

Newsletter

Issue 39, Spring 2014

Please remember brothers, this newsletter should not be read out at congregation meetings or placed on the congregation notice board

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RAINHAM PROJECT

This project is progressing well. The architects are dealing with issues the planners have raised and we are expecting these to be resolved in due course.

Our architects are producing some innovative designs to manage these issues which will possibly give us a better design than we anticipated.

Our main concern at this stage is the cost implications of such changes. Nevertheless, with Jehovah's blessing all will proceed.

Thank you again for your continued donations to support Jah-Jireh's objectives.

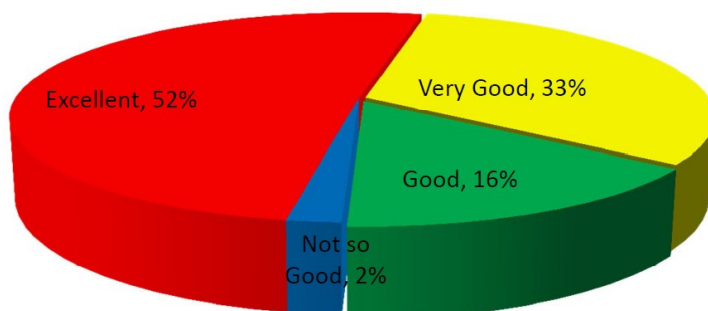
Adverse Winter Weather Conditions

We have managed to weather the winter storms and freak conditions relatively unscathed considering the damage particularly in the south of England.

Our home in South Wales had a few trees blown down and lost power for a short time, but our generator quickly kicked in to meet the need. Our emergency accommodation for staff unable to travel to and from work (known locally as "The Snow Dorm") was not needed this winter.

2013 "Evaluation Feedback" Results

Our primary objective is to maintain the spiritual life of our brothers and sisters who come to us in need of care. We also recognise that the level and quality of care given must be to the highest standard possible. Residents meetings are held regularly within each home, where they can make their feelings known on all aspects of their care. Each year the residents and/or family are invited to give us an honest, anonymous appraisal of our performance. The results of the 2013 Evaluation is presented here and we were very encouraged to see that 85% of the residents felt that our service was either "excellent" or "very good". The evaluation also points out that 2% feel that the service is "not so good" and this gives us the opportunity to analyse areas that need further improvement and we are spurred on by some of the residents encouraging comments to us.



"The care staff show kindness, compassion and warmth. They should be highly commended and greatly praised."

"Thank you for so much thoughtful, loving care"

"Management and staff make it a most welcoming place and a fine spirit prevails"

JAH-JIREH (CHARITY) HOMES DVD

Please don't forget our DVD is still available for order. The DVD demonstrates the scope of care available not only in Britain but also what is developing in many other countries.

As a reminder, this DVD **must not** be featured in any congregation meeting nor must any brothers and sisters be coerced into giving support, always remembering the principle "Jehovah loves a cheerful giver." - 2 Cor. 9:7,8,11

Jah-Jireh Charity Care Homes
Where Next?

V3.15



An Inside Look: Wigan Management Team

Our home in Wigan is a registered Nursing Home and cares for some of our more frail residents. Some are younger brothers and sisters who have physical disabilities. We have a nurse on duty 24 hours a day who works under the close direction of both our Care Manager (an RGN) and Business Manager, along with a team of experienced carers.

Pam, our Business Manager, (working with us for 17 years) tells us more about her role: "I look after the maintenance of the building, which I enjoy as it gives me the opportunity to look for ways to make it more homely. I hate the idea of it looking like an institution, so I try to think of it as my own home, what would look attractive, comfortable and lift our spirits. We buy flowers on a weekly basis and I set out arrangements in areas of the home that people pass.

"I also try to encourage the residents that are able, to join in a bit of gardening, or just come and watch, little things like this really do mean a lot to them. In Spring we plant out big tubs that sit under the windows on the ground floor, so they can see and enjoy the garden even from the lounges.

"We do look after a lot of very sick and frail brothers and sisters, their needs can be demanding and time consuming, which is a challenge because we have to remember to be patient with one another. What is amazing, though, is that you can still reason on scriptural principles, even if they have dementia, the Truth never leaves them.

"We try to individualise the bedrooms so that there are different colours that suit different people and personalities.

"We like to play kingdom melodies in the dining room and in our sensory room, this helps to soothe the residents and maintain a calm atmosphere. We have an audio link to congregation meetings and this too, really helps to pacify some of the residents and that's why we are all working here really because it's for our brothers and sisters."

Our Care Manager, (working with us for 14 years) **Kathy** says: "I've always enjoyed the nursing side, it is a challenge emotionally to look after some of our residents, but I really enjoy interacting with the staff and supporting them to overcome problems in a manner beneficial for the residents and for themselves.

"I assess residents who are really poorly, sometimes in hospital, and see what care is needed. If we need a procedure that we haven't dealt with before, I will find out what we need to do and train the nurses and staff accordingly. For ones who are at the end stage of their care, we have reasoned with doctors and hospitals to be able to bring them home so we can be with them and keep them as comfortable as possible, we want them to feel

loved and wanted. This is the sad side to the care we provide, but also positive in that we see them finish their course, faithfully.

"We know it's often difficult for visitors and sometimes even for family to see loved ones in such need of care. They can be assured though, that their visits and support are greatly appreciated by all the brothers and sisters, whether it's the residents or the staff.

"We recently received some letters, due to the pen pal initiative, which we have been distributing through the home for everyone to read. It's nice to know that others, even though they may live far away, are thinking about us and supporting us in spirit."



Pam, Business Manager



Kathy, Care Manager and RGN

