



# An Introduction to MHA

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quality care and fulfilled lives





## Who we are and what we do

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*"[MHA] prides itself on its person-centred care provided by key workers – and the fine words match the reality, according to inspectors from the Commission for Social Care Inspection (now the Care Quality Commission)"*

*The Guardian*

MHA's position as one of the UK's leading care providers for older people has been established over **70 years** of imaginative commitment and innovation.

Today, we support over **16,000 older people** with:

- Residential, nursing and dementia care homes
- Independent living and independent living with care apartments for rent, purchase and part-ownership
- Community support services for people living in their own homes, including our unique network of Live at Home schemes

We are an **independent charity**, founded in 1943 by the Methodist Church as an expression of Christian concern, for all those who need support in older age, regardless of their background or belief. We have built a reputation for meeting the highest standards of care and accommodation, aiming always to **exceed statutory expectations** and provide value for money.



## Exceeding expectations

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MHA's professional standards and responsible management of its resources have been **highly praised** by the Care Quality Commission (CQC), formerly the Commission of Social Care Inspection, and other national inspection agencies. We also operate our own quality standards programme. Through our staff and our many **thousands of volunteer supporters**, we demonstrate commitment and enthusiasm where it matters: in the expertise of our care team, the friendship we offer, and the value we place on every individual for whom we work and care.

## How we care

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*"My carer has been a real friend from the first day I came here"*

*MHA Resident*

MHA believes that the best kind of care is the care that offers you opportunity and choice. We also believe that everything we do should begin with your **individual needs**.

We don't believe in telling you what to do. We believe in asking what you would like and involving your family, if you wish. Together we will work to develop the balance of **support and possibilities** that allow life to be enjoyed. We will respect your personal choices, and all our staff work to meet your requirements.





## Caring that becomes friendship

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MHA understands that it helps you to feel **settled and safe** if you can get to know who is supporting you.

For that reason, not only do we employ **highly-trained staff**, selected for their skills, knowledge and caring attitude; we offer them opportunities too. By training and developing our staff, we encourage them to stay with MHA. That way, they get to know you and you get to know them.

Our staff are encouraged to get to know and understand each person as an individual. This is especially important for people with **dementia** and is an area in which MHA has established recognised expertise. Our dementia care facilities are imaginatively designed to offer a homely environment, while our caring is directed not only to our residents but to their families as well. All our nursing is delivered by registered nurses trained to provide **specialist care**.

In addition, we value each person for who they are and what they bring as an individual. Because of that, we aim to offer you not just care, support and opportunity but friendship too.

## MHA services

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When you are looking for a new home or care and support, you will be asking yourselves certain questions. Will it meet my needs now and in the foreseeable future? Do I like the environment? Does it offer the services that I value?

Each time MHA builds a new home, and each time it funds a new project, it asks exactly the same questions. Like you, we aim to strike a balance between maintaining independence and the care and support that comes with being part of a community. We help you to be yourself in many different ways.



### Care Homes – residential, nursing and/or dementia care

- Private rooms with en suite facilities
- 24-hour care staff
- Professional cleaning and laundry service
- Relaxing spaces for meeting with other residents
- Positive dining experience, with high quality food prepared on site
- Range of daily activities

### Independent Living – apartments for rent, purchase or part-ownership

- Fully-equipped private flat
- 24-hour emergency call facilities
- Round the clock person-centred care and support in some developments
- On-site manager
- Security features
- Range of additional facilities, such as restaurants, lounges and hair salons

### Community Services – supporting you in your own home

- Live at Home schemes throughout the country, enabling older people to get out and about within their community:
  - Friendly volunteers
  - Lunch clubs
  - Outings and holidays
  - A wide range of activities
- Dementia Day Centres supporting individuals and their families



## MHA values

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*"MHA is the only large residential manager in the UK to take the issue [of spirituality and older people] as seriously as it should be taken"*

*Christopher Manthorp, independent commentator writing in Caring Business*

MHA was established in order to improve the **quality of life of older people**. Guided by the Christian principles of love, respect and compassion our founders wanted to provide loving care and alternative choices to older people. We still do.

## Care begins with you

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We lay special emphasis on enabling older people to live fulfilled and independent lives. In all our work, we seek to demonstrate **respect for individuals** and their families, believing that a fulfilled life is one that has meaning and purpose.

By encouraging each individual's zest for life, we seek to nurture their self-expression and human spirit. Good relationships and positive experiences both play their part. We will encourage you to **'seize the day'** – to fulfil your ambitions, cherish your passions and live life to the full.



## Caring for the whole person

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MHA understands that your spiritual and physical needs are intimately related. We nurture both.

A network of **chaplains** supports our residential communities. Each chaplain provides a listening presence for all residents and staff, whatever their background or need, and organises worship for those who wish to participate.

At the same time, our staff and volunteers aim to enhance every aspect of your day to day life. For example, we are working towards making complementary therapies, such as reflexology, available free of charge to all residents in our care settings. It's just one sign of our concern for your **spiritual and physical well-being** and our desire to make your life the best it can possibly be.

## Keeping in touch with each other

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It's important to us that you feel you are getting all the information you need about your new home or service. Your local manager, care team and volunteers are there for you on a daily basis, offering support and friendship. In addition, we will keep you informed about MHA's growth and developments through a magazine and regular get togethers.



## Feedback

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We seek feedback on all aspects of the services we provide in order to develop them in the way you wish.

Residents serve on MHA's Board and, to encourage a continuing conversation between us, we commission regular surveys seeking your views about MHA's services.

Be assured that your manager will be happy to address any needs that you have quickly and sensitively. We are proud that, in the unlikely event that the manager is unable to resolve any issue, we have effective systems in place designed to address your concerns promptly and professionally.

## How to apply

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To find out more about any of the services that MHA provides, please contact your local manager or our Customer Services team.

MHA Customer Care Epworth House Stuart Street Derby DE1 2EQ

Phone: 01332 296200 Fax: 01332 2969255

Email: [enquiries@mha.org.uk](mailto:enquiries@mha.org.uk) Website: [www.mha.org.uk](http://www.mha.org.uk)