



What a year for our Tikvah community!

20th April 2020 was the day we took over the management of the services at Chatsworth Road from Norwood. Covid shook the world but we are very happy to say that the transfer went very well, everyone has stayed healthy and remained living in their home in Chatsworth Road.

We thought it would be a good time to ask everyone how they thought the change from Norwood to Grace Eyre has been for them, to see what has worked well for people and whether there is anything we can learn from, or do better in the future.

We asked:

- The people who live in the house
- The relatives of people who live in the house
- The staff who work in the house

We wanted to share with you what the people said and how they felt. We have not used people's names and we have shortened what they said:

Overview:

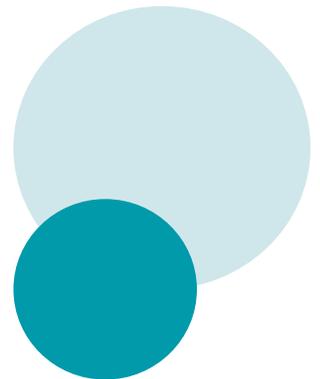
People have lived at the house for a long time, since 1993!
Everyone likes the new manager and the new staff - **'the staff are very nice'**
Residents like having more independence - **'I take my own key'** and **'I keep money in my room'**
They appreciate having more freedom to choose their own food.
The residents like the fact that there have not been too many changes.

They spoke about how nice it is to have known everyone for such a long time, saying **'it feels like a home and not just a house. I like living here.'** We agree, it should feel like their home and we are happy they feel that way.

When we asked if they would like to have new people join the house, they were all very positive saying: **'I don't mind if it's a man or a woman. It doesn't matter if they are Jewish. I would like a quiet person. I'd like them to talk to me and have conversations with me.'**

'I like my bedroom, the living room, dining room, kitchen. I like living with the people here.'

We would like to share the questions we asked, and we have selected some answers that best represents their collective voice.



What have been the positive things to have come from the transfer between Norwood and Grace Eyre for your family member and yourself?

'I am sure that there must have been considerable difficulties and complications in transferring between Norwood and Grace Eyre. Nevertheless, so far as I am aware, *** suffered hardly any adverse consequences as a result. The disruption such a transfer could have caused to tenants' lives could have been huge, and the avoidance of this was an amazing achievement by all concerned. Since the transfer, *** has benefitted from several additional opportunities to do new things.'

*** has been well supported to establish and maintain new routines during a time which could otherwise have been very distressing for her.

Has your family member that lives at Tikvah given you any feedback about the transfer and the changes that have happened? If so, please share with us (if they consent.)



*** has mentioned paying rent and having regular house meetings to discuss residents' activities and plans. She hasn't said very much though. I think this means she feels comfortable with how things are.

*** has given me virtually no feedback about the transfer and the changes that have happened. This is really good, because it says to me that *** has not been upset in any way by the transfer. *** has hardly remarked any changes other than relief that the kosher constraints have been slightly relaxed and gets steak and take-out!

*** has communicated about what she is doing and what she is enjoying, more than about the transfer and changes directly. It is clear from this that she has been enjoying the activities which she has been doing and getting good support.

Do you feel that Grace Eyre provided enough opportunities for family and friends to have meaningful involvement during the transfer?

*** siblings and I have had numerous opportunities, which we have taken full advantage of – to be involved during the transfer.

I am pleased and relieved that *** is being supported by an organisation which cares about its tenants and its values. As we also work through other issues in relation to *** support, including the continued medication reduction programme, I feel more hopeful about her future than I have for many years. This owes a great deal to the change in management of her service and the new, more positive values that this has brought to her support.

We asked staff what was positive about the transfer, what could have been better and anything we should think about for the future. Staff replied as follows:

'It has been a change for the better for the tenants of Sussex Tikvah to be taken over by Grace Eyre. They are more in control of their life, particularly their money, also they are listened to. They can follow their religion at their pace but not imposed. Also, having more staff has been really nice so clients are able to go out more and like the novelty.'

'The management has been supportive, positive & an upbeat influence throughout the last year.'

'As we are no longer residential care, there is much more flexibility. Payments for sleeping in is a positive.'

'There are a lot of inductions for new staff/relief staff. It's important that staff get a good Induction to the house and people's needs but we need to be mindful that it takes up a lot of Team Leader time.'

We feel very proud to share this news with you. The success of the transfer has been due to every single person who is part of the Tikvah community. We all played our part and will continue to do so.