing life enhancing elements and activities to support those living in our care homes and Retirement Living facilities, enhancing catering and housekeeping services and enhancing all aspects of care management and service experience by using digital technology.

Secure Jewish Care's future for the community by increasing occupancy and efficiency and reducing costs whilst maintaining quality and customer satisfaction.

Aims and achievements



Community Services, Community Engagement and Volunteers

What we said we would achieve in 2020/21

Cost savings will be achieved through the reduction of overall staff numbers through redundancies and better deployment and management of resources.

Adopt systems that will support remote health as well as enable those in isolation to actively participate in positive and meaningful activities and to engage with others.

What we achieved

In October 2020, when the organisation understood that the second wave would not allow us to reopen resources, we undertook a full restructure and reduced the Community Centres team from 106 to 27 members of staff to operate all of our services virtually. As we follow the roadmap to exit lockdown this team is now increasing to enable us to reopen and provide services. A new and leaner management structure is now in place for Community Services.

A bi-product of the re-provision of services when the Centres were closed was online and virtual activity. This enabled us to reach more people, especially those who may have been unable to physically attend a centre due to their own physical frailty.

Volunteering

During the last year, our Community Services have been reliant on our volunteers to deliver Meals on Wheels, telephone befriending, and a multitude of online and virtual gatherings and activities. When the pandemic took hold, we saw more than 600 new volunteers register to help, and we are incredibly grateful to them for enabling us to deliver these expanded services.

Volunteering also continued online at many of our care homes via livestreaming entertainment, festival or Shabbat services or kiddush. As volunteers were unable to physically go into our resources, we are also grateful to those who were able to continue helping those in need online.

Future aims 2021/22

Continue to be the Customers' choice, recognised for quality and being distinctively Jewish by:

- > Reopening community and day centres (for people living with dementia) in a way that recognises the risk posed by Covid-19.
- > Developing a meaningful and rich programme in our newest community in South Herts, ensuring that The Ronson Family Community Centre at Sandringham is fully utilised.

Continue to be the champion of volunteering by restructuring the Volunteers Department to provide support to all resources with the recruitment, training and development of volunteers.

Continue to secure Jewish Care's future for generations to come by engaging the Redbridge Community on the delivery of a new campus providing residential care and community activity on one site.

Aims and achievements



Staff

What we said we would achieve in 2020/21

Refine staffing models and structure to reflect the significant changes required following the Covid-19 pandemic.

What we achieved

With great sensitivity and clear communication, we successfully closed Clore Manor and significantly reduced the numbers of staff in support functions and Community Services (where centres have been closed). The structural changes have allowed us to continue to provide good, efficient services that are more cost effective.

Continue to drive our digital agenda for staff.

The majority of support staff moved to remote working in line with government guidance and the use of Microsoft Teams has become the norm for daily business. Workplace (Facebook for employees) has become an invaluable platform. All mandatory training has been moved to online modules. A significant amount of other learning and development has also moved to a blended approach.

Provide colleagues with the opportunity to develop their knowledge and skills to maximise and manage performance through remote learning.

There has been significant opportunity for staff to develop in the face of adversity e.g. improving knowledge and understanding of infection control, virtual communication skills, resilience and the value of collaboration.

Additional Achievements

We listen to our staff views both directly through pulse surveys where 90% of those that completed a survey said they feel safe at work, and 89.5% said they know who to talk to if they need support. We also have an active staff forum and the usual management feedback routes.

Disability awareness in our organisation is high, we cover 'equality in the workplace' both as part of induction and as standalone training.

Jewish Care have also signed up to the voluntary Government Disability Confident scheme. The scheme aims to help employers make the most of the opportunities provided by employing disabled people.

Future aims 2021/22

Continue on our journey to become an employer of choice by:

Successfully implement 'Back to Better', an initiative to introduce a hybrid working model (between 1-3 days in the office) for staff largely in support services currently working remotely from home.

Launch our 'Performance Plan' with managers to develop their skills and ability to maximise potential of our staff and more effectively manage performance of their teams, again linking to our long-term strategic plan of being an employer of choice in the sector.

Continue to develop our equality, diversity and inclusion through active network groups.

Aims and achievements



Fundraising & Community Engagement

What we said we would achieve in 2020/21

What we achieved

To maintain revenue fundraising income at £15.4m.

Our total revenue income from donations and legacies (including our share of the Jewish Homes Emergency Appeal – JHEA) was £22.435m.

To maintain legacy income at £4m and to roll out our new legacy fundraising strategy including new messaging and a focus on legator stewardship.

Legacy income for 2020-21 was £4.114m and new marketing adverts were placed across all Jewish press – digital and print.

To achieve a capital gifts target of £3.9m.

Our total capital projects donations income was £6.864m.

To secure £9m in donations from major gifts income (includes our Patrons and Friends giving schemes).

We exceeded our target with income of just over £10.5m.

Develop new fundraising products including In Memory and Celebratory Giving.

Giving in Memory and Celebrate with Jewish Care are both fully launched platforms allowing current and new donors to support Jewish Care with their own section on the website.

Future aims 2021/22

Continue to be a leader for the community for generations to come by:

- > Maintaining revenue fundraising income at £15.4m.
- > To maintain legacy income at £4m, continue developing the Giving in Memory Portfolio and creating a Legacy Advisory Committee.
- > To secure £9m in donations from major gifts income.
- > To achieve a capital gifts target of £3.3m and ensure that all capital donor signage for Sandringham is complete alongside individual plaques and dedication events.
- > To continue to implement data procedures and processes and security measures to ensure secure use of personal information.

Continue to be integrated in our community and champion volunteering by:

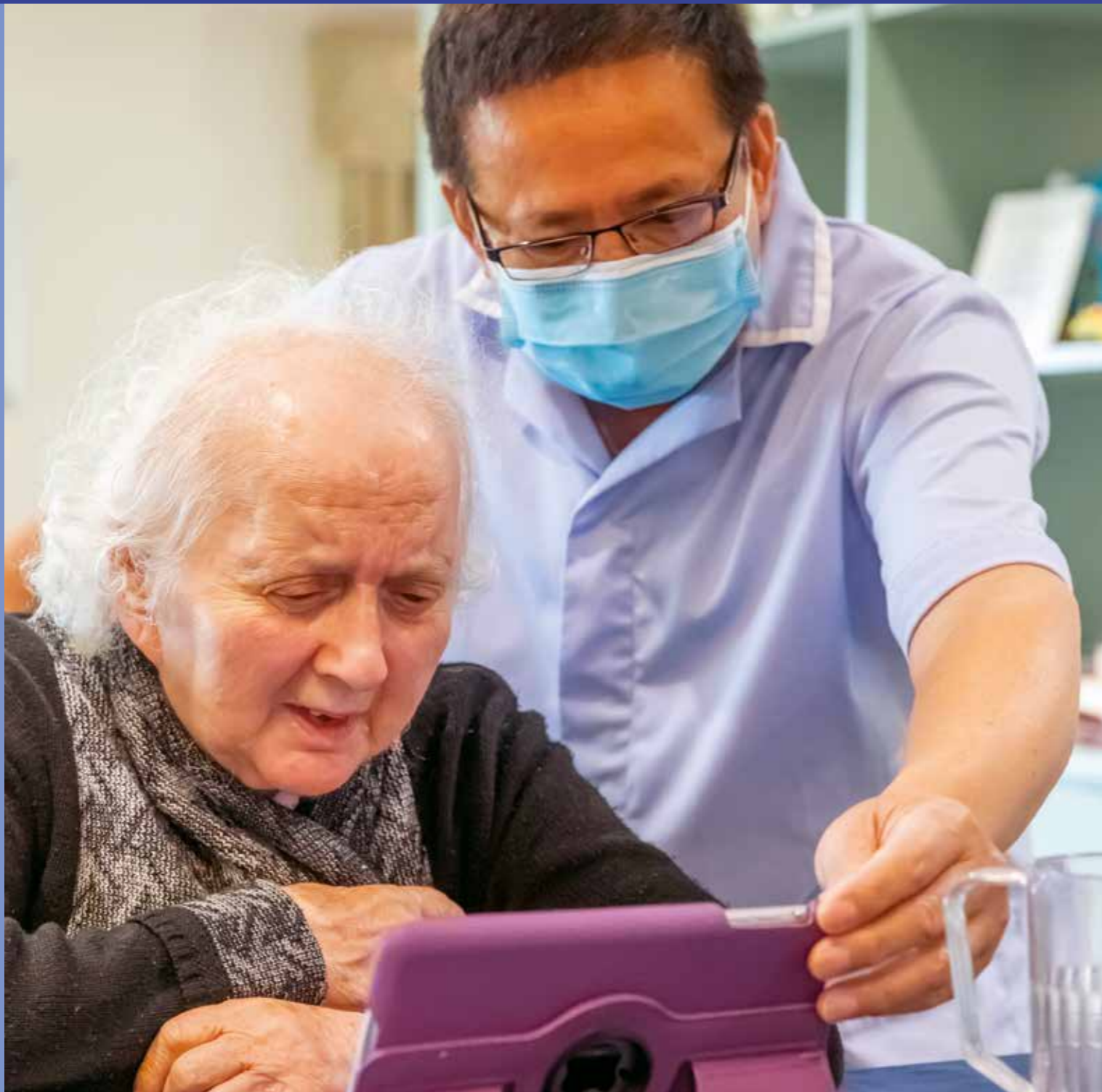
- > Formally completing the re-naming of Lady Sarah Cohen House to Stella & Harry Freedman House.
- > Increasing the number of volunteer fundraisers who actively fundraise for us.
- > Re-establishing a calendar of in-person fundraising events.
- > Increasing the number of synagogues choosing Jewish Care for their high holy appeal and companies who engage Jewish Care through employee engagement and donations.

Secure Jewish Care's future for the community for generations to come by:

- > Planning for a Redbridge capital fundraising campaign.



Aims and achievements



Marketing, Communications and Customer Engagement

What we said we would achieve in 2020/21

Effectively communicate and engage all our internal and external stakeholders in an open, honest and transparent way about any organisational changes and developments that happen throughout 2020/21.

Launch virtual tours across all of our care homes and vacant apartments at Wohl Court, to help ensure people can view our services in a new digital forum that both keeps them, and our service users protected and safe.

What we achieved

Throughout the pandemic we regularly communicated in an open, clear and transparent way with all of our many stakeholders. We made it our commitment to effectively communicate and engage with them throughout – in many cases on a weekly basis.

We created and launched virtual tours across all of our care homes and also within our Retirement Living schemes. This meant that tours of these services were not only highly accessible to both clients and relatives but could be conducted in a safe way.

Future aims 2021/22

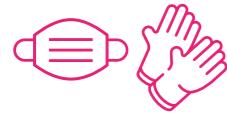
Continue to be the Customers' choice, recognised for quality and being distinctively Jewish by:

- > Launching a community centre reopening campaign which raises awareness and generates new members for our community centres.
- > Further streamlining the admissions process by digitising the application experience to help increase occupancy across all our care homes and Retirement Living schemes.
- > Launching a new website which will include an event booking and ticket sales system, virtual community centre and digitised version of the helpline.
- > Creating a Quality Assurance framework to help the organisation reflect and take forward learnings at a strategic level.

Year in numbers

2 million PPE items

We invested in and procured over 2 million items of PPE



50,682 meals on wheels

Over 50,000 Meals on Wheels have been delivered since March 2020 to older and vulnerable members of the community



1,200 video calls to relatives

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



200,000 bowls of chicken soup

Our dedicated catering staff produced over 200,000 bowls of chicken soup for our clients to enjoy



45 years

Our longest serving staff member has worked with us for 45 years



51,977 Befriending calls

More than 50,000 telephone befriending calls were made to lonely or isolated members of the community



360,000 website visits

Our website has had over 360,000 visits.



1,300 clients

The Social Work and Community Support Team support over 1,300 clients every single week.



300

Holocaust survivors supported

Our Holocaust Survivors' Centre supports over 300 survivors



150 people attending virtual events daily

Every weekday afternoon around 150 people attend our virtual events



100 years old

Our oldest volunteer is 100 years old



150 new residents

We welcomed 150 new residents into our homes



600 new volunteers

We recruited over 600 new volunteers to support our Meals on Wheels and telephone befriending services



1,200 video calls to relatives

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



294 largest virtual event

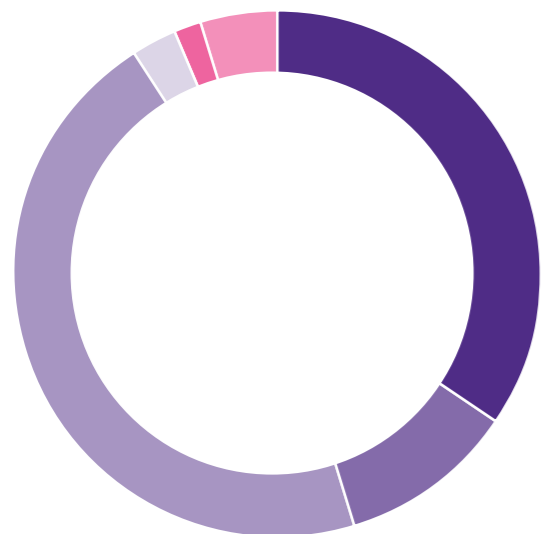
Our largest online virtual event was attended by 294 members



Reporting

Our income

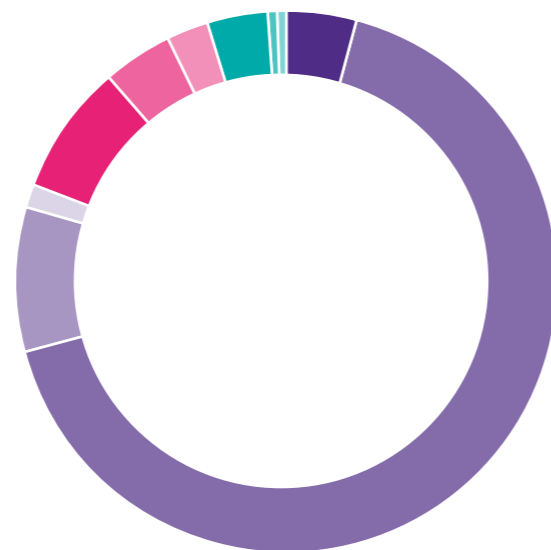
For the year ended 31 March 2021



- Donations And Legacies £22,435,000
- Capital Project Donations £6,339,000
- Charitable Activities £29,528,000
- CJRS and Infection Control Funds £1,812,000
- Other Trading Entities £6,000
- Investment Income £1,153,000
- Disposal Of Property £2,882,000

Our expenditure

For the year ended 31 March 2021



- Fundraising £2,554,000
- Care Homes £38,943,000
- Day Centres £5,049,000
- Home Care £809,000
- Independent Living £4,673,000
- Social Work £2,369,000
- Indirect Community Services £1,539,000
- Mental Health £2,125,000
- Project Costs £308,000
- Investment Management Fees £192,000

Financial report

Our Bottom Line

Total charitable activities income for the Group before donations and other income was £29.5m (2019/20 £34.9m) with total charitable expenditure before depreciation of £52.2m (2019/20 £53.3m) resulting in a net operating loss before depreciation, donations and other income of £22.7m (2019/20 net loss of £18.4m). The end of the previous financial year also saw the outbreak of the Covid-19 pandemic which had a very significant impact on our activities and plans for 2020/21.

Our Income

Total revenue income from donations and legacies (including our share of the Jewish Homes Emergency Appeal – JHEA) was £22.435m. (2019/20 £17.225m). £2.3m of this increase relates to a one off gift from the winding up of a charitable foundation. The balance of the increase relates to a significant contribution from the community to support the organisation in a challenging year.

Legacy income was £4.114m (2019/20 £4.120m) As is the nature of the make-up of legacies from estates, there were delays in a number of properties proceeding to exchange/completion during the national lockdown.

Total capital project donations were £6.399m (2019/20 £8.224m). This funding source consists of capital donations applied directly to our capital construction projects. The capital project funding received during the year was towards the construction of the Sandringham campus at Stanmore and Leila's House (JAMI). Pledges and commitments made by our capital project donors in prior years continued in line with the pledge redemption timings for 2020/21.

Our Expenditure

Expenditure on our charitable activities (including depreciation of £3.2m) for our care homes, day centres, home care, retirement living, and mental health resources was £55.8m (2019/20 £57m). Some areas of our charitable activities most notably our care based services saw a significant increase in expenditure due to Covid 19 and other areas saw a reduction in expenditure (Day and Community Centres and some head office departments) with the swift adoption of reset plans to mitigate the financial impact of the pandemic.

Charitable expenditure in our care homes was £38.9m (2019/20 £38.4m). The majority of the increase in expenditure in the year related to Covid 19 related expenditure, with the additional costs of personal protective equipment (PPE), additional staff and agency costs to cover periods of self-isolation, enhanced overtime rates for our care staff, additional staff food costs and the costs of testing regimes for staff, residents, and visitors. Some mitigation of these costs included support from the government, with the receipt of Infection Control Funding from each local authority and access to PPE.

Charitable expenditure in our day centres was £5m (2019/20 £7.1m). March 2020 saw the closure of all of our day and community centres, with a subsequent re-provision of services in a digital and virtual format supported by our befriending service and a meals on wheels delivery option. The closure of the day and community centres saw a significant reduction in day to day operational costs with a major staff restructuring programme completing in January 2021 with significant redundancy costs.

Charitable expenditure in our retirement living service was £4.7m (2019/20 £4.3m). As is the case with our other community-based services, our retirement living Care service also saw an increase in the year with Covid 19 related expenditure.

Reporting

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

	Year ended 31 Mar 2021 £'000	Year ended 31 Mar 2020 £'000
Charitable income and expenditure		
Charitable activities income ¹	29,528	34,966
Charitable expenditure before depreciation ²	(52,247)	(53,358)
Operating charitable loss before donations	(22,719)	(18,392)
Other operational expenditure		
Depreciation and amortisation	(3,568)	(3,664)
Total other operational expenditure	(3,568)	(3,664)
Asset write offs (former Princess Alexandrs Care Home)	-	(520)
Net operating loss before donations and other income	(26,287)	(22,576)
Other Income ³	(1,812)	-
Income from donations and investments		
Donations and legacies (includes one off emergency appeal monies in 2021)	22,435	17,225
Fundraising expenditure	(2,554)	(3,624)
Other Trading entities	6	70
Invest Income	1,153	1,017
Investment fees and other investment related costs	(192)	(190)
Total income from donations and investments (net)	20,848	14,498
Net operating loss	(3,627)	(8,078)
Net unrealised gains/(losses) on investments	6,492	(949)
Property disposals	2,882	421
Capital project donations		
Sandringham	6,399	8,224
Leila's House (JAMI)	465	110
Total capital project donations	6,864	8,334
Actuarial gain/(loss) on defined benefit pension scheme	(3,909)	(2,999)
Net movement in funds	8,702	2,727

¹ Charitable activities income consists of local authority and private residential fees, grant income, retirement living rental income and day centre attendance income.

² Charitable activities expenditure in our Care Homes, Day Centres, Home Care, Retirement Living and Mental Health services (note 9)

³ Other income relates to government funding for the Coronavirus Job Retention Scheme (CJRS) and Infection Control Funding (ICF)

Fund movements

	Funds at 1 April 2020 £'000	Funds movement for the year £'000	Funds at 31 March 2021 £'000
Unrestricted funds	22,506	6,688	29,194
Restricted funds	3,543	27	3,570
Endowment funds	16,472	412	16,884
Designated funds	101,548	5,394	106,942
Pension fund	(10,589)	(3,819)	(14,408)
Total funds	133,480	8,702	142,182
Tangible assets	134,571	7,912	142,483
Investments	27,751	3,799	31,550
Net current assets /(Liabilities)	(321)	3,428	3,107
Defined pension scheme provision	(10,589)	(3,819)	(14,408)
Amounts due after one year	(17,932)	(2,618)	(20,550)
Net assets	133,480	8,702	142,182

Summarised accounts

for the year ended 31 March 2021

From our Trustees

The summarised accounts 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 22 November 2021.

Reporting

Compliments and Complaints

Over the last year, Jewish Care has received 1396 compliments and 39 complaints across the organisation’s resources and services.

This is an increase in 422 compliments and a decrease of 57 complaints from the previous year.

A further breakdown is below:

	2020-21	2019-20
Organisational Total	35.79 to 1 1,396 Compliments 39 Complaints	9.5 to 1 914 compliments 96 complaints
Homes Total	19.30 to 1 502 Compliments 26 Complaints	7.24 to 1 355 compliments 49 complaints
Community Services Total	68.83 to 1 413 Compliments 6 Complaints	19.94 to 1 359 compliments 18 complaints

Some of the compliments we received from relatives of care home residents are as follows:

A relative of a resident at Anita Dorfman House at Sandringham said: “Myself and my family would like to express our sincere thanks to you and to all the nurses, carers, activities team and other personnel at Anita Dorfman House for the exceptional kindness, love and care given to my mother. She was extremely happy and could not have resided in a better environment. We wish you and Anita Dorfman House all the best for the future.”

Another relative at Anita Dorfman House at Sandringham praising Jewish Care and care taken of their mother during the pandemic: “Thank you for the really informative email. I know what challenging times these are for all of you. You have done – and are continuing to do – an amazing job at Jewish Care protecting our loved ones. On a personal note, my mother is overjoyed to have received her first vaccine this morning!”

This was echoed by relatives of care home residents in other Jewish Care homes. A relative of a resident at Hyman Fine House in Brighton said: “Thanks for the regular updates during this worrying time for you and your team. It’s reassuring to see that you’re doing everything possible to keep staff and residents safe and well.”

We received compliments from relatives of care home residents after their loved one had passed away and the end of life care they received. A relative of a resident at Otto Schiff care home in Golders Green said: “Dear managers, I hope this email finds you well, both personally and professionally. It has been nearly 8 months since my darling mother Ruth passed away and not a day goes by that I don’t think about her. I will never forget the kindness and care that all those at Otto Schiff showed her. And I will also never forget your individual kindness and care. That me, my brother, and my husband were able to be by her side as she died has meant the world to me and I will forever be grateful that you allowed us this privilege. I do hope it has filtered down that we have made a donation to Otto Schiff. I hope it helps you continue to offer the incredible, and vitally important care you offer to those in need, perhaps never more so than in this difficult time.”

A relative of a resident at Stella and Harry Freedman House formerly known as Lady Sarah Cohen House in Friern Barnet said: “My Dad passed away last week and was surrounded by so much love and warmth. It takes a likeminded family to understand the essence of what my Dad meant to us. The amazing staff on the second floor of Lady Sarah Cohen House understood and supported us through this very difficult time. Dad had stayed at LSCH previously and so got to know and adore the likes of staff members and all the other amazing staff. His end-of-life care was simply amazing. Thank you so much to staff who held my hand whilst I sat with Dad throughout Shabbat.”



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Jewish Care send their condolences to the loved ones of the following people who sadly passed away and generously left a legacy to Jewish Care – for which we are deeply grateful.

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Jewish Care has achieved so much over its rich history born out of working in partnership with others thanks to the incredible kindness, dedication and commitment of our supporters, volunteers, staff, committees, expert groups and members of both the community and wider community.

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