

Heart Soul

Together, we enable people to live later life well.



**Dedicated
to relieving
loneliness and
bringing hope**

MHA Sunday
Pg 6–7

**Keeping people
connected**
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Safer visits
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Unless stated, national and local guidelines were adhered to and PPE was worn correctly at the time of taking the images featured in this magazine.



Covid-19 doesn't stop the laughter at an MHA care home!

MHA is a national charity, enabling people to live later life well.

90
care homes



70
retirement living schemes



45
MHA Communities



For more information, visit: mha.org.uk

Welcome from Sam

Welcome to our second edition of Heart & Soul magazine. A publication for our supporters, the heart of Methodist Homes (MHA).

This issue is dedicated to relieving loneliness and bringing hope. During these uncertain times, people now more than ever are feeling isolated and alone but we have been unwavering in our commitment to find ways of bringing communities together and nurturing friendships.

There has been so many moments of outstanding kindness. We've seen people come together to find new ways of connecting during what has been a tough time for many.

We've also seen examples of creativity, innovation and determination to find ways of connecting with family members. In our care homes and retirement living, our colleagues have created a number of safe ways to enable connection with loved ones.



Sam Monaghan, CEO

// There has been so many moments of outstanding kindness, we've seen people come together to find new ways of connecting. //

These include video calls, drive through or window visits and visiting pods for the winter months.

We've also seen this same drive and commitment from our local communities, with the launch of MHA Communities, formerly Live at Home. Our Communities colleagues have worked tirelessly to create Digital Communities – taking their activities online so we can reach and support even more people.

Some community groups have been able to meet safely in person outdoors, whilst others have continued their vital deliveries of hot meals, activity packs and wellbeing packages.

In these challenging times every single act of kindness makes a huge difference to people in later life.

We're still on a journey, but together, we can help to relieve loneliness.

I want to say a heartfelt thank you to all colleagues, our supporters and volunteers for your commitment and dedication throughout 2020 and beyond.

Thank you

A handwritten signature in white ink, appearing to be 'SM', written on a dark blue background.

Dedicated to enabling people to live later life well

So much has happened since our last issue, here are a few highlights.

New ways to celebrate special birthdays

Muriel, our resident from MHA Starr Hills care home in Lytham St Annes celebrated her 102nd birthday in December last year. On the day, she was treated to cake, champagne and a socially distant visit from her family.



Resident Muriel celebrates her 102nd birthday

Helping to keep people safe

The Covid-19 vaccination roll out is well underway in MHA care homes across the country.

All of our front line staff and residents will be given the opportunity to have the vaccine, which will help to protect against the disease.



Isabel Simau, MHA Lawnfield House care home, London

In addition, we will still continue to have our regular Covid-19 testing in place. This will give added peace of mind for everyone. New care home residents will be tested on admission to the home and asked to self-isolate for 14 days to protect everyone in the home. During isolation, they are still visited by care colleagues and the home chaplain, wearing full Personal Protective Equipment (PPE).

We're dedicated to continuing to use and have good stock levels of approved PPE which is worn by all our staff and any visitors to our care homes.

Westbury Grange care home's surprise donation

Westbury Grange care home in Newport Pagnell raised funds on their Just Giving page to purchase an interactive table, worth £4,000. The interactive screen is portable and can be used by residents for engaging activities and video calls.

One person anonymously donated £1,200! Within a few weeks Westbury Grange hit their target.

They received the table in time for Christmas so it was used for residents to video call their loved ones.

Launch of MHA Communities

Our community groups for older people had a revamp in 2020 changing its name from Live at Home to MHA Communities. We're really proud of how they have adapted throughout the pandemic with face-to-face groups paused.

During the pandemic, MHA Communities have welcomed more than 550 new members, delivered at least 38,000 food parcels and deliveries to people shielding. They have also made over 48,000 befriending and wellbeing calls along with lots of varied, online activities now available.

You can read more about our online activities on page 14.

2020 at a glance:



robotic cats & 5 dogs purchased to support residents with dementia



raised in our Christmas appeal



members signed up to our new virtual befriending programme



virtual Christmas messages sent to our care home residents



The average gift donation we received from our Christmas appeal



13 June 2021

MHA Sunday is a celebration of all we do to enable people to live later life well, supported through fundraising. The theme of MHA Sunday 2021 is featured throughout this issue – relieving isolation and bringing hope.

With your generous support, we can bring our communities back together. Whether you hold a church service, a distanced or online fundraising event or a sponsored activity, you are helping us to enable people to live later life well.

In the last year, befriending has become so much more important for our MHA Communities members especially as face-to-face groups have been paused. We're so pleased to be able to now offer both telephone and virtual befriending.

There are two types of call to our members, a 'check and chat' which is a shorter call to check in and a 'befriender' call which is longer and enables a befriending relationship to develop.

Our Communities colleagues have adapted to the pandemic, temporarily transitioning face-to-face groups online, hosting virtual coffee mornings and interest groups that have kept members connected.



Telephone befriending has continued during the pandemic

Sally Metcalfe, our Befriending Manager says:

“Going online allows us to be more responsive as we have a wide reach to enable us to bring people with similar interests together. We recently started a creative writing group following a conversation about interests.”

If you want to find out more about befriending or becoming a befriender, visit: mha.org.uk/befriending

To find out more about MHA Sunday and download our free resources go to mha.org.uk/sunday

Starting virtual befriending is a great opportunity to be able to reach even more older people, relieving loneliness at this difficult time.

Sally Metcalfe,
Befriending Manager



MHA Communities have been out delivering wellbeing packs to our members throughout the pandemic

Dedicated to relieving loneliness and bringing hope

The theme of MHA Sunday 2021 is relieving isolation and bringing hope to later life. We have taken inspiration from Jesus' example of healing someone outside of the community and giving them dignity and worth. With your support, we can raise awareness and give thanks for the valuable care given by our volunteers and colleagues, which helps to bring communities back together.

Anthony is a member of MHA Communities South & West Birmingham. Anthony is blind from birth and joined the community group two years ago, bringing his guide dog Rodney along with him. Anthony first attended our weekly Thursday social club.

Over time, people noticed that Anthony began to lose confidence in leaving the house and started to become isolated. They found out that on two occasions out walking, he was threatened for money and was also the victim of a pickpocket. This led to Anthony feeling, understandably, like he didn't want to leave the house,



Rodney, Anthony's guide dog

especially as Anthony had lost the remaining sight he had.

After concerns about Anthony's mental wellbeing, MHA Communities manager Tanya stepped in to help Anthony. They started going on a walk twice a week with Rodney and getting Anthony involved in other social groups at the scheme.



Anthony & Tanya formed a bond after Anthony came to community group sessions

Anthony attended the reminiscence group and came on outings and the scheme's first weekend break in 2019. Whilst attending the groups, Anthony supported other members too, particularly people living with dementia.

On a visit to the Thursday social group, a Community Development Coordinator from Ageing Better, one of the local neighbourhood funders, was so impressed with Anthony's eloquence when talking about the impact social activities had on older people's lives. Anthony was invited to speak at a local older person's panel to share his opinions on future services.

When lockdown hit, Tanya knew it was important for Anthony's mental health to be out in the fresh air and talking. She made sure they walked together twice a week, socially distanced and wearing masks.

Anthony feels the walks help him to feel less socially isolated, but he still is unable to go out alone due to his past experiences and lack of vision. He also commented that without the help he would not have been able to keep his guide dog, Rodney. Without his guide dog and the support of MHA Communities, Anthony's life would be very restricted in terms of his daily living and social contact.

Tanya says, "The walks provide an opportunity for Anthony to regularly talk to someone and being outdoors is good for his health and wellbeing."

Anthony commented that "Tanya's really helped to keep me connected with other people both before and during the lockdowns."

Anthony's story captures how MHA Communities can have a huge impact on our member's lives. Members are supported in all aspects of life, by our colleagues, other members and their local community.

Images on pages 8–9 were all taken prior to the Covid-19 pandemic.



Anthony and a MHA Communities volunteer with guide dog Rodney

Dedicated to keeping people connected

Both residents and their families at MHA The Fairways care home, Chippenham have been sharing their fondest holiday memories and photos, transporting residents back in time. The holiday photos were pinned onto a map of the world in the home, which has been a great reminiscence tool and kept the residents connected to their families, talking about holidays and receiving photographs.

Resident Eileen Broom travelled around the world right up until her 90th birthday, and was 'intrepid', according to her daughter Yvonne. After her husband sadly died in 1985, Eileen carried on travelling, visiting her son who lived in South Africa and travelling around the country by herself.

More stories of adventure came from Freda and Graham Franklin, who went on the 'trip of a lifetime' to Australia, New Zealand and the USA in late 2002, according to daughter, Helen.

Mary Kidd, Community Coordinator at MHA The Fairways, said: "Sadly



Eileen making friends with her South African neighbours!

with the pandemic, residents haven't been able to travel beyond the care home and it's also been tough for family members who haven't been able to visit as often. We thought this activity would be a fantastic way to re-share memories and help us to travel the world together, without having to go anywhere!"



Eileen & family travelling back from USA on The Queen Mary

Connections with local communities

Across MHA, we've seen amazing community spirit and kindness. Local schools and businesses have come together to show our residents that, although they're apart from loved ones, their communities care. MHA Kenbrook care home in London received letters and cards from their local school that residents cherished.

MHA retirement living Adlington House, Wolstanton missed seeing their local school's performance of Christmas songs, so they contacted the school, arranging that residents could watch a video of the school's carol concert. The school also worked alongside Asda to make sure residents received a Christmas card and small gift.

MHA Communities Rothwell: Staying connected over Zoom

Jan Newton is a keen member of MHA Communities Rothwell & District. When lockdown hit, Jan was initially distraught that her active social life with her MHA group was at risk.

Community Coordinators Refia and Erika supported members by hosting online Zoom events to keep in touch and encouraged Jan to join. Their support and guidance using Zoom gave Jan the confidence online to reunite with her family setting up a weekly group with her siblings:

"It makes me smile just thinking about it. It's like being at home again, when we were all young together. My Mum would be so thrilled that we are now getting together weekly."

"I am very grateful to all the staff and volunteers at MHA, for assisting quite considerably in keeping me, and many others in my community (which I love dearly) safe and sane."

Refia Yazar, Community Coordinator is delighted with the progress and popularity of their online groups:

"It is so lovely to support our members through digital means. Our online gatherings have been the highlight of my week."



MHA Communities
Rothwell Zoom meeting

Virtual viewings

Paul and Joyce Beeby had planned to move to MHA Auchlochan Garden Village retirement village, South Lanarkshire and had visited before lockdown. Staying in the B&B on site, they immediately loved the thriving community and chose an apartment. Unfortunately the pandemic stopped progress so our sales and marketing team stepped in.

Our colleague Cathy Johnston took the couple on regular virtual tours of the apartment throughout every step of its refurbishment. Cathy was on hand to ensure everything was ready for their arrival and even arranged local suppliers to send samples so they could choose all their furnishings.

Initially Paul had struggled with a very old computer and lack of

IT skills, our colleague Anthony McDonald worked closely with him, arranging compatible software and training on how to use Zoom.

This also opened a whole new world of social interaction for them both as they were able to connect with extended family for the first time after a period of isolation during lockdown. This is just one great example of our colleagues going the extra mile to support our residents.

// We have appreciated all the help and support you have given us. It has taken eight years of searching to find the right place for us. //

Paul and Joyce Beeby

As well as retirement living, virtual tours are also available on our website for our care homes to ensure a safer way to look around the home.



MHA maintenance colleagues build safe visiting pods

Our dedicated maintenance colleagues have found a way to enable loved ones to safely visit our care homes when visiting is permitted by government guidance and in homes without an outbreak.

The safety of our residents, their loved ones and our colleagues is a priority to us and we're doing all we can to protect everyone.

The 'visiting pods' are either indoors or outdoors, all accessible by an external door or via the garden so family members could enter safely and see their loved ones through the glass.



Outdoor visiting pod at Weston Queensway care home in Stafford

“ We know you have to put the safety of your residents first; you do this without losing the human side, and understood how much it meant to us to be able to visit our Granny on this rare opportunity. She was so touched by it all, as were we. It means everything to us to know she is being so well cared for. ”

Caera & Holly Mahoney,
Granddaughters of
Langholme care home
resident Jean



A moment behind the glass at Oak Manor care home, Shefford

Catching up with our Communities

With lockdown came a pause to our face-to-face community groups, which led our colleagues to develop activities online to stay engaged with their members. We caught up with Gill from MHA Communities North London who has been creating baking videos for people to join in every week.

Gill's daughter, Toni is the manager at MHA Communities North London and encouraged her to share her talents with their members. Gill has been baking away during lockdown for people to bake along, from apple crumble and mince pie twists to white chocolate & orange cake, they all look delicious!



Gill baking



Gill & her daughter Toni

When lockdown was approaching, did you feel like you would need to quickly adapt activities?

Yes, we felt it was really important to keep people connected to stop them becoming lonely, spending so much time indoors and missing our face-to-face groups.

How did you come up with the idea of starting an online baking class?

We started doing it because the community group members used to love my cakes back when we could share cake together!

Members would always be asking me for the recipe so they could recreate it at home, so when lockdown hit they really missed the homemade cakes.

We thought the videos would bring a familiar, human aspect to lift the loneliness a bit with so many of our members stuck indoors.

When everyone was baking banana bread, it only seemed right to do some baking videos that they could do from home (and make something different to banana bread)!

We also do regular doorstep deliveries of cakes and sometimes afternoon teas which all of our members love.

We're sure it must feel different, but do you still enjoy the weekly interaction with your members?

Yes, it's definitely not the same, but it's great to share a skill that people can enjoy at any time on Facebook. It's lovely to get good feedback from the members and hear about them enjoying what

they are making too. It's funny if something happens in the video too, people have commented about the phone falling over or on one video my son makes a brief appearance!

If you want to learn more about our Digital Communities and what activities we have online, visit: mha.org.uk/communities/digital/

// Our work has never been as important as it is now in making sure older people don't become even more isolated as a result of Covid-19. //

Jonathan Mace,
Head of MHA Communities



Our online activities can reach so many more people

Fundraising focus

We'd like to thank you for everything you do in supporting people to live later life well.

Whatever the size, every donation helps. Just £5 a month can make a huge difference in supporting MHA's work to enable people to live later life well.

Donations go towards our life-enhancing services:

- Our MHA Communities schemes which support people across Britain who are lonely and isolated
- Our chaplaincy support, available for all residents, their families and our colleagues
- Our award-winning music therapy sessions for our 62 dementia care homes.

If you would like more information about regular giving please call **01332 221 883** or email fundraising@mha.org.uk

Trusts & Foundations

As of January 2021, we raised over £1m from Trusts and Foundations in support of MHA Communities during the Covid-19 crisis. This has enabled us to continue providing support to our members throughout local communities all over Britain.

In November 2020 we were awarded £8,208 from the Severn Trent Community Fund to fund the inclusion of Relish, a digital activities platform to 12 MHA care homes across the Midlands.

The Relish digital app will support our care teams to deliver varied and inspiring activities tailored to the interests of our residents living with dementia.

Thank you to the following Trusts and Foundations for their invaluable acts of generosity:

Severn Trent Community Fund:	£8,208
Chapman Charitable Trust:	£6,000
Leonard Laity Stoate Charitable Trust:	£2,000
John James Bristol Foundation:	£2,880
Wixamtree Trust:	£5,000
Charles Littlewood Hill Trust:	£7,500
Energise Me:	£6,000
East Court Charitable Trust:	£15,000



Abbey Park care home,
Coventry receiving their
Christmas cards

Christmas round up

Due to the challenging Covid-19 restrictions, we launched our first Digital Christmas Friendship Appeal inviting our supporters to send a virtual Christmas message to our care home residents.

We received enough images and messages to give to every MHA care home resident which were shared on TVs, tablets and via print outs.

Going digital unexpectedly opened our appeal worldwide and we received cards from USA, India, Spain, Germany and Gambia to name but a few.

Christmas raffle

Our annual Christmas raffle raised a fantastic £2,500 for our Christmas Appeal, nearly double last year's total. Special thanks to SoftCat for donating an iPad, our top prize.

Corporate partnerships

In November 2020, we partnered with TouchNote, an app and website sending personalised cards.

TouchNote were able to give our supporters a discount code for a free credit to use and 100% of their operating profits from all card packs sold went to MHA.

Over the Christmas period we received an amazing donation of £2,792.

We'd also like to acknowledge IDC Ltd for their generous donation of £15,000 towards our Loneliness and Isolation appeal to help us support older people facing isolation during the pandemic.



To find out more about our corporate partnerships, visit: mha.org.uk/CorporateFundraising

// We were delighted to partner with the MHA and join forces on their Christmas Appeal to help tackle loneliness and isolation experienced by people in later life during the festive period. //

Ben Savage, UK
Partnership Lead, TouchNote

TOUCHNOTE

A gift for the future

These are challenging times for the MHA family. The generosity of our supporters has been vital in enhancing the quality of life of our residents and members through our spiritual support and befriending services.

For one of our supporters, Doreen Carruthers, it's just as important that we are there for future generations too. Doreen has always been very mindful of the impact of loneliness and isolation and this year has brought it into even greater focus.

Helping others has always been Doreen's passion, so much so that in 2013 she was awarded the British Empire Medal for her work in the local community.

When Doreen learned of our music therapy and MHA Communities schemes at an MHA supporter event in Newark, she was inspired to include MHA in her Will when she revised it soon afterwards.

A gift in your Will supports future generations to live the very best later life they can and stay truly connected to their communities.



MHA supporter, Doreen Carruthers

For information about leaving a gift in your Will please call 01332 221 651, email giftsinwills@mha.org.uk or visit mha.org.uk/giftsinwills

You can make a free Will online through our partnership with Bequeathed. To start your Will now visit: bequeathed.org/mha

Dedicated to raising vital funds, now and forever

You can fundraise for MHA from the comfort of your own home.

The Amazon Smile logo is displayed in white text on a teal background. The word "amazon" is in a lowercase sans-serif font, and "smile" is in a lowercase sans-serif font. A white curved line under "amazon" represents the Amazon arrow.

Buying birthday presents or spring cleaning equipment on Amazon? You can support MHA at the same time, for free!

Shop at Amazon Smile and 0.5% of your purchase will be donated to MHA. Go to smile.amazon.co.uk select **MHA** as your charity and use the link whenever you shop.



Buying your gifts online can help support MHA

Easy Fundraising

With 4,301 retailers involved, Easy Fundraising has already raised over £31m for charities. Simply sign up at Easy Fundraising, select MHA and go through their site to access your hotel bookings, shops, insurance. Each company then offers a % donation of what you spend, to MHA. easyfundraising.org.uk/mhalivellaterlifewell

Want to collect donations online for MHA?

JustGiving™

Make collecting donations and sponsorship easier with your own JustGiving page.

Visit justgiving.com/MHA and follow their easy instructions and you'll have an online sponsorship page promoting your fundraising event or activity and collect donations hassle free! Simply add the link to your social media posts and your friend and family can support you with ease.

Need ideas or help setting up your JustGiving page? Get in touch with the fundraising team who will be delighted to help: fundraising@mha.org.uk or call 01332 221 641.

Dedicated to relieving loneliness and bringing hope in later life.



Yes, I would like to support MHA with a gift

£30 £50 £100 Other £

I enclose a cheque made payable to Methodist Homes or please debit my:

Mastercard Visa Maestro/CAF Card

Card number:

Expiry date: Maestro issue number:

Today's date:

Name on card: Signature:

I would like to know more about leaving a gift in my Will

You can also donate online at mha.org.uk/donate

I would like to Gift Aid my donation to MHA and any donations I make in the future. I am a UK tax payer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Date: ____/____/____ (Please check & date)

giftaid it

Your details:

Title:	First name:	Surname:
Address:		
		Postcode:
Telephone:	Mobile:	
Email:		



To help us continue our work, we need to keep in touch with our supporters. **If you would like to hear MHA news, have your say and support our appeals please 'opt in'.** If you have not updated your preferences in the last 18 months please do so below. If you are happy with your current preferences please leave blank.

Post Email Phone Text No to all

Our Supporter Privacy Notice can be found at mha.org.uk/privacypolicy or a copy can be requested using the contact details above.

Please return this to: MHA Donation processing centre, 126 Fairlie Road, Slough SL1 4PY. Thank You.