

A year in our life

How we make a difference to the lives of thousands of older people each day



Because
of **YOU**

Adrian Bagg

Chief Executive

At MHA we are so pleased to be able to make a difference to the lives of thousands of older people each year. It is a real honour to continue what the founders of the organisation started almost 75 years ago.

I am almost at the end of my second year as Chief Executive and so far I have managed to visit about three-quarters of our homes and schemes. Wherever I go, our staff and volunteers never fail to amaze me with their hard work and dedication. They treat everyone with dignity and respect them as individuals, giving them the kind of care they would wish for themselves and their loved ones as they get older.

I receive wonderful letters from residents, family and friends about the genuine quality of care our staff provide, which helps me to know that we are getting it right for people on a daily basis. I also have genuine appreciation for our many volunteers who help us to deliver our services and for our dedicated Board members who help and guide MHA to be the organisation it is.

Today, through our committed staff and volunteers, we support over 16,000 older people across England, Wales and Scotland. But we want to do more. The number of vulnerable older people in society is growing and we want MHA to grow as we support and care for as many people as we can in the future. We will not simply stand by and watch as more and more older people risk becoming isolated and lonely.

Our Board has agreed a new strategy for MHA with ambitions to become the leading charity for older people and we are well into the first year of our three-year business plan which sets out how we will make that strategy a reality.

In the next ten years we want to triple the number of older people we directly support to around 50,000 people each year and influence national policy that will help many more. We can't do that without the help of our supporters. It is their practical and financial help and support that enables us to do so much more.

This annual impact statement demonstrates exactly how we use our fundraised income to provide services to complement our other charitable work. For example, our music therapy sessions for people with dementia, support for people who live independently at home, and our wonderful chaplaincy services.

They are very different services for people with very different needs. Each one is really making a difference to bringing quality in later life to the lives of each person we serve.

Our Mission

To improve the quality of life for older people, inspired by Christian concern.

Our Values

- Respecting every person as a unique individual
- Treating others, especially the most frail and vulnerable, with the dignity we wish for ourselves
- Being open and fair in all our dealings
- Seeking to improve, to become the best we can be
- Nurturing each person's body, mind and spirit to promote a fulfilled life

‘I could not have survived without this place. It's through the abilities of your staff that my auntie is still here today.’

December 2015

Because of YOU Annual impact statement 2015

STIMULATING MINDS

It is well known that music can help tackle disability and illness in children. What is less well known is its effect on people living with dementia. Research increasingly indicates music therapy helps to alleviate symptoms such as depression, anxiety and agitation in people with dementia.

MHA has developed a **ground-breaking music therapy programme** for its residents who live with dementia. It is the UK's largest employer of music therapists, who work in our care homes.

This work is all funded through charitable donations – without the help of our supporters, we would not be able to make lives better for people living with dementia.



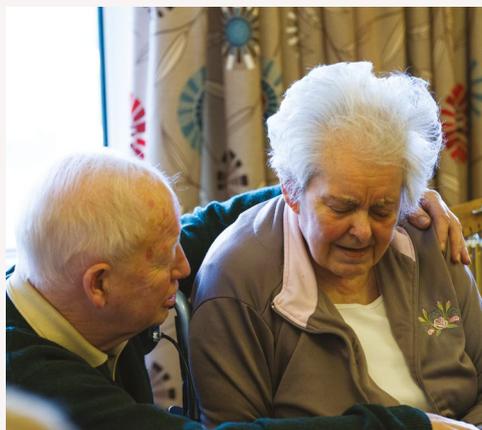
‘I don't think I've ever seen a music therapy session fail to lift a resident's mood or spirit.’

Just **£30**

provides an individual music therapy session.

‘You get so surprised sometimes. We have a resident called Mavis, she's usually quiet and reserved, she's known for that. Then in a music therapy session she's dancing with her feet and her arms and she's go so much rhythm. It's amazing because you're just thinking 'but this is Mavis, isn't she supposed to be the quiet one?' I mean, it's like there's a part of her we hadn't seen before. **It's wonderful.**’

‘It isn't just the resident's mood that's lifted. I love seeing people coming back from a session so smiley and happy. They might sing back to me if I sing a song to them and that's such a nice thing to hear.’



14,500
music therapy sessions a year



‘When I see videos of her music therapy sessions, I can see that my mum is still there. I can't think of a better way to help people with dementia. Music therapy provides such a sense of connection and fulfilment for mum.’

Find out more at www.mha.org.uk



At MHA we support people in a variety of different ways, from encouraging our supporters to send Christmas cards to our residents who might not receive many through to our Live at Home schemes.

We have 75 Live at Home schemes across the country, all funded through charitable donations and fundraising and supported by 2,200 volunteers.

Our volunteers really do help improve the quality of life for people living independently in their own homes, where they might otherwise feel lonely or isolated.

At just one of our Live at Home schemes...

65  volunteers support

160  older people living in their own homes



Each week they do:

70  hours on befriending visits

55  hours on supporting the lunch club

10 hours on crafts and keep fit activities

EACH MONTH THEY SPEND 40

hours of their time to take older people on social outings and trips



That's an incredible **7,344** hours a year – if you were to put a monetary value on this based on the national minimum wage, it's over **£49,000** a year.



This is what some of our Live at Home members have said about the service

‘It has made a huge difference being able to meet so many likeminded people and to be greeted and treated as an adult human being.’

‘K comes to see me every Saturday. She is very good, gives me help in all ways and we have lovely chats together.’

‘I was worried about getting to surgery but had wonderful help from J who stayed with me and escorted me to the doctor’s room.’



Donations come from all

Donations to support our work come not just from individuals but also trusts and applications to funding bodies.

The Big Lottery Fund has helped set up eight new community hubs within existing retirement living schemes – almost like Live at Home schemes just for the people living there – with a grant of **£264,000** spread over four years.

The Big Lottery Fund has also supported individual services. They have given Live at Home Northampton **£153,000** over five years to help them increase the services they provide to older people in the town.



MHA NOW AND IN 2025

16,000 **▶** 50,000
2015 2025

BY 2025 MHA WILL **DIRECTLY IMPROVE THE LIVES OF 50,000 OLDER PEOPLE AND POSITIVELY INFLUENCE THE LIVES OF MANY MORE.**

RETIREMENT LIVING SCHEMES

2015 **▶** 2025
 2,500 **▶** 8,000
people

CARE HOMES

2015 **▶** 2025
 4,500 **▶** 6,000
people

COMMUNITY SERVICES LIVE AT HOME SCHEMES

2015 **▶** 2025
 9,000 **▶** 36,000
people

MHA AS A CHARITY

MUSIC THERAPY SESSIONS

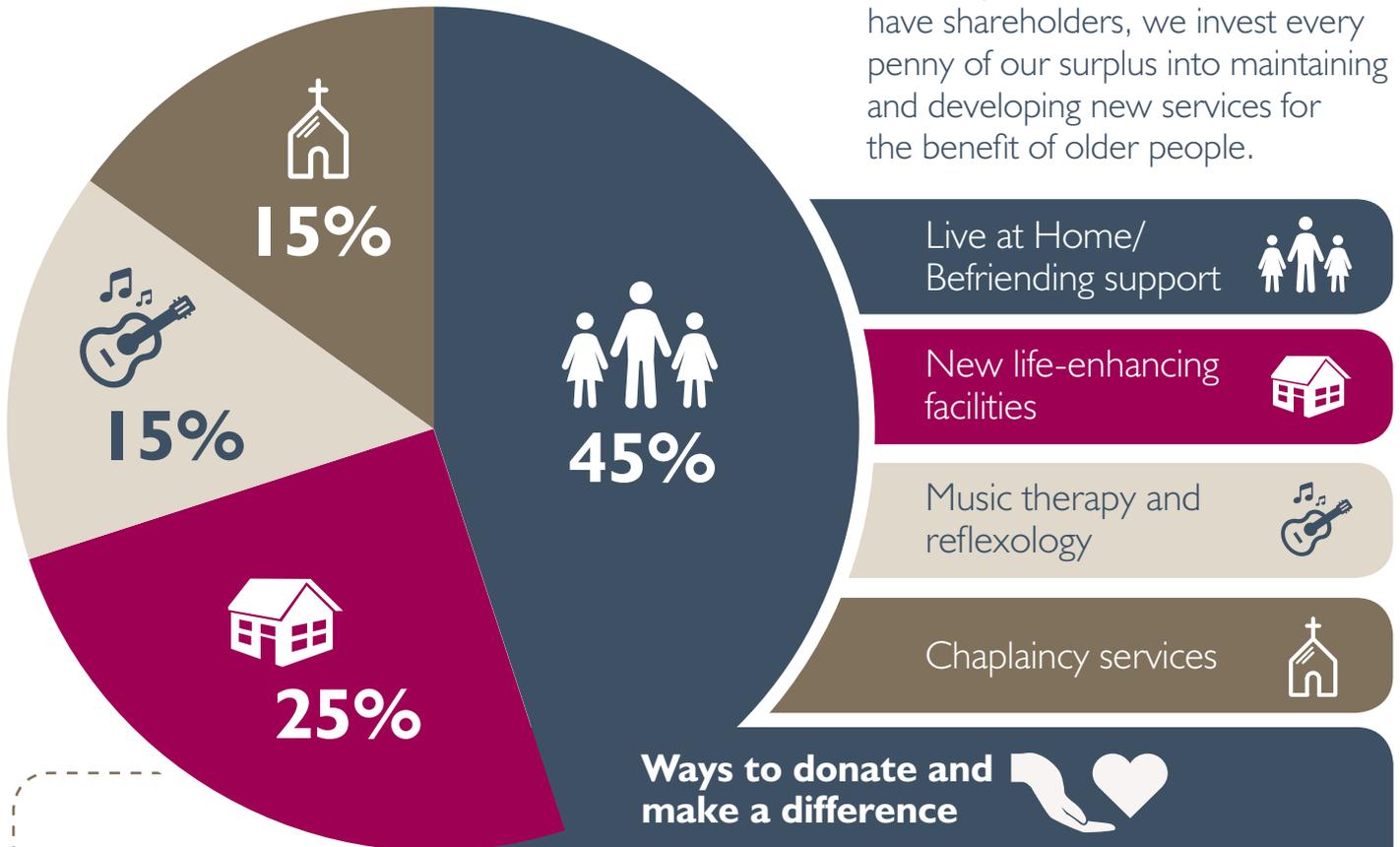
14,500 pa **▶** 58,000 pa

VOLUNTEERS

4,000 **▶** 8,000

Your support is priceless

MHA is a charity governed by a voluntary board. Because we don't have shareholders, we invest every penny of our surplus into maintaining and developing new services for the benefit of older people.



A BIG thank you!

We cannot thank our generous supporters and donors enough. As a charity, we want to make sure our services are affordable and available to all older people in need.

It is through the support of our donors, those who remember MHA through a gift in their wills, and our volunteers who give their valuable time and skills that we are able to provide value for money and support to older people.

Ways to donate and make a difference

Visit: www.justgiving.com/methodisthomes

Text: MTHE71 £10 | MTHE71 £5 | MTHE71 £3 to 70070

Call: 0800 085 6962 freephone

Post: MHA, Epworth House, Stuart Street, Derby, DE1 2EQ.
Please make cheques payable to MHA

One simple way of showing support

One simple way our supporters help improve the lives of older people each year is through our Christmas Friendship Appeal.

We asked people to write a Christmas card we could then send on to our homes so residents can read greetings at a time when they might not receive many of their own – it's a simple and effective way of showing we still care for older people.

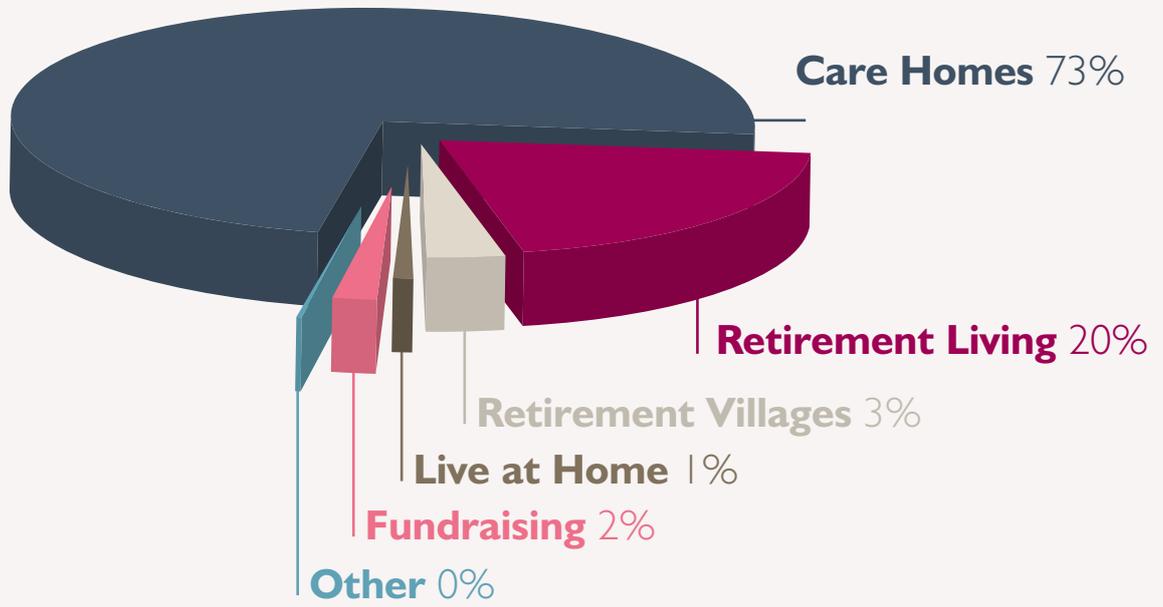
But don't take our word for it.

'It's very nice that people think of me at this time of year and they don't even know me,' said one Live at Home scheme member in North Shields.

And a resident at Bridge Court in Wolverhampton said: **'It's wonderful that somebody should care enough to send me a card. I don't usually have cards now. It's made this Christmas special for me.'**

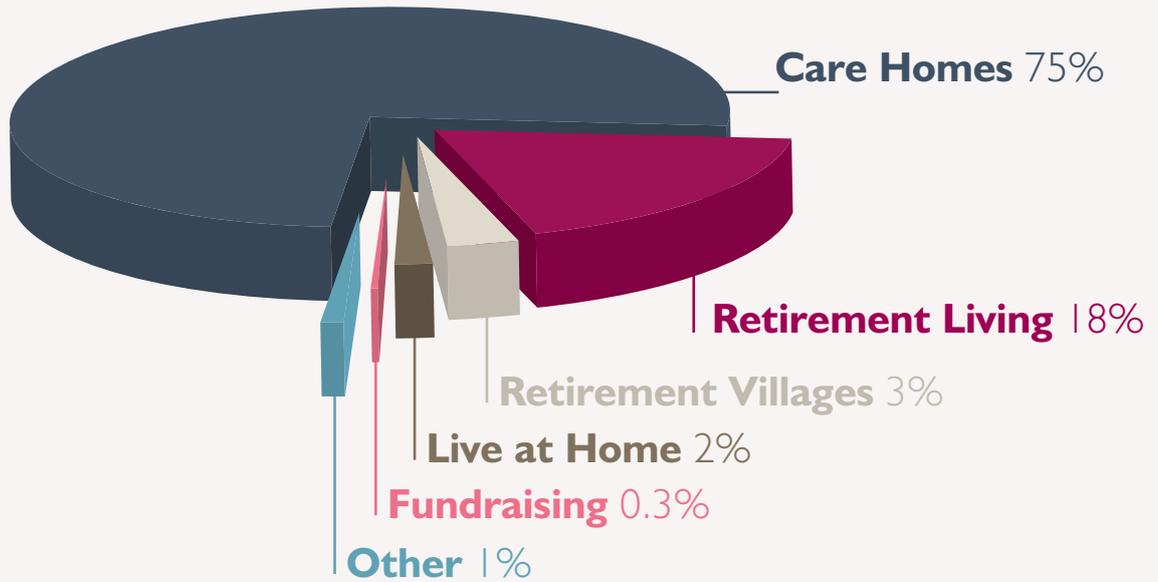
The arrival of the cards in homes also sparked many a conversation, as at Hatherlow House in Stockport. They said, 'We enjoyed opening, reading and displaying cards. The conversation around the geography and the places and churches of the donors was lively and began many recollections of places visited.'

Income



Full details of our income and expenditure are published in the Annual Statement of Accounts which is available to download at www.mha.org.uk

Expenditure



Care Homes 

Retirement Living 

Retirement Villages 

Live at Home 

Fundraising 

Other 



Improving the quality of life for older people across the UK

 **87 CARE HOMES**
↑ 4,500 RESIDENTS

 **64 RETIREMENT LIVING SCHEMES**
↑ 2,500 RESIDENTS

 **75 LIVE@HOME SCHEMES**
↑ 9,000 PEOPLE

MHA services spread the length and breadth of the country, helping people from as far afield as Edinburgh in Scotland down to Falmouth in Cornwall and across the Irish Sea to the Isle of Man.

MHA founded in
1943

One of the UK's top
20
largest charities

Improved quality of life for
16,000
older people in over
200
locations across the UK

Investing in new services across the country including at:

- Pickering, North Yorkshire
- Bromley, Kent
- Isle of Wight
- Poole, Dorset
- Auchlochan, Scotland

Over
7,000
staff and
4,000
volunteers

Award-winning care – 97% of residents stated that they were satisfied with the overall standard of their care home, based on the latest independent national survey by Your Care Rating of residents' views of our staff, care and quality of life.

 **your care rating**
what customers say

 **MHA**
bringing quality to later life

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A full copy of our Annual Report is available at: www.mha.org.uk

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