

## What is Wellbeing?

- MHA is committed to ensuring the welfare of residents in our communities. Wellbeing is a key component of the service provided by MHA in all our retirement communities.
- There is a fixed fee for Wellbeing to provide a core service across the scheme. The Wellbeing charge includes 24-hour staffing on-site, 365 days a year, and help in an emergency and the facilitation of an activities and events programme.
- Residents' personal wellbeing can change at different times and some residents may use the service more frequently than others. Our aims are to enable residents to maintain their physical, emotional and spiritual wellbeing, to ensure that people remain as independent as possible, and to reduce the risk of social isolation and loneliness.
- Staff will talk with every resident regarding what is important to their Wellbeing and how we can support this prior to moving into the scheme. This may include obtaining details of any information MHA may need to support you. For example next of kin, GP details, and any other support agencies we may be asked to contact on your behalf, and any worries or concerns about your current or future wellbeing you wish to share with MHA.

## What does this mean for me?

- Staff on site 24 hours a day, who will carry out a morning check call/visit if requested. They will have a copy of the weekly activities sheet and daily menu and be able to prompt residents about the daily events and meals in the Bistro.
- Staff will respond to the alarm call in an emergency, remaining with the resident until family or other services attend where possible, if this is required.

## What does this mean for me? (continued)

- New residents will be visited daily for first week to check that they have settled in, provide an information directory, check that they are registered with GP, doctor, dentist etc. The staff will also provide details of weekly activities in the scheme and local community, and assist residents understanding of how to use all facilities both within their property and within the scheme.
- Extra assistance on return from a stay in hospital, up to 5 days additional daytime assistance may be provided to residents. We anticipate this will be a maximum of up to 1 hour per day; however each request for assistance will be assessed by the Wellbeing team and agreed by the Scheme Manager.
- Staff will respond to the unexpected or unplanned need for emotional and practical support and guidance during or following a short term illness, change of circumstance or other significant event. If a level of support is required for a longer period or becomes a regular occurrence, then it will be considered as planned support or care and alternative arrangements will need to be made, either with MHA staff, an outside agency or family. MHA Wellbeing staff will support the resident to make these alternative arrangements if required.
- Our team will monitor the security, health and safety of the scheme.
- Supporting the community through any emergency events such as power cuts, major works to the building, extreme weather events, etc.
- Wellbeing staff will support residents to identify activities that they may enjoy either individually or jointly with other residents and work with residents or volunteers to ensure that there is a range of activities available at the scheme. The Wellbeing worker is not expected to run these activities, but will be required to support and encourage residents or volunteers to manage these, providing advice on funding, health and safety issues etc. They can support activities by research and printing posters etc.