

3. Methodist Homes for the Aged (MHA)

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1. General Report

Much has changed in society since the Methodist Conference of 1943 agreed with the Revd Walter Hall about the need to establish homes for older people and brought MHA into being. Nevertheless, as MHA celebrates its 65th birthday, the need for such homes, and the many other services which MHA provides, remains constant and the challenge to “improve the quality of life for older people inspired by Christian concern” is one which MHA strives to meet on behalf of the almost 12,500 older people who use its services.

Housing provision for older people is the subject of the Government report *Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society* issued in February 2008. It makes the point that by 2026 there will be 2.4 million more households of older people than today and suggests that within the total population by 2041 there will be a higher proportion of the older age groups, including the over 85s, a greater number of older people from black and minority ethnic groups, and double the number of older disabled people. Other estimates suggest that the number of people over the age of 85 is projected to rise from 1.1m (1.9% of population) to 4.2m (6.5% of population) by the year 2056.

A similar picture emerges from the Commission for Social Care Inspection’s report, *The State of Social Care in England 2006-2007*. It highlights the increasing cost of providing care for older people and estimates that Councils spent £14.2 billion on social care for all adults during 2006/07 while £5.9 billion was spent by private individuals on personal social care for older people alone.

Central Government policy remains focused on encouraging the involvement of the voluntary sector in the delivery of social care, and the role of direct payments and individualized budgets is likely to increase significantly. The forthcoming Green Paper on long-term care funding is awaited with interest by all involved in the care sector, not least to see the ways in which it addresses both the need for increased provision of services for an ageing population and the relative burden to be borne by the state and the individual in paying for it.

External agencies may set the broad context within which MHA operates, but we feel confident that the services we provide and the strategic direction determined by our Boards in 2007/08 mean that we are well placed to continue to serve ever larger numbers of older people in the coming years. We are working to increase the number of services which we provide as well as develop and update our existing services, and all of this continues to be built on our founding principles

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and on our values of high quality, person-centred care and support for older people founded on respect for individuality, personal choice and dignity focused on nurturing a person's spiritual and physical well-being.

Looking at what others say of our services, we are delighted to report that the Commission for Social Care Inspection (CSCI) rated over 80% of MHA's services as 'good' or 'excellent' with all services meeting standards. In an independent survey of those in our care homes, MHA received a satisfaction level of 81%, while those in our housing services gave us a satisfaction level of 78%, with 96% of tenants saying that they would consider recommending or definitely recommend MHA to others. This suggests that we are continuing to achieve high standards for older people and this report highlights the achievements of the past year as well as outlining the plans made for coming years.

New Services

- Exning Court, in Suffolk, is a housing with care scheme with 34 apartments for rent. It is owned by Sanctuary Hereward but the care, support and housing management services are provided by MHA.
- Beechville House was a care home in Bolton, previously owned by a Quaker-based charity who donated their assets to MHA on the closure of the home. We have now redeveloped the site and are due to open a nursing and residential dementia care home for 62 older people in summer 2008.
- Residential dementia care within MHA began at Westbury in Newport Pagnell in 1989. The home is owned by the local Primary Care Trust (PCT) who gave notice of their intention to withdraw their contract with us to provide care to 30 residents and, in effect, close the service. After protracted negotiations, MHA has acted to protect the service by purchasing Westbury from the PCT and Paganell Grange, the care home next door, from Extra Care Charitable Trust. It is our intention to add a dementia wing to Paganell Grange, to preserve the Westbury service, and then redevelop Westbury to provide an additional housing with care service.
- A long-standing wish of increasing MHA's presence within London was achieved through the acquisition of 4 care homes and a housing scheme from a Housing Association, Willow Housing, in December 2007. Riverview Lodge, Lawnfield House, David's House and Kenbrook collectively provide residential, dementia and nursing care for 150 people, and Lawnfield Court has 17 flats offering housing with care.
- The aim of encouraging others who share our values to join MHA has borne fruit during the past year. We have been pleased to receive into MHA Hatherlow House, a 26-bed residential home in Southport which brings the total number of care homes in MHA to 67 with more than 2,800 registered care places. Similarly, the building and site of Victoria Home, a former nursing home in Leeds run by a Trust with Methodist connections, has come into MHA. We are working to redevelop the site and build a new housing with care scheme.

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- Existing relationships with the builders Castleoak have led to the development of a leasehold arrangement to run a new 68-place care home at Carterton in West Oxfordshire due to open in summer 2008.
- Schemes offering housing with care are being developed in Hitchin, on the site of the old care home and adjacent to the new one, and in Dore near Sheffield. Apartments in these Schemes are for sale, thus allowing individuals to retain their equity in property while receiving round-the-clock support from a specialist care team. Likewise, planning permission has been granted for the development of a housing with care scheme in Harrogate, on the site of the original Berwick Grange Care Home.

Developing Existing Services

- 65 years of work inevitably means that as well as building or acquiring new services, MHA must look at ways of ensuring that existing homes and schemes remain fit for the 21st century. As a consequence a thorough review of properties has taken place and a significant programme of refurbishment of older properties begun, both in care homes and in sheltered housing.
- Yesteryear's older people had very different aspirations from those seeking our services today. This is particularly true in the area of sheltered housing – which MHA has been providing since 1977. The old model of apartments, exclusively for rent and with no care services, has given way to a prevailing model wherein housing increasingly has a 24-hour care service available. As a consequence, we have recently reviewed all of MHA's sheltered housing to see where extra services can be added. As well as personal care, these might include, for example, cleaning, shopping and catering services. Such developments will enable us to meet the needs of more dependent tenants and hopefully preclude the need for them to move out of the housing scheme. A programme of developments has been drawn up and work has begun.
- Extra facilities have been planned at Woodlands in Penrith whereby the land adjacent to the existing scheme will be used to build 21 housing with care apartments and additional facilities which will become part of an enlarged scheme. Planning permission has been obtained and building work is underway.
- Alterations to Norwood, our care home in Ipswich, have been completed, adding both to the number of residents served and to the services provided, with specialist dementia care now being available. Similarly, plans have been drawn up to further expand the dementia service at Richmond, our care home in Bexhill.
- Recognising that MHA serves increasingly frail older people has led us to make strenuous efforts to offer meaningful end of life care to residents and tenants and to support staff and families as well. *"The Final Lap"* training programme has now been shared with staff from all MHA's care homes and is being extended to cover housing schemes and Live at Home schemes as well. We have recently received a grant of £40,000 from the Ellerman

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Foundation to help both in the delivery of training and in the production of supporting materials and resources.

- Supporting the spiritual needs of older people remains at the heart of MHA's work. We reported last year that we are working to increase significantly the level of chaplaincy support within our care homes by recruiting and employing chaplains to work alongside volunteers. Among a network of 100 chaplains we now have around 30 employed chaplains, some ordained and some lay, and from a variety of Christian traditions, and their contribution is much appreciated by staff and service users alike.
- Spirituality has a broad definition within MHA and is related to what gives a sense of continuing meaning and purpose in life. It is thus the province of all staff and volunteers, not simply the chaplain. We continue to look for innovative ways of addressing and meeting the spiritual needs of older people using our services. In particular, we have extended individual and group activities to support well-being, encouraged life-story and reminiscence work for older people to recollect memories and celebrate their lives, and offered reflexology to residents, thus promoting relaxation.
- Enabling older people to continue living in their own homes is at the heart of MHA's community service provision. Around 8,000 people are served by Live at Home Schemes which continue to develop services designed to help members remain independent and enjoy life. We have also developed an outreach project in Bradford, piloting a home care service for people with dementia. MHA has also made a grant to a community group attached to a Methodist Church in south London to reach out to the local black elders.
- Recruiting and training high quality staff, who share our values, remains a major priority. During the past year we have provided innovative 'e-learning' to all staff, with training in care, health and safety, and food hygiene. We have trained staff in specialist dementia care in partnership with The Alzheimer's Society and supported care staff in reaching NVQ level 2 or above, with around 55% now having attained this.

MHA and the Churches

Vital to what makes MHA the organisation it has been over 65 years is its relationship with the Methodist Church in particular and, increasingly, with those of other traditions as well. For while MHA is an independent charity and much of our income comes from fees charged for housing and care services, paid for by the State or by individuals themselves, we value greatly the contribution made by churches and their members who bring many benefits to our service users. MHA sees its role as the 'hands' of the Churches, taking action in society to improve the lives of older people in need, inspired by Christian concern. We are part of the Churches' contribution to caring in society. We are growing, serving more older people and working in partnership with an increasing number of statutory bodies and other partners. We would like all Churches to recognise and support MHA's work as a valuable contribution to the physical and spiritual well-being of older people. We will also reach out to other groups and seek ways in which we can work in partnership with others to develop our service to older people of all faith traditions. MHA once again expresses thanks through the Methodist Conference

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for the support that we receive, and our hope and prayer is that as our work continues to grow and develop in breadth and diversity, the support of the Church will develop as well.

- In particular, MHA benefits from the tireless service of over 5,000 volunteers who give of themselves, helping MHA to offer an extra special service to older people. Many of our volunteers serve as MHA reps in Methodist Churches, Circuits and Districts, and we ask that their role is recognised and supported at Circuit Meetings and Synods.
- Charitable income continues to be central to both our present and future work and every gift helps us to improve the lives of older people. During 2007/2008 charitable income exceeded £5.5 million for which we are most thankful. Gifts received as legacies are by far the biggest contributor to this total but we have also benefited from increased regular giving from individuals, donations from grant giving Trusts, Capital appeals in relation to new developments and the regular support from the Churches. Methodist Homes Sunday has moved to a new date from this year and the results of the 2008 appeal will be reported next year.

Ecumenical links and links to other faith communities exist and are being built gradually in many places. MHA has developed a successful relationship with the Nottingham Jewish Housing Association and is now managing the care at Miriam Kaplowitch House in the city. The Home provides residential care to 22 older people. Plans are now underway to develop a 'Housing with Care' service on a nearby site in Nottingham where MHA will provide the care service. Our ecumenical partners do not have an equivalent national, professional and respected care and housing provider, so MHA is in a good position to serve them. In a recent survey of MHA residents, around 80% of those who responded declared themselves as people of faith, with 80% of them declaring themselves as either Methodist or Anglican.

The last audited accounts for 2006-07 are available on request from Head Office. The indications from the unaudited accounts for the financial year ended 31st March 2008 indicate a most satisfactory financial position, which will make it possible to continue our plans for growth and development as reported last year in the Strategic Plan to 2010.

Our report began with reference to the 65th anniversary of MHA's foundation, and the preceding paragraphs have highlighted the contrast between the modest beginnings made possible by Walter Hall's vision and the complex range of services offered by MHA today. At a reception at the House of Lords, held on 29th February 2008, to mark the anniversary, Dame Denise Platt, Chair of the Commission for Social Care Inspection (CSCI), praised the work of MHA saying, "The Commission finds that care services run by voluntary organisations continue to perform better than private and council-run services". We were also delighted to launch a new book, *65 years in the Making: The Unfolding Story of MHA*, written by Laurence Wareing. Copies are available (suggested donation £15) from MHA. In it the editor draws this conclusion. "What is clear is the importance of continuing to re-tell, update and explain the story of MHA in order to ensure that its work is fully understood and that its role as a major deliverer of social care and

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support in the UK, and as an innovative embodiment of the Methodist “social gospel”, is valued now more than ever.”

Older People in 2008 and beyond have much to be thankful to the Methodist people for, and MHA is grateful on their behalf to all who support our work through their gifts of time and money and through their prayers.

*****RESOLUTIONS**

- 3/1. The Conference receives the General Report of Methodist Homes for the Aged.
- 3/2. The Conference records its gratitude for the work of MHA over the past 65 years, caring for older people in the name of the Church. It shares in the celebrations and offers its support and good wishes for the years to come.

2. Retirement of the Revd Peter Mortlock

Peter was appointed to the Board of Methodist Homes for the Aged (MHA) in 1982, as a representative of the then Division of Social Responsibility Board. He joined the Board of Methodist Homes Housing Association in 1987 and later rejoined the Board of MHA. Originally a Social Worker working with the homeless in London and formerly an “Admitting Officer” to Local Authority homes, with experiences as District Property, Employment and Policy Secretary in more than one Methodist District, his knowledge and contribution to the organisation has been invaluable.

Peter was appointed as Chair of the Board of MHA in 2001. He has led the Board for seven years, through its significant growth and development to meet the changing requirements and expectations of older people. Ensuring the continued provision of the highest levels of care, MHA is now one of the largest and most respected care providers in Britain.

Having also served on the Board of MHA Care Group from its incorporation in 2000, Peter has displayed solid commitment and dedication to the whole organisation for an astonishing 26 years. During this time, he has not only contributed to the strategy of MHA, he has had personal and practical involvement too. Peter was instrumental in establishing MHA’s first Live at Home scheme in Lichfield in 1988; and served as the Chair of the Live at Home Monitoring Group for several years. MHA’s nationwide Live at Home initiative now serves over 8000 older people.

Peter’s skills have come to the fore in managing the Board during his time as Chair, enabling issues to be widely debated, all voices to be heard and a consensus to be reached. As a Superintendent Minister of the Methodist Church, currently in the Bristol North Circuit, and as the Deputy Chair of the Bristol District Peter has tirelessly communicated MHA’s work locally. His enthusiasm and motivation in supporting MHA to improve the quality of life for older people is greatly appreciated.

Peter will be greatly missed at MHA and we wish him well for the future.

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*****RESOLUTION**

- 3/3. The Conference expresses its thanks to the Revd Peter Mortlock for his distinguished service to MHA.

3. Church appointments to the Boards of MHA

*****RESOLUTION**

- 3/4. The Conference:

- a) Appoints as shareholder of **MHA Care Group** and member of its Board:

David Hall

Dr David Hall's career includes a 20 year period as a senior executive in the metal industry, followed by the role of Chief Executive of County Durham Training and Enterprise Council. His experience includes strategic planning and development, finance and HR. Dr Hall held a number of voluntary roles including Chair of the Board sub group for Equality and Diversity for his local NHS Trust, and Chair of Darlington Mind which provides care and housing support. His current appointments include Board Member of two Colleges in the University of Durham and Trustee of Darlington Council for Voluntary Services. Dr Hall is an active member of the Methodist Church and has first-hand experience of MHA.

- b) re-appoints as shareholder of **MHA Care Group** and member of its Board:

Mr Brian Coldwell (Chair)

- c) notes the retirement from **MHA Care Group** of the Revd Peter Mortlock and Mr Stephen Duckworth and expresses gratitude for their distinguished service to the Board;

- d) appoints as shareholders of **Methodist Homes for the Aged** and members of its Board:

Keith Salsbury

Keith Salsbury retired from the National Health Service in 2002 having served in a number of senior management positions including 11 years as Chief Executive of Wakefield Health Authority. Keith has worked at all levels of the NHS and acquired a vast experience of health care. He has also served as a Trustee of a hospice and Chair of a local cancer charity. Keith is a former Board Member of MHA and has been a member of the Methodist Church for over 40 years where he has served as Church Secretary, Treasurer and Steward at different times.

Tim Walton

Tim Walton has held various directorship positions during a 30 year career at Rolls-Royce, including Director of e-business; Director of

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IT; and Business Improvement Director in Manufacturing. He was also Chief Information Officer of Arup from 2005 to 2006. Tim currently serves in non-executive positions for NHS Direct and Department for Business, Enterprise and Regulatory Reform. Tim's previous experience includes chairing and membership of various industry-wide groups such as the CBI e-Business Council. He has personal experience of the issues relating to dementia care.

- e) re-appoints as shareholders of **Methodist Homes for the Aged** and members of its Board:

Prof Malcolm Johnson
Mrs Nwabueze Nwokolo

- f) notes the retirement from **Methodist Homes for the Aged** of The Revd Peter Mortlock, Mike Bamford and Stephen Beard and expresses gratitude for their distinguished service to the Board;

- g) appoints as shareholder of **Methodist Homes Housing Association** and member of its Board:

The Revd Dr Betty Bell

Betty Bell commenced her career as a Chemistry Teacher prior to holding positions as Senior Tutor and College Vice Principal. Betty then undertook ministerial training, serving as a Superintendent Minister and Minister for almost 10 years. Betty has been a supporter of MHA for over 20 years and was involved in Hinton Court, our sheltered housing scheme in Guisborough, in its early years. Additionally, through her ministry, Betty has worked extensively with older people. She also has a particular interest and personal experience of issues surrounding dementia care.

- h) re-appoints as shareholders of **Methodist Homes Housing Association** and members of its Board:

Shelagh Morgan (Chair)
Dr Chris Moore