

Welcome to MHA



Welcome to MHA



Welcome to MHA

You've connected with one of the largest charities in the UK, focussed on creating communities that care for older people. In our Care Homes, Retirement Communities and Community Services, we do our very best every day to ensure that older people never feel lonely or isolated.

As a charity, every pound that comes from our surplus or fundraising is spent directly on the services we provide. Our Board is voluntary and there are no shareholders to pay dividends to. We are open to everyone, and want to do as much as we can, for as many older people as we can.

Our strategic ambition is to provide services directly to 50,000 older people by 2025 and through our policy work, to positively influence the lives of many more. We're an organisation that loves to hear and share stories about how the lives of older people are changed day-in, day-out, so keep an eye on our website and Facebook pages to see how what we do makes a real impact for older people.

And finally, I would like to personally welcome you and I hope you look forward to becoming part of our journey.

Adrian Bagg,
Chief Executive
MHA



Our Journey

From our earliest days as a charity, we've made improving the lives of older people central to everything we do. We're now one of the largest supporters of older people in Great Britain, offering a range of services including care, retirement housing and support in the community. Our aim is to reduce loneliness and isolation for older people by creating communities that care.



1943

MHA was founded in 1943 by Methodists, with a mission "to improve the quality of life for older people, inspired by Christian concern". Society has changed beyond all recognition since our charity was formed, but our support and care for all older people is as relevant today as it was then.

1945

Our first home, Rylands in Wallington, opened and has been redeveloped several times to continue to provide quality contemporary care.

1978

Our first retirement housing scheme, Church Court in Midsomer Norton, opened and is still a thriving retirement community.

1988

First 'Live at Home' initiative was set up to provide support to older people in their own homes, mainly through volunteers.

2000

Retirement Living with care services were established, combining self-contained accommodation with care and support.

Our Journey

2004 We developed community services to provide MHA's dementia care to people living in their own homes.

2008 We employed our first in-house music therapist, to provide support for residents with dementia.

2012 We are really proud to have been recognised as the Best Residential Care Provider at the Laing & Buisson Independent Healthcare Awards. We were also awarded the Queen's Diamond Jubilee Volunteering Award, in recognition of our wonderful volunteers.

2013 Together with our residents and scheme members, we celebrated our Platinum anniversary.

2015 Our music therapy team win the Excellence in Dementia Care LaingBuisson Award in recognition of their specialised therapeutic care, dedication and research.

We also made a commitment in 2015 to increase the number of older people that we directly support over the next ten years, to around 50,000 people each year. We already support more members and residents than ever before.

It's an exciting time at MHA, and we're growing rapidly with new retirement living communities and new care homes in development. We want to offer more music therapy for people living with dementia, and create more Live at Home schemes. This is only possible through the charitable donations from our supporters and the many fundraising activities taking place throughout Britain. Raising charitable funds is so important as it means we can continue to support more older people now and into the future.



Our Aims & Values

Our values underpin our entire approach:

- We respect every person as a unique individual
- We treat others, especially the most frail and vulnerable, with the dignity we wish for ourselves
- We are open and fair in all our dealings
- We always seek to improve, to become the best we can be
- We nurture each person's body, mind and spirit to promote a fulfilled life

Putting our values into practice

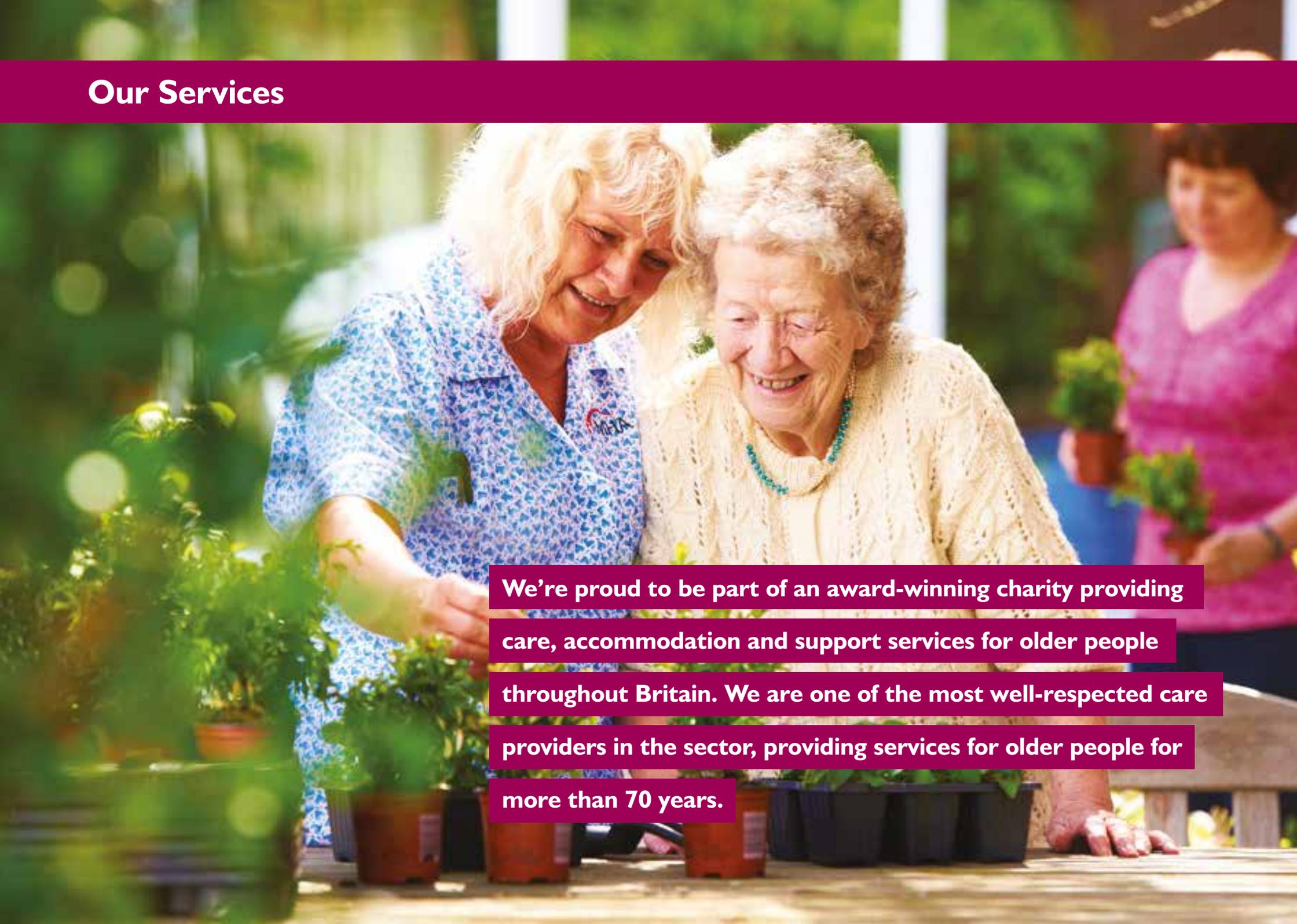
We are open to all older people and our homes and schemes are made up of diverse communities, with opportunities available for all residents and members to take part in activities of their choosing.

We aim to improve the quality of life of older people and to eliminate loneliness and isolation by creating communities that care. This creates opportunities for older people to lead active and fulfilling lives, with friends, support and care where and when people want it.

We respect personal beliefs and the choice of older people to participate, or not, in activities and events within the home or scheme. It's really important to us all that our staff and volunteers understand and share our values in order to play their part in creating communities that provide an improved quality of life for older people.



Our Services

A photograph of two elderly women in a greenhouse. The woman on the left has blonde hair and is wearing a blue patterned shirt. The woman on the right has white hair and is wearing a cream-colored knit sweater and a blue necklace. They are both smiling and looking at several potted plants on a wooden table. In the background, another woman in a purple top is visible, also holding a plant. The scene is brightly lit with natural light from the greenhouse.

We're proud to be part of an award-winning charity providing care, accommodation and support services for older people throughout Britain. We are one of the most well-respected care providers in the sector, providing services for older people for more than 70 years.

Our Services

We provide a range of high quality services to 17,000 older people, designed to meet the needs of each individual.

Our services include:

- Over 10,000 older people supported through 66 Live at Home services in the community. Our community schemes offer a range of support services, activities, outings, friendship and opportunities to engage with the wider community. We aim to increase this to 36,000 older people by 2025.
- 4,350 older people living in 84 care homes - residential, nursing and specialist dementia care. We aim to increase this to 6,000 older people by 2025.
- 2,500 older people living independently in 72 retirement living communities with flexible support and personalised care, with further sites in development. We aim to increase this to 8,000 older people by 2025.

Our services are delivered by 7,000 dedicated staff who share our values and are enhanced by the commitment of 5,500 volunteers who give up their time to offer support and friendship.

As a charity, we aim to provide good quality services which represent excellent value for money. All of our surplus income is reinvested into providing services and support for older people now and into the future.

Whether you are looking for a new home to relax in, require care and support, or want to be part of a community of like-minded friends, MHA aims to provide the support that you personally require. We aim to strike a balance between maintaining independence and the care and support that comes with being part of a caring community. We offer:

Live at Home and Befriending Community Services – support in the community or in your own home

Funded by charitable donations and grants, 'Live at Home' schemes throughout the country are enabling older people to get out and about within their community. Schemes offer a variety of support and friendship, such as:

- Lunch clubs
- Outings and events
- A wide range of activities
- Befriending services
- Friendly volunteers
- Dementia groups

Our Services

“The Live at Home scheme allows me to keep my independence, whilst living in my own home. I just love to sit and natter with others and the company is great. You can make really strong friendships here. The biggest challenge of living on your own is the loneliness.”

Joan, Horsforth Live at Home scheme, Leeds.



Care Homes - Residential, Nursing and Dementia care

- Private rooms, most with en-suite facilities
- 24 hour care staff
- Professional cleaning and laundry service
- Relaxing spaces for meeting with other residents
- Positive dining experience, with high quality food prepared on site
- Range of daily activities

Retirement Living - apartments for purchase, shared ownership or rental

- Fully-equipped private apartment
- 24 hour emergency call facilities
- 24 hour on-site person-centred care and support in some developments
- On-site manager
- Security features
- Range of additional facilities, such as restaurants, lounges and hair salons

If you would like to find out more about our services, please visit our website.

What Makes Us Different?

Three elderly women are shown from the chest up, smiling and playing musical instruments. The woman on the left has short white hair, wears glasses, a brown jacket, and a bright blue fuzzy scarf. She is holding a red tambourine. The woman in the middle has short white hair, wears a purple jacket, and a pink fuzzy scarf. She is holding a green and gold bell instrument. The woman on the right has short white hair, wears a grey cardigan over a light blue top, and a blue fuzzy scarf. She is holding a yellow tambourine. They are all looking towards the camera with joyful expressions. The background consists of yellow curtains and a window.

For over 70 years our charitable work has been improving the lives of older people throughout Britain and our caring communities are what makes being part of MHA different. As we grow as a charity we're supporting more older people, creating more caring communities, and helping to reduce loneliness and isolation.

What Makes Us Different?

Live at Home community schemes

Our Live at Home schemes provide a lifeline for many older people, many of whom live alone. When people become part of a fun, active, supportive group of friends, learning new skills and sharing old ones, enjoying life and finding new purpose, it really does make all the difference. It means an older person isn't sitting alone at home with no one to talk to – Live at Home schemes can open up a whole new world.

Music Therapy

Our award winning music therapy, provided by qualified therapists and supported by research, significantly improves the lives of older people living with dementia. Music therapy provides an outlet for emotions in a positive and supportive environment and can also reduce the need for medication. We're working with Anglia Ruskin University and Nottingham University to conduct further research to share with a wider audience and influence others to provide music therapy for people living with dementia. Music therapy is funded through charitable donations – thanks to our supporters, we are able to employ a team of 19 music therapists providing 11,600 music therapy sessions every year in our 54 dementia care homes.



“Sylvie's face brightens when she's taking part in music therapy... she has a great rapport with her therapist and it's become an important part of her life.”

Phoebe (friend of resident Sylvie, who is living with dementia)

What Makes Us Different?

Chaplaincy

All of our care services are supported by a dedicated Chaplain, who come from a range of denominations. Some are ordained ministers and others are lay people. They provide a listening presence and one-to-one pastoral support for all residents and staff members, whatever their beliefs, faith or background, to meet their individual needs. Chaplains organise worship for those who wish to participate and residents are also encouraged to maintain links with local faith communities if they have them. Our Chaplains are funded entirely by charitable donations.

We welcome everyone regardless of their faith and those without any religious affiliation, and offer care, compassion and respect for individual spiritual needs. Our Chaplains have a particular role in helping residents, and their relatives, approach the later years with a sense of peace and fulfilment.

“Pauline provided practical and spiritual support at a time of great sadness for my mother and us all. She found a way for my mother to feel connected to the funeral, even though she couldn’t be there in person, and helped her grieve in the weeks afterwards.”

Richard, son of care home resident Kathleen, discussing the chaplaincy support provided after his father’s death.



What Makes Us Different?

Our staff

We have highly-trained staff who are selected for their skills, knowledge and caring attitude. We have an excellent team of people who share our values and are committed to working to our high standards. We support our staff with training and development programmes and additional benefits to encourage them to continue their career within MHA. If you would like to join us, please visit our website to find out more: www.mha.org.uk/careers

“MHA has definitely helped, offering lots of opportunities for training and ways you can improve your skill set. I’m happy in my role and I encourage and support others to continue their training too. It works two ways, doesn’t it – the better trained we are, the better care we can provide.”

Marilyn, Senior Care Assistant, MHA Westbury Grange.

Our volunteers

We couldn’t provide all of our services and support in the community without the help of our 5,500 dedicated volunteers. You can volunteer at ‘Live at Home’ community schemes, retirement living schemes, and residential, nursing and specialist dementia care homes throughout the country. Our volunteers contribute to enriching the lives of older people - supporting and befriending, assisting with activities, clubs, or providing practical help through driving or gardening.

“I’ve met lots of new people and made new friends – everyone here is so friendly and it’s rewarding for me personally to work with older people.”

Vanessa, Volunteer, Reigate and Redhill Live at Home scheme.



How You Can Help

Fundraising

We have a host of fundraising events and activities to suit everyone, with our new website providing all the information you need and lots of fundraising ideas to share. We currently support 17,000 older people and with your help, we will support many more.

The money you raise goes towards connecting older people in communities that care. From services like our Live at Home schemes across the country that reduce loneliness and isolation, to our award winning music therapy for people living with dementia, every penny will make a difference to older people. Please join us in supporting older people to lead active and fulfilling lives.



For fundraising information and to take part in events, please visit: www.bestforages.com

- £6 for a week's Telebuddies call to check on five isolated older people living alone.
- £15 could buy wool for 'knit and natter' sessions, establishing new friendships.
- £30 could buy an individual music therapy session, helping someone with dementia to express their feelings.
- £50 to train a volunteer befriender for an isolated older person.



How You Can Help

Charitable donations

All of our community 'Live at Home' and befriending schemes are supported by charitable donations and grants. Our aim is to reduce loneliness and isolation for more older people and create more opportunities for connecting people in communities that care.

Our award winning music therapy for people living with dementia is also supported by charitable donations. Providing therapeutic interaction, music therapy can also reduce the need for medication.

To find out more please visit: www.mha.org.uk/get-involved

Volunteering

Volunteers are really important to us and our volunteers are essential in providing additional support and friendship in our communities. It's also a rewarding and mutually beneficial way to help others. We offer a wide variety of opportunities, with flexibility, personal development, full support, training and induction, and recognition for every one of our volunteering team.

To find out more please visit: www.mha.org.uk/get-involved



We would love to hear from you, so to find out more about MHA, any of our services, fundraising or volunteering opportunities, please contact your local scheme or home, give us a call or visit www.mha.org.uk

**MHA, Epworth House
Stuart Street, Derby, DE1 2EQ**

 **01332 296200**

 **enquiries@mha.org.uk**

 **www.mha.org.uk**

 **[@MethodistHomes](https://twitter.com/MethodistHomes)**

 **[MHA](https://www.facebook.com/MHA)**

 **[Methodist Homes MHA](https://www.linkedin.com/company/methodist-homes-mha)**

