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1. General report

- 1.1 As a national charity, rooted in the values of its Methodist foundation, MHA enables people to live later life well. Through 90 specialist care and nursing homes, 70 thriving retirement living and 62 vibrant community groups and befriending, we inspire the best care and wellbeing at every stage of later life. With over 75 years' experience, we put people at the heart of everything we do in all our homes and schemes across Britain. All our donations and any surplus we generate is invested into the services we provide for our 18,500 residents and members. We have over 7,600 dedicated colleagues, supported by over 4,000 generous volunteers.
- 1.2 During the year, MHA and the Methodist Church signed a significant 'expression of commitment' to work together so that people can live later life well. This statement underscores the crucial relationship of the Church and MHA to meet the needs of older people within our communities in body, mind and spirit. The text of the commitment may be found here: bit.ly/mha-better
- 1.3 We have been delighted to work with Hope Siesage, placed with MHA for 12 months as part of the Methodist Church's Intern programme. Hope has assisted with a number of projects, including the WELL training (see paragraph 1.5) and the development of our special services, including chaplaincy and music therapy. Hope is also working on another project to explore the recorded talks and writings of the Revd Walter Hall, MHA's founder.
- 1.4 In 2019 MHA launched a new five-year strategy built round the concept of 'One MHA' and designed to relate our services more strongly within a number of geographical communities. We are looking to work more closely with local churches and faith groups in order to maximise the care and support we can bring to people in our local communities who are in later life.
- 1.5 In the autumn, six training events were provided for worship leaders who visit homes and schemes outside MHA provision. This extends our commitment to improve the care of people in later life, whether or not this is in an MHA facility. Called 'Worship Engagement in Later Life' (WELL), the training was followed by detailed analysis to assess its impact. This revealed a very positive benefit to those able to take part. The training includes guidance on how to lead services in a context of mixed cognitive

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ability and includes a demonstration of 'Biblical Yoga'. WELL events can still be requested from MHA, and are supported locally where there is sufficient demand.

- 1.6 The biennial MHA Chaplains' Conference was held at Swanwick in June. Over 100 chaplains attended, along with CEO Sam Monaghan and MHA Chair John Robinson. The residential event enabled chaplains to engage with the new MHA strategy, share in worship and focus on areas of practice development for spiritual care.
- 1.7 Throughout the year MHA continued its commitment to pay all staff a minimum of the real living wage.
- 1.8 Other notable successes for the year include:
 - Our music therapy service was highlighted in the BBC One documentary *Our Dementia Choir with Vicky McClure* and was also part of BBC's Music Day in September 2019 as part of our *Moment of Joy* campaign to raise awareness of the importance of music therapy;
 - More care homes were judged to be 'outstanding' bringing MHA to a total of nine. Out of the total figure of inspections, 89% of care homes and 93% of retirement living schemes were judged to be either 'good' or 'outstanding';
 - MHA Mickle Hill retirement living in Pickering, Yorkshire, became our first housing with care scheme to be judged as 'outstanding' by the CQC;
 - Residents continued to be enabled to live later life well through our 'Seize the Day' initiatives, on occasions making last wishes come true;
 - Our 'Live at Home' schemes now support more than 12,000 older people, tackling loneliness and isolation;
 - Methodist Homes Sunday was again a highlight of the year in our work with the Methodist Church.
- 1.9 MHA launched a new annual lecture named after the founding figure in the creation of the charity, the Revd Walter Hall. The inaugural Walter Hall Lecture was given by Lord Willetts at Methodist Central Hall, Westminster. Exploring inter-generational responsibility for the funding of care, Lord Willetts provided a dynamic presentation of the challenges facing society as 'baby boomers' begin to retire.
- 1.10 Music therapy continued to be a valued service for people living in our specialist dementia care homes. We now employ 26 music therapists, with more than 800 individuals benefitting from one-to-one sessions. Our work in the field was noted as we were part of the Commission on Music and Dementia. The report, called *What would life be – without a song or a dance, what are we?* highlights how important a service it is. (<https://ilcuk.org.uk/wp-content/uploads/2018/10/Commission-on-Dementia-and-Music-report.pdf>)

- 1.11 Methodist Homes Sunday in 2019 raised over £183,000, for which we offer grateful thanks. In 2020, the official date for the Sunday is **6 September** although it can be moved to suit local needs. Our theme for worship is **'kindness'** and a range of materials linked to the Book of Ruth is available to download from our website (www.mha.org.uk/get-involved/campaigns/mha-sunday/)
- 1.12 In addition to its 7,000 members of staff, MHA benefits from the contribution of over 4,000 volunteers. These volunteers add a vital dimension to the work of MHA supporting all elements of our operation, including Chaplaincy. Many volunteers come from Methodist congregations and help us retain our links with the Church.
- 1.13 The latest audited accounts are available on request from our website or from Epworth House. Our Annual Impact Statement, which tells the story of MHA's activities, is also available on the website or from Epworth House.
- 1.14 During the year there were several changes to the membership of the Executive Leadership Team. Following some structural changes we were delighted to welcome Dan Ryan as Director of Operations. Andy White and Victoria Parkinson, two existing members of MHA staff, joined as Director of Property and Director of Finance, respectively.
- 1.15 The Trustees who oversee the work of the charity continue to offer excellent advice and guidance, sharing between them considerable expertise across the range of MHA's activities. The focus of MHA's holistic approach to care is at the root of their willingness to serve as Board members and they bring a range of spiritual and belief commitments to the role.

2. Covid-19

- 2.1 At the time of preparing this report the world is grappling with the impact and consequences of a novel coronavirus. With our responsibilities for the welfare of the older people in our care, along with MHA colleagues and volunteers, the arrival of the virus has presented an unparalleled challenge to our services. MHA has acted rapidly to secure our position, making temporary and far-reaching changes to the operation of our central co-ordination, and is working closely with Government, local authorities and partner organisations.
- 2.2 The rapid development of the pandemic has led to a pause in the development of our strategy and this temporary interruption will be kept under regular review.

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3. Church appointment to the Boards of MHA

- 3.1 Through our Governance Committee we continue to strengthen the Charity's Board with new members bringing wide experience, particularly in the areas of marketing and social care.

*****RESOLUTIONS**

- 11/1. The Conference receives the Report.**