

Heart Soul

Together, we enable people to live later life well.

**Dedicated
to connecting
communities and
tackling isolation**

**Exceptional care
throughout the pandemic**
p 4-5

**Q&A with The Revd Kate
Bottley**
p 10-11

**Thank you to
our inspirational
volunteers**
p 16-17



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Dancing at Heather Grange care home

In all images national and local guidelines were adhered to and PPE was worn correctly at time of taking.



To all our supporters
**Thank you
for everything
you do**

With your help, we can support people in later life, not just through the pandemic, but beyond, as we continuously adapt our services to enable people to live later life well.

Selfie at Waterside House care home

Welcome from Sam

Welcome to the first edition of our new-look Heart & Soul magazine, a publication for our supporters, the heart of Methodist Homes (MHA).

This issue is dedicated to the residents, members and colleagues we have sadly lost during the coronavirus pandemic and their families who are in our thoughts at this very difficult time.

I hope as you read this magazine you are inspired by the stories of overcoming adversity and coming together as one. I could not be prouder of our thousands of colleagues across Britain, whose sheer dedication and passion has allowed us to continue providing exceptional care and support across our services since the pandemic began.

There have been so many moments of outstanding kindness during these unprecedented times, it has been hard to choose just a few to talk about. From family garden visits, to music therapists holding classes via Zoom and volunteers providing hours of befriending calls to those isolated during the crisis.



|| What has struck me in these times, are the inspiring moments of courage and happiness we've seen, which are truly a testament to the human spirit. ||

We have also had moments of deep sadness, where we have shed tears over those we have lost. What has struck me in these times, are the inspiring moments of courage and happiness we've seen, which are truly a testament to the human spirit.

We know there is still an enormous job to do, keeping our residents, members and colleagues safe. We're also dedicated to tackling loneliness and isolation for people in later life; and for many this has felt even more profound during the pandemic. Together, we will continue the fight to enable people to live later life well and be stronger together.

I want to say a heartfelt thank you and share my immense pride in every colleague, volunteer, donor and supporter who has worked tirelessly to keep MHA a beacon of hope during this crisis.

And of course, thank you to all of you who have supported us. There are simply too many to mention individually but we couldn't do this without you.

Thank you
Sam Monaghan

Dedicated to exceptional care & support throughout the pandemic and beyond

The coronavirus crisis has had a devastating impact on people in later life.

Despite the difficult circumstances we have continued to provide exceptional care and support in our care homes, retirement living and community groups during these unprecedented times.

Our ladies at Archers retirement living in Hitchin knitted hearts to donate to their local hospital. Knitted in pairs, one heart was given to patients who had coronavirus and the other to their family to help them feel connected.

Our community groups have sadly had to pause all face-to-face activities. However we have continued to support our members through adapting our services. From online group sessions to delivering fish and chip dinners!

South Leeds community group delivered Wimbledon-themed packages to all members with strawberries and cream.

Enfield community group have been running a weekly online baking club where anyone can take part making delicious bakes and enjoy eating them after!

Glen Rosa care home hosted a ‘Hawaiian Day’ for residents, complete with songs, dancing and lots of props!



Glen Rosa care home
Hawaiian Day

Our Belvedere Manor resident Stuart and his wife Patricia had been apart for many months due to coronavirus. But when it was safe to do so, colleagues arranged for Patricia to move into the home so they could be reunited.



Stuart & Patricia reunited again at Belvedere Manor care home

Music therapy sessions support the mental and physical wellbeing of our residents living with dementia. Thanks to Zoom, our residents haven’t had to miss out as their music therapy sessions have been moved online.

We’ve seen so many of our care homes and retirement living communities take activities outside, including outdoor concerts, bingo and some alfresco dining in the sunshine.

We believe everyone’s birthday should be celebrated during lockdown. Derek, a resident at Cromwell House care home was unable to have visitors on his 100th birthday. So the care team arranged

a party, setting up video calls with his family, including a special message from Andrew Marr, who Derek is very fond of watching.

These are just a few examples of the great courage and ability to adapt to the ever-changing situation. We’re so proud that our colleagues have worked together and continue to provide exceptional care and support, and fight against loneliness and isolation.



Music therapy sessions over Zoom



Singing & dancing outside at The Meadow care home

Dedicated to supporting more people in later life – our impact



Your fundraising and donations support our life-enhancing services, including chaplaincy, music therapy and community groups. Here are just some of the areas your money has helped...

(2019/20 financial year. Pandemic figures as of June 2020)



Dedicated to providing chaplaincy support

Our chaplains embody the values of MHA, placing great importance on nurturing the mind, body and spirit. In our homes and schemes with outbreaks of coronavirus, chaplains have provided vital comfort for residents, relatives and colleagues. They have been a supportive presence, always willing to listen and share hopes and fears.

Many of our chaplains had to self-isolate so have adapted how they provide support. Staying in regular phone contact with residents, relatives and colleagues has been a lifeline for many. We've seen chaplains singing to residents from the garden and delivering services via video call so residents can still attend.

The daily devotion shown by our chaplaincy team brings happiness and solace to our residents, members and colleagues. Their dedication during these unprecedented times has ensured the service continues to bring peace to many.

Our chaplaincy team are there to support the people we care for,



Comfort at Kenbrook care home

their families and our colleagues regardless of faith, background or belief.

If it is a resident's wish to do so, our chaplains encourage them to continue practising their faith which can bring peace and comfort to people in later life.



Chaplain Yvonne Myers and Diana at Amathea care home

Lifting spirits at Adlington House

At Adlington House Urmston retirement living, the manager Rose had an idea to lift residents' spirits during lockdown. A group of colleagues, including chaplain Peter Gleave, walked around the building every week at the same time to wave, sing and speak to residents who were standing on their balconies. Even dressing up for themed days!

As the prayer group couldn't meet, Peter created a weekly prayer letter including a thought for the week and a hymn. Residents enjoyed reading it and found it to bring great comfort.

Peter has enjoyed his new duties like the 'walk rounds' and delivering lunches to residents' apartments.



Chaplain Peter Gleave, 80's themed day at Adlington House Urmston retirement living

// I am extremely fortunate to be part of a team who understands and supports the work of chaplaincy. It has been good to be part of that team. //

Peter Gleave, chaplain

Staying connected with family

Yvonne Myers, chaplain at Amathea care home arranged for tablets to be delivered and contacted family members for video calling. A brother and sister who hadn't spoken for over a year had their first video call and now speak regularly. The tablets also give Yvonne an opportunity to take photos to send them to family members.

// Resident Diana was walking with me in the garden and we sent this photo to her son. He worries about his mum so it was nice to be able to send him a photo. //

Yvonne Myers, chaplain

A cuppa and a break with The Revd Kate Bottley

BBC Radio 2 and Songs of Praise presenter The Revd Kate Bottley has kindly agreed to take a break from her busy schedule for a chat. She spoke to us about our recent campaign to tackle loneliness and isolation, and how we must continue to connect our communities throughout the pandemic and beyond.

As the voice of our recent fundraising TV campaign, why is tackling loneliness and isolation so important?

We have an increasing older population and as a mobile society, loved-ones don't always live around the corner anymore. We don't always know the people who live around us, and whilst at the start of lockdown there was a real sense of enthusiasm to build connections, we need to ensure there is longevity in supporting people in later life.

How have you had to adapt your work throughout this time?

I've found for BBC Radio 2 and Songs of Praise that more people are listening and watching to bring comfort in very uncertain times. It can't replace a hug from a loved-one but we have become more

aware of the music we choose and the words we use.

Sadly, funerals have seen big changes. Usually, I would visit the family, get to know them and get a picture of who the person was. Instead we've had to use phones, and adapt our services too as unfortunately there can be no hymns or hand shaking.

How important is the role of a chaplain throughout these challenging times?

Being a chaplain is incredibly important. It's about nurturing spiritual health and wellbeing, from reading a magazine with someone or chatting about football scores, to talking about what happens when someone dies, and supporting with end of life care.

It's about having a supportive person to lean on regardless of faith or position, and as we come out of this crisis, a chaplain's role will be to facilitate a safe space for people to process their grief and come to terms with the heartbreaking losses we have been through.

Is there a passage which you'd like to share to bring comfort at this time?

'Sufficient unto the day' – it simply means, do not worry about tomorrow! (Matthew 6:34). At this challenging time it's important to take one step and day at a time. Each day, focus on doing small things which will make a big difference.

What are you most grateful for in lockdown?

There is so much, but mostly it is increased connectedness through technology, my neighbours and letter writing. It's the way communities have come together and protected each other. I have never had more contact with loved ones through the gift of technology, and opening the door to find a jar of jam on my doorstep is a lovely act of kindness we need more of.

What one thing will you carry on which you didn't do before?

Stop saving clothes for 'best' – I have taken to putting on a full length gown,

high heels and make up to go and do my weekly shop at Aldi and I'm definitely going to continue this!

It comes back to embracing every day. The wardrobe isn't meant to keep clothes warm!

What lessons do you think we can take?

In a time where everything seems so polarising, we need to see how big the gap is to bring it back together and make our communities stronger than ever.

// We need to use our local knowledge to keep communities alive and if everyone did one kind thing for someone else we can make a difference to peoples' lives. //



The Revd Kate Bottley



Dedicated to kindness

This year, our MHA Sunday celebrations have been a little different. For the first time, we streamed a service online. Over 750 people worldwide came together to watch our service of remembrance, we even had someone from Nicaragua, Central America join us!

The focus of the service was on the kindness shown by our colleagues and volunteers at this time, whilst remembering those we have sadly lost.

Our CEO opened with an address and prayer from his local Methodist church. The service went on to show footage of prayers read by our colleagues and MHA supporters and hymns featuring our music therapists with a little help from some of our care home residents.

We also heard from some of the older people we support. We saw

Pearl, a resident at Starr Hills care home who spoke of her sadness at not being able to see relatives. She commented on how much she appreciated the chaplain at the home, Richard Golding, noting "He is always available and finds the right thing to say."

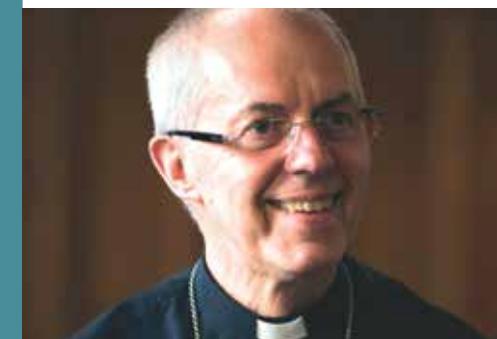
Alan, a member of our Farsley community group shared his emotional experience of missing going to our face-to-face activities. This was really powerful and showed the impact our adapted community work is having on older people during this difficult time. Alan was so grateful to Michelle, the manager who offered to ring him every week and arranged shopping deliveries and treats for Easter and VE Day.

Part of the service focused on how our chaplaincy service has had to adapt. Chaplain Kate Le Sueur enlightened us on her privilege to share last moments in prayer and comfort with residents and their loved ones, sharing a story of a request for last prayers over the telephone.



Our chaplain Richard Goulding and resident Pearl at Starr Hills care home

// I am delighted to offer my support to MHA Sunday, and to thank the staff and volunteers of MHA for their tireless work and their continuing service, even as we face this serious health emergency. //



Justin Welby,
Archbishop of Canterbury



Thank you to everyone who watched the service, and to everyone who donated.

If you would like to donate, you can here:

www.mha.org.uk/gift

You can still support MHA Sunday by holding your own service. The resources and service can be viewed at:

www.mha.org.uk/mhasunday

If you need any further assistance, contact the fundraising team on:

01332 221 641 or at fundraisingenquiries@mha.org.uk

MHA chaplains lighting candles of remembrance during the service

Dedicated to helping MHA in times of need

We have always been proud to work in collaboration with other organisations. During the coronavirus crisis we have experienced an outpouring of kindness and goodwill from businesses throughout the country.



Open Kitchens delivery at Queenswood care home



Moorland House care home thank REACT Specialist Cleaning

From the outset of coronavirus, our print supplier, The Irongate Group went above and beyond to offer support wherever possible. They worked hard to quickly provide key worker ID cards free of charge so colleagues could travel safely to and from work. They also sourced refrigerated vans so our colleagues working in our community groups could transport meals securely to members, ensuring food was delivered safely to those isolated during lockdown.

REACT Specialist Cleaning provided free decontaminations of four MHA care homes. This act of generosity provided much needed reassurance for the safety and wellbeing of residents and colleagues.

Nutritious meals were provided by Berber & Q Restaurant and Open Kitchen that helped keep our care teams physically and mentally healthy during their shifts.

We have also received vital donations from distilleries and manufacturers who changed production to hand sanitiser and PPE for care homes in their local areas.

“At REACT we believe in giving back to the community.”

We are delighted we could make a small difference to the residents and workers within the four homes. //

Shaun D Doak, CEO

Trust & Foundations

As of July 2020, we raised £435,000 from Trusts & Foundations in support of our community groups since the coronavirus crisis began.

As our face-to-face community services were paused, we responded by providing emergency food parcels, medication collections, telephone befriending calls and welfare checks.

Thank you to the following Trusts & Foundations:

Cheshire Community Foundation	£5,775.28	Heart of England Community Foundation	£10,000
East Court Charitable Trust	£15,000	Sir James Knott Trust	£5,000
Foundation Derbyshire	£9,438	The National Lottery Community Fund	£16,800
Gwyneth Forrester Trust	£10,000	The South Yorkshire Community Foundation	£10,000
Hampshire & Isle of Wight Community Foundation	£9,749		

Businesses throughout Britain have donated time, energy and resources to MHA.

These invaluable acts of generosity have been essential in allowing us to continue providing exceptional care and support for those in later life, working together in compassion and kindness.



Costa canned drinks delivery

Our heartfelt thanks also goes to:

3D Crowd UK	Hotel Chocolat
Alchemy Media	Innocent Drinks
Arla Foods UK	Irongate
Arolla Tech Ltd	M&S Food
Asda	Marlin Packaging
BOL Foods	Morrisons
Champneys	Outside the Box
Health Spa	Ringtons Tea
Costa Coffee	Sterling Dudley
Domino's Pizza	TEC
DPD	Tesco
Dynomite Productions	The Bluebells Team
Givaudan	Toyota
ECS	WL Distillery

Dedicated to celebrating our volunteers

Bim has volunteered at Langholme care home for the last 51 years, just shortly after it opened. Until lockdown, despite just celebrating her 91st birthday, she continued visiting every week. Kate, the admin manager says, "She is keen to return to say hello and brighten everyone's day with her permanent smile and cheerful disposition."



Bim, Langholme care home volunteer



Muriel and Reg, Norah Bellot Court retirement living volunteers

Jenny had recently retired from Hampshire County Council and began volunteering for our new meal delivery service. She's enjoying the new experience and says it is really good to see the same people each week for a chat (socially distanced, of course).



Jenny, Hampshire community group volunteer

During Volunteers' Week, 1-7 June 2020, we celebrated our inspirational volunteers, sharing their acts of kindness throughout lockdown.

Here are just a few stories of our incredible volunteers throughout this time.

Terry, a Huddersfield community group volunteer has been socially distanced visiting the most vulnerable members at their homes, delivering shopping and wellbeing activity packs. She says, "I feel a sense of worth through volunteering."



Terry, delivering afternoon tea VE Day packs

“Our volunteers have gone above and beyond to help us adapt to a new way of supporting our members. We witness their creativity and commitment to the members and to each other and it is just fabulous to see.”

Carmen, volunteer coordinator

Thumbs up! A big thank you to...

Wendy and Stacey from Stones Place care home for delivering handmade hampers to all their volunteers.

Joan, who volunteers at Woodlands retirement living for all you've done for the last 20 years.

Mari, The Fairways retirement living volunteer who has only just retired as editor of our newsletter.

Christine, Aigburth care home volunteer for creating weekly activities sheets for our residents to enjoy.

Michelle, MHA befriender for taking round cooked meals and arranging shopping deliveries for the lady you visit.

Nevil, Macclesfield & District community group volunteer for baking cakes and playing your saxophone during the clap for carers!

Rachel and Alice from 'Singing for Health' for ringing Northwood community group members to sing on the phone and for your online singing videos.

Kath, Stoke North community group befriender for cooking Sunday lunch for the lady you visit, for ringing her and delivering her shopping.



Help future generations live later life well with a gift in your Will

Your gift could support our vital services:

- Music therapy • Chaplaincy
- Community groups

Find out more:

01332 221651

giftsinwills@mha.org.uk
mha.org.uk/giftsinwills

Methodist Homes (MHA)

Registered charity No.1083995



Registered with
**FUNDRAISING
REGULATOR**

Christmas Friendship Appeal

Christmas is usually a time of celebration with family and friends, but it can also be isolating for people in later life.

You can make a real difference and help tackle loneliness in older people this Christmas. Share your Christmas spirit by sending an extra Christmas card and donating a gift to MHA.

This year, you can write an extra Christmas card (or as many as you like) and we will deliver them to residents in one of our care homes, showing them someone is thinking of them during the festive period.

// It was lovely to see their faces light up to receive a card. I have found that the residents really do sit and look at the cards for a long time, especially the handmade Christmas cards. //

Volunteer coordinator,
Mayfields care home

For further information visit:
www.mha.org.uk/christmas
or email:
fundraisingenquiries@mha.org.uk

Online activities



Marco's Green Care videos are very popular

Why not join our online activities? From Marco's Green Care, to singing, exercise and dance classes, baking, bingo and many more! Our activities planner is updated weekly with around 50 activities to keep you or a loved one busy during lockdown.

There are sessions available 24/7 or others that are live at set times of the week. To find out more, visit: www.mha.org.uk/LAHactivities

Dedicated to connecting communities and tackling isolation



Your support will enable our critical, life-enhancing services to continue, enabling people to live later life well.
Help us to make a real difference.

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)			
Your account number		Your bank sort code		
Your bank name				
Your bank address				

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.

giftaid it

Signature	Date
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Your details:

Title	First name or initial(s)
Address	
	Postcode
Email	Phone

If you would like to hear our news, have your say and/or support our appeals,
please tick your preferred method of contact:

Post Email Phone Text

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

Please return this form to: Methodist Homes (MHA),
Donation Processing Centre, 12b Fairlie Road, Slough SL1 4PY.

