

Summer 2019 – Issue 44

Heart & Soul



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MHA

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MHA is an award-winning charity helping to improve the lives of over 18,000 older people across Great Britain every day. We offer connected care and support through our specialist care homes, thriving retirement living and vibrant community groups.

MHA delivers a range of high-quality services to more than 18,200 individuals:

- Over 10,500 older people supported through 62 Live at Home services in the community
- Around 2,500 older people living independently in 72 retirement living communities with flexible support and personalised care, with a further seven sites in development
- Almost 5,000 older people living in 90 care homes - residential, nursing and specialist dementia care

Our services are provided thanks to 7,000 dedicated staff and enhanced by the commitment of 5,000 volunteers.

As a charity, our mission is to enable people to live later life well. Methodist Homes (MHA) is Registered as a Charity in England and Wales – No 1083995.

Follow us on:   

A foreword from our CEO, Sam



Sam Monaghan, MHA CEO

In my last foreword for our Heart & Soul magazine, I had just embarked on my journey as CEO for Methodist Homes (MHA). Now, over a year into the role, I have been able to see at first hand the difference we are making to the lives of so many of the people we work with and to witness the dedication of our colleagues, volunteers and supporters.

From the outset, it was clear that the quality of our care and support across our homes and schemes was so person-centred and compassionate. Now, having visited over 70 of our services, those initial perceptions have only served to

be strengthened. As you will read throughout these pages, the focus in this edition is upon that unwavering commitment to the quality of care and support we seek to offer, promoting wellbeing and enabling people to live later life well.

It's a commitment that, over the last year, has seen 91% of our care homes and the care provided in our housing schemes rated as 'good' or 'outstanding' by regulators covering England, Scotland and Wales. More recently, we were also proud to have been independently assessed as one of the best performing providers in the sector by the 'Your Care' survey, with our residents rating their satisfaction as 97%. In addition we have been named in the top 20 care providers as rated by carehomes.co.uk, an independent rating and review provider.

This is testament to our fantastic colleagues working in our care homes, retirement communities and Live at Home groups across Great Britain, positively affecting the lives of over 18,000 people in later life every year. It's also a reflection

of the dedication to our cause and the values of those who work for, volunteer and support MHA, putting the individual and their needs at the heart of everything we do.

It's our cause and values that have sustained MHA from its beginnings and I was fortunate enough to join the organisation whilst celebrating our 75th year. As well as a time for celebration, my first 12 months were also a time for reflection and planning for our new strategy, which has recently launched in April for 2019-2024.

Entitled One MHA, our strategy will see us focus on connecting our communities and services to better enable people to live later life well. We will continue to prioritise high quality standards across our homes and schemes; provide services which nurture mind, body and spirit, like chaplaincy and music therapy; and ensure the organisation's financial resilience through the increased efficiency of our infrastructure.

In our next edition of Heart and Soul set to be released in autumn 2019, we'll be focusing on our strategy in more detail, and the progress we have made across our strategic objectives in the time since the launch.

Sam Monaghan, MHA CEO.



MHA coffee morning with residents

MHA in your community

One of the core objectives of our new strategy is 'MHA in Community', this means making stronger connections between our services in their communities bringing people we care for, together.

Our strategy will lead to further work with the Methodist Church, other denominations, wider faith and community groups. This means even more support is available from a wide range of community services for our residents and members.

An example of people within MHA working together, is the South Leeds Live at Home group and our retirement living community Assisi Place who

hold a weekly coffee morning. Held at Assisi Place it caters for all its residents; and community group members who are taken there in a minibus. This allows the Live at Home group and Assisi Place residents to come together to socialise together, creating and nurturing new friendships, enabling them to live later life well.

We would love to see more of our services better connected and working together. We want this to enable our staff, residents and members to feel more connected to MHA and one another, providing an even better level of care at every stage of later life.

Our commitment to providing the highest quality of care

At MHA, we are passionate about providing quality and specialist care for all our residents. Our recent Quality Care Commission (CQC) scores have boosted our percentage of 'outstanding' and 'good' homes to 91% (as of March 2019).

Two MHA care homes Briar Hill House and Star Hills, have been recognised as 'outstanding' by the CQC, bringing the number of our homes with this rating to six.

Briar Hill House in Staffordshire has had their quality rating lifted from good to 'outstanding' in their recent inspection.

The CQC inspection team for Briar Hill House said: "People received extremely caring and kind support from staff".

A huge congratulations to our Starr Hills care home in Lytham St Annes, becoming MHA's first care home to be classed as 'outstanding' for the

second time running.

Inspectors told Starr Hills "There was a strong recognition that people were treated as individuals. All residents and relatives spoke highly of the caring attitude of staff".

These achievements reflect our dedication to raising the

Our 'outstanding' homes:

Briar Hill House, Rugeley

Fitzwarren House, Swindon

Morel Court, Penarth
(Care Inspectorate Wales)

Starr Hills, Lytham St Annes

The Martins, Bury St Edmunds

Willersley House, Hull

standard of care creating a safe and welcoming environment to help people live later life well.



Care homes across the country will be opening their doors on 28 June for National Care Home Open Day. To find out what makes MHA care homes special, visit our website and search for your local MHA care home to visit an open day.

A spotlight on 'outstanding' homes Briar Hill and Starr Hills

Briar Hill House have planted a Magnolia tree with the residents to mark their 'outstanding' result. Resident Glenys Attridge, said "Briar Hill is a very friendly home, I love chatting to other residents. My family feel at ease here when they visit. My daughter says she can sleep easy at night knowing I am so well looked after. This home is well organised with entertainment, celebrations and activities. All staff work hard to make this home what it is and to make sure we are happy and comfortable".



David and Pearl are new residents at Starr Hills and in a few months since moving in, they already "think of Starr Hills less of a place of lodging, and more like a family home". Pearl made a speech at a celebratory party, (pictured left) where she said, "Starr Hills is a lovely place to live, the care is outstanding, but good care comes from the top, the manager, and it shows."

*Top right image: Briar Hill House plant their 'outstanding' tree with residents
Bottom image: David and Pearl celebrating at Starr Hills*

Care home residents have their say

Now in its seventh year, the Your Care Rating survey is the country's largest independent survey of care home residents. The nationwide survey gives residents a voice, putting their care at the heart of understanding more about how well care homes perform.

Overall, MHA received a resident satisfaction rating of 97%, a 1% increase on last year's scores. Top scorers were Cedar Lawn in Stratford upon Avon, Willesden Court in London, Claybourne in Stoke on Trent and Lower Johnshill at Auchlochan Garden Village in South Lanarkshire. They all scored an impressive 980 or above, out of 1,000.

You can visit www.yourcarerating.org to see this year's results for every care home. The website also shows how homes that took part in the survey last year performed. We're really proud that our residents have rated MHA care so highly, but we will not be complacent; next year we will aim to do even better.

MHA in the Top 20 list from independent site

The leading independent care home reviews site, carehome.co.uk, named MHA as one of the Top 20 Large Care Home Groups 2019, as well as 19 of its homes receiving regional awards.

The awards are based on reviews of care homes written by their residents, as well as their relatives and friends, with thousands of homes battling it out to make it into the Top 20 for each of the 12 regions.

Our Dementia Choir

You may have seen our own Weston Queensway resident, Eileen Pegg alongside Vicky McClure in a BBC documentary which highlighted the importance of music for those living with dementia.

Line of Duty actor Vicky McClure has been exploring the impact that music can have on people living with dementia. The two-part BBC One documentary *Our Dementia Choir with Vicky McClure*, shows Vicky forming a choir of people of different ages living with various forms of dementia.

The documentary shows the power of music therapy and how it has been proven to alleviate the symptoms of dementia. Getting a person living with dementia involved with music, be it singing, playing simple percussion instruments or just responding to musical cues, can have staggering results.

Chris Wilson, MHA music therapist says, “through my work as a music



therapist, I've seen time and time again how music drastically helps to reduce the anxiety and agitation that dementia can cause". Through the unique interaction of almost 11,000 music therapy sessions each year, our award-winning therapists have been able to reduce the isolation and symptoms of dementia for so many of our residents, as well as helping our colleagues to continue enhancing the quality of later life.

We're proud to be a leading provider of music therapy in dementia care. We've seen first hand how it can unlock special memories and help our residents express emotions and feelings. Our music therapy aims to stimulate cognition, helping to reduce symptoms associated with dementia.

For someone like Eileen, this simple human interaction is a huge relief and an enormous joy. Since she started music therapy, Eileen's feelings of anxiety and agitation

have been noticeably reduced. Chris and our team of music therapists across the UK cannot provide these services without support from people like you.

For more information about music therapy, visit mha.org.uk/musictherapy

This vital work cannot continue without your support; it is because of people's generosity that we are able to provide music therapy sessions free of charge for those living with dementia in our care homes.

To support our Music Therapy Appeal please contact the fundraising team on **01332 22 1883** or email: fundraisingenquiries@mha.org.uk.

£35
Can provide a 1-2-1 music therapy session

£65
Can provide a group music therapy session

£205
Can fund a music therapist for a day

Music for Dementia

Not only has MHA been working with the BBC on the dementia choir documentary, we've also recently hosted BBC Radio 6 Music and TV presenter Lauren Laverne for a 'Music for Dementia' photo shoot at our Hall Grange care home.

Lauren is the new ambassador for the 'Music for Dementia' campaign, which follows a major report into the effects music therapy has on people living with dementia and which MHA had input to.

The 'Desert Island Discs' presenter was able to take part in a one-to-one music therapy session with resident June and MHA music therapist Clare Barone. Lauren also joined residents at the home for a group music therapy session and was able to witness first hand, the power music therapy has on people living with dementia.



Lauren Laverne took part in music therapy sessions at Hall Grange

For more information about music therapy visit mha.org.uk/musictherapy

Reclaiming The Wilderness

Tucked behind Hall Grange care home in south London is a historical and horticulturally important seven-acre garden which is being brought back to life.

MHA secured funding from the Big Lottery Heritage Fund and Garfield Weston Foundation to restore the over-grown site for the benefit of residents, their families and the local community.

The garden was originally created by the Rev William Wilks, a former vicar of Shirley, Secretary and Fellow of the Royal Horticultural Society from 1888 to 1920 and the creator of the world-famous Shirley poppy – now used as the symbol of Croydon.

The project will provide new facilities within the Wilderness for staff, volunteers and school groups to use. We are currently fundraising for an Outdoor Classroom to be included on the site. This will provide school groups with a dedicated space to use and learn about the horticulture, ecology and history of the site.

Residents, community groups and families will also be able to



participate in a variety of wildlife activities in this building, including: build a frog and toad abode, build a bee B&B, give a hedgehog a home and bushcraft sessions.

The cost of the Outdoor Classroom to equip and build is £18,000.

Could you be part of this transformation by supporting the building of this classroom with a financial gift? All support will enable residents and community groups to enjoy this special space.

To keep up to date with The Wilderness news, visit mha.org.uk/wilderness

To support The Wilderness, please contact **01332 22 1883** or email: fundraisingenquiries@mha.org.uk

Bradford Live at Home goes from strength to strength

Our Live at Home communities are helping people in later life to maintain their independence by taking part, supporting or leading a range of different groups, clubs and activities in the local area. Our groups provide volunteer-led befriending services, offering support and companionship to help people to live later life well.

Bradford Live at Home was formed in 2016 and has recently welcomed its 1000th member. This huge milestone emphasises the fantastic work the group does in supporting older people in the community.

Bradford Live at Home recently won funding from the National Lottery Community Fund, Bradford Council and the People's Health Trust. This new stream of funding will enable the group to open five new community hubs to extend the support that they offer.

Live at Home connection hubs aim to provide a wide range of activities to older people; the services are flexible, versatile and individually tailored to suit local needs.



Members can benefit from support with accessing transport, locally organised social activities as well as the opportunity to forge new friendships, and create their own social groups.

Members will also be able to access telephone support on any day of the week, regardless of whether the community based hub is running that day. The activities are designed and delivered by the people that use them.

Julie Maude, Live at Home Bradford Manager said, "The Live at Home connection hubs have been set up to ensure that we can offer support

to older people in each constituency in Bradford. Each hub will offer a choice of services designed and chosen by the older people in the local community. These include coffee mornings, craft groups, lunch clubs, exercise sessions etc.

Each hub will have its own transport provision to ensure that we can support people with poor mobility to still play an active part in community life.

To support our Live at Home groups and to find out about your local scheme, visit mha.org.uk/liveathome

Transformation in Derby

NHS staff pledged their time to help Derby Live at Home staff spruce up their activity space. Corporate sponsors Dulux donated the paint which was used to create the seaside theme, reminding our members of childhood trips to the seaside.

The support from the NHS Business Services Authority means

that the older people of Spondon and the surrounding areas are going to be able to utilise a great venue for various different activities.

The NHS team helped by painting walls, fences and doors, constructed furniture, and put up bunting, made especially for the day. The transformation was amazing and their help is much appreciated. We look forward to working with them more in the future.

Live at Home Area Manager Sue Meehan says “Thank you so much to the NHS team who gave a day of their time to help transform Derby Live at Home, we couldn't have done as much work as we did without your help.”

If you would like to volunteer at your local Live at Home scheme, email our volunteering team at **volunteering@mha.org.uk**

Men's shed for Auchlochan Garden Village

The Men's Shed concept started in Australia many years ago. It has since made it to the UK and Ireland, including many of our care homes, retirement living and community groups and more recently, Auchlochan Garden Village.

The idea of Men's Sheds are member-led groups within a community providing an enjoyable way to socialise with others who share similar interests, stay active and learn or pass on skills.

The group at Auchlochan visited an existing shed group in Dalbeattie, Scotland.

They have general woodwork, bike maintenance, printing, wood carving and much more. Marketing Specialist at Auchlochan, Helen Taylor enjoyed the visit and said “There was such a buzz about the place, everyone was working on something and getting a real sense of achievement from what they were doing and building friendships along the way.”

Starting the group comes at an



Men's shed in Dalbeattie, Scotland

exciting time for Auchlochan Garden Village as their recent TV advertising, shown in Scotland has been shortlisted for the 'Best Low Budget Use of TV' award at the prestigious Thinkbox TV Planning Awards later this year.

If you are interested in setting up your own Men's Shed then take a look at the Shedding Association website www.menssheds.org.uk

Leaving a gift that makes a difference



Horsforth Live at Home community group has unveiled its brand new minibus thanks to a generous gift left to MHA in a Will.

The minibus provides a variety of trips each week including transport to Horsforth Live at Home sessions and 'essentials' shopping.

It is also used for day trips including leisure shopping trips, outings to museums and other places of interest, as well as two walking

groups and scenic drives aimed at members with limited mobility who find it difficult to get out of their home.

The generous gift enabled the community group to complete their fundraising for a new minibus. Sally Metcalfe, Manager of Horsforth Live at Home, said, "We were having to cancel outings and shopping trips at the last minute, both causing disappointment and also inconvenience in the case of 'essentials' shopping as members can be dependent on this service."

The new minibus has two additional seats which has increased capacity, enabling even more people to benefit. It also means the community group can allocate a space to a volunteer offering extra support for those who may need it. The vehicle also comes with a rear lift for those members with increased needs.

Each gift be it small or large makes a huge impact to the support we can give to older people. Just 1% of an estate could make a huge difference. Legacy Manager at MHA, Richard Sproson says, "Choosing to leave a gift in your Will gives comfort to people who know that they're paying for vital services that'll help future generations to live later life well. We're grateful for any amount, every gift really does make a difference."

Please contact Richard for further information about leaving a gift in your Will or to request details of our Free Wills scheme – which offers the chance to have your Will written at no cost to you by a local solicitor – please phone **01332 221651** or email **richard.sproson@mha.org.uk**

Upcoming events

Ready for a challenge? We have a variety of fundraising events to suit all. Your support will help us continue our vital work across the UK.

Our fundraising team will help you reach your target and support you all the way.

Find an event that's right for you and be part of something special. Visit our events website

www.bestforages.com/events

For more information about any of our events, please email the Community Fundraising team at events@mha.org.uk or call **01332 221952**.

If you would like to hear about local fundraising events in your area or

if you have your own place in an event and would like to raise funds for MHA, contact the Community Fundraising team. They will provide you with event information and fundraising tips, to help you reach your goal.



Walter Hall lectures

Our first of four annual lectures will be held on Wednesday 23 October from 6pm-9pm at Methodist Central Hall, Aylesbury Room, London SW1H 9NH.



The Rt Hon. Lord David Willetts, former Government Minister and current Executive Chair of The Resolution Foundation, will give the lecture. Lord Willetts chairs the Intergenerational Commission which explores questions around intergenerational fairness.

For more information and to get your ticket visit:
mha.org.uk/lectures

Prudential Ride London 100	4 August 2019
Bournemouth Pier Zipline	10 August 2019
Great North Run	8 September 2019
National 3 Peaks Challenge	4-6 October 2019
Bournemouth Supersonic 10k	5 October 2019
Royal Parks Half Marathon	13 October 2019
Great South Run	20 October 2019
Brighton Marathon 2020	19 April 2020
Virgin Money London Marathon 2020	26 April 2020

Helping people live later life well

Your support will enable our critical services to continue, helping people to live later life well.
Thank you for your support.



One off donation

I would like to make a donation of £ to MHA today. Please make cheques payable to 'Methodist Homes'.

Regular gift

I would like to donate £ Monthly Quarterly Twice yearly Annually

When would you like to start your donations?

Date (please allow a start date at least six weeks from now)

*'Help us to make
a real difference'*

Your account number

Your bank sort code Your bank name

Your bank address

Payable to: Barclays Bank plc, Midlands 1, 1 Churchill Place, Canary Wharf, London E14 5HP

For the credit of: Methodist Homes – Charitable Income Account / Acc Number 10053139 / Sort Code 20-05-85

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

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Signature Date

Your details:

Title First name or initial(s)

Surname

Address

..... Postcode

Phone Email

To help us continue our work, we need to keep in touch with you. Please tick if you would like to be contacted by:

- Email Text Post Phone

MHA will not pass your details on to any other organisation and you can opt out at any time by emailing supportercare@mha.org.uk

or calling 01332 296200. **If you would like to hear our news, have your say and/or support our appeals please actively 'opt in'. It is important to remember without your consent MHA will not be able to contact you.** Our Supporter Privacy Notice can be found at www.mha.org.uk/privacypolicy or a copy can be requested using the contact details below.

Please return this form to: MHA, Epworth House, Stuart Street, Derby DE1 2EQ

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