



ISSUE 53

# NEWSLETTER

**“The form of worship that is clean and undefiled from the standpoint of our God and Father is this: to look after orphans and widows in their tribulation...” - James 1:27**

## **SEMINAR 2018 - CELEBRATING OUTSTANDING & COMPASSIONATE CARE**

In October 2018 we held a seminar in Manchester with the theme of “Celebrating Outstanding & Compassionate Care” for our managers and some staff to interact with one another and learn from each others experiences and challenges.

Around the world, brothers have set up care facilities for our elderly and infirm brothers and sisters and although these are a separate entity to Jah-Jireh in the UK, we are often in contact with one another to share ideas and offer advice. We were pleased that some of these were able to attend the seminar too bringing videos and sharing their experience of setting up care facilities in their countries, the challenges they faced and how they overcame them.

We also shared our new admission procedures which includes a more detailed form to help family members record a resident’s life history, allowing us to get to know their preferences and who they were before they came to Jah-Jireh. This is invaluable to us especially if they are suffering from dementia. We also looked at the benefits of a dementia friendly environment, having a spiritual focus that promotes wellbeing, purposeful activities and compassionate end of life care. The final part of the seminar concluded with how we can continuously improve through our own evaluations with encouragement to not give up despite the various challenges that arise.



## HIGHLIGHTS FROM OUR HOMES



Andrew, our local Circuit Overseer and his wife Stella, took time to visit with our residents at Leyland and have lunch, along with an encouraging talk all about hope.

Below are just a couple of the many lovely comments from our residents:

“Thrilling and upbuilding”

“It was wonderful that they took the time to visit us to encourage us”

In the four pictures above, our residents are aged from 98 to 102. Sadly Rose (102 years old, top right) passed away the day after this visit. Dudley and Elsie (bottom left) served Jehovah faithfully in Ireland for many years after Elsie was assigned there after attending the 12th class of Gilead. Many of you also remember Chrissie who spent many years as a missionary in Ireland and still has a rich and full ministry now, even conducting studies via WhatsApp. Chrissie will be attending pioneer school later this year with another resident from our Blackpool home. We are always encouraged and amazed by the zeal of our elderly ones and they still have so much to give.

**“Do not withhold good from those to whom you should give it If it is within your power to help.” - Proverbs 3:27**



The memorial was held in each home for those unable to attend at the Kingdom Hall and is always supported by some from the local congregations while others made long journeys to be with their loved ones on this special occasion. We had a total attendance of 446 at all the homes. This includes the whole congregation at Merthyr because they had 98 in our dining room as an overflow to the hall.



Family worship takes place in all our homes and is available for everyone. Volunteers come in every week to do bible reading or meeting preparation with our residents, here one of our trustees is preparing the Watchtower with our brothers and sisters at Blackpool. There are also spiritual coffee mornings where our residents have discussions, watch the latest videos and broadcasts, along with singing songs.

## END OF LIFE CARE



We released a [new video](#) on our website in March where Chantelle and Sanjay discuss the delicate topic of end of life care, by explaining how we lovingly handle this at the home in Blackpool. With good teamwork, our management teams work very hard to support our brothers and sisters and their families during this difficult time.

## TRUSTEES



As their individual circumstances allow, our trustees volunteer their time to care for charity duties including visiting the homes, spending time with the staff and residents and taking part in staff and residents meetings.



## CARE QUALITY COMMISSION

We are continuously looking for ways to build on our high standard. We do this by means of a year planner that has all the standards and regulations set by the [Care Quality Commission](#) (CQC) in England and the [Care Inspectorate](#) (CIW) in Wales, and we have some of our own too. We have been rated 'Good' by CQC and CIW, but our internal planning and training helps us to refine our care even more.

In line with their role, CQC conduct unannounced inspections of all our homes. This happened very recently, and four inspectors analysed all different aspects of care along with record checking and interviews with staff, residents and checked professional references. We are still waiting for the results of this visit but initial feedback is that they loved their visit and were very impressed.

“Our inspectors were told by residents many times, how much their health has improved whilst at the service. One relative told us it ‘should be an example to other homes’ – I agree. The compassion and dignity we witnessed was reinforced by strong and evolving policies and procedures, implemented by devoted and knowledgeable staff.”

## OUR STAFF



Just a few of the happy faces who work so hard to take care of our elderly ones. Many of our staff have been with us for more than 10 years but we are always looking for new recruits. If you are able to work as a team and use your initiative in solving problems you will be a great asset to any of our homes, please see the back page for more information on working at Jah-Jireh.

## NEWSLETTER SUBSCRIBERS

We currently have 2548 subscribers to the newsletter. Although we have been in operation since 1985 it has come to our attention that many brothers and sisters in the UK have not yet heard about Jah-Jireh. Please help us raise awareness of Jah-Jireh by encouraging others to subscribe to the newsletter. You can register on the website and choose to receive it in the post or by email. Or you can email us at [newsletter@jah-jireh.org](mailto:newsletter@jah-jireh.org) or telephone us on 01772 633380 and we can help you register.

## DONATIONS

We would like to thank you for all your kind donations. This enables us to continue to offer limited places to some of our elderly ones who desperately need care, despite being refused funding from their local authority. It also helps ensure our residents benefit from a spiritual program and meeting attendance. We continue to pray that Jehovah blesses this arrangement for as long as it is needed.

If you know of anyone who is in need of care, but think they do not have the funds necessary, please do not hesitate to contact our admissions team who will be more than happy to advise you.

Our platform for receiving online donations, BT MyDonate is closing from the end of June 2019. We have set up an account with Virgin Money Giving, which will replace the service.

Understandably some have expressed concern as to whether this is a legitimate service. We can confirm that we have completed all the necessary legal documentation with the HMRC and that Virgin Money Giving have already started forwarding your donations to us. While we don't take part in the fundraising side, this platform allows donors to send money via debit/credit card or Paypal for a very minimal charge.

## MANAGERS SUPPORT MEETINGS



Managers Support Meetings are essential for discussing focus, sharing and overcoming challenges, giving motivation and encouragement. This is then shared by means of training to the various care teams, resulting in a knowledgeable and motivated staff which contributes to quality care for our elderly and infirm brothers and sisters.

### EMPLOYMENT OPPORTUNITIES

We have various roles available at all our homes that include great benefits and some even have subsidies towards paying your rent. Please see our website under Join our Team for more information or email: [hr@jah-jireh.org](mailto:hr@jah-jireh.org)

### CONTACT US

If you have any comments or photos to share from your visits or you have any greetings to pass on to our residents or staff please email: [newsletter@jah-jireh.org](mailto:newsletter@jah-jireh.org)

