

South East Project

We are moving on with our plans for the Medway project North Kent. The Trustees have approved that we start putting the plans together.

This process will of necessity have its own pitfalls but we are excited that we can now make a start.

There is a planning process, building regulations, appointment of architects, builders, groundwork engineering so you can see that there is much to do but our trustees are very happy that the project is at last progressing.

One of the theme scriptures used in our Trustee meeting was 1 John 5:14, 15.

There is of course the matter of raising the balance of funds to do this however the Trustees are confident that in harmony with the above scripture and in line with James 1:27 and James 2:15, 16, Jehovah will provide.

It is with great joy that we see our elderly brothers and sisters cared for in a theocratic home which enhances their ability to keep Jehovah to the forefront of their mind and heart at their time of serious old age and various incapacities.

WINTER CHAOS OVER!

Our staff at Merthyr slept over during the heavy snow in December to make sure the residents had adequate personal care during such an emergency and we thank them for their kindness. We hope to purchase a special tractor that will enable us to keep pathways open during these hard winters.

EVALUATION RESULTS - 2012

The level and quality of service we provide is very important to us and we are constantly looking for ways we can improve therefore our evaluation feedback is very valuable to us.

Questionnaires are sent out to residents, their friends and relatives. The replies are anonymous and collated in our head office by one of our senior managers. On the basis of this the Trustees have a full overview of our care provisions.



For 2012 we publish the pie chart shown here. As you can see the results are very good but as with any organisation it is not always possible to get 100% satisfaction however from the results we are able to make continuous adjustments and we seek to address those areas most needing attention. This enables us to set constant goals for ourselves as we reach for a higher quality of service. We are very pleased with the results and are proud of our managers and care staff who work so hard to achieve the best care possible for our spiritual "Mums and Dads".

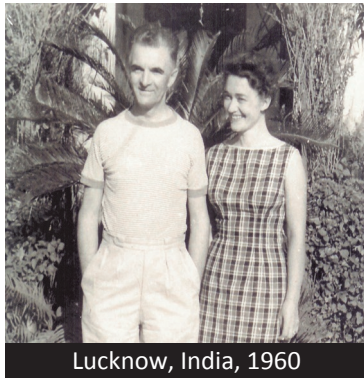
A Purposeful Life in Full Time Service



Jean was born in India in 1925. During her early life there she met Brother Claude Goodman and his pioneer partner as Jeans mother always showed them hospitality even though not interested in the truth.

The family returned to Britain just before World War II and at 16 years of age, Jean started her nursing career at a TB hospital in Wallasey. Her mother was a route call of Steve Smith and this is how Jean was introduced to the truth. In May 1948 she married Steve around the same time she qualified as a state registered nurse.

Jeans mother never accepted the truth and opposed their marriage at first, but they now moved on in their career to pioneer together.



Lucknow, India, 1960

In 1953 they were invited to Gilead to train as missionaries and were assigned India as their new destination. They both spoke the Urdu language and had many exciting encounters in the field service bringing many along in the truth with their families.

They returned home to England in 1969 and were assigned to serve in Blackpool as special pioneers. Many at that time were coming along due to the truth book that made bible study much simpler. So many needed help to get going in pioneer service and Steve and Jean assisted them particularly in magazine street work and Bible studies. They are fondly remembered for their encouragement, support and hospitality.

Steve was often asked when young and single why he was not a pioneer. Jean says his response was always: "When I am ready I will pioneer and when I start, it will be for good!" That proved to be very true because he died in 2010 at the ripe old age of 97 and still a special pioneer!



Blackpool, 1970

Jean will be 87 this year and is still very much involved in her ministry as a special pioneer and in recent times has started a study with one of her long time route calls. Jean asked her: "What prevents you from studying now you are retired?" To Jeans surprise the lady agreed and she now regularly visits Jean at Jah-Jireh for her bible study.

Jean is very supportive to the residents in the home who have dementia and recently Tracey, our Care Manager, invited her to join the staff in a training day for dementia care at which Jean was delighted to receive her certificate in the presentation held later. Manna, our Business Manager, speaks many Indian languages including Urdu, so he and Jean have many interesting conversations which helps Jean to stay involved with her past and still keep her service as the focus of her life.



CARE MAPPING



Since taking the Dementia course in December, our care managers have been implementing the ideas of care mapping or mind mapping (concentrated, thorough assessment) in order to give our residents coping with dementia the best level of care possible.

Our care managers are starting to hold courses within the homes to pass on what they have learnt to other members of staff and as you can see from the life story above, even the residents have been able to help out with the course.