



a guide to

our housing

We believe that a fulfilled life is one

About MHA

MHA Care Group is a leading national charity providing services for older people. We offer care homes, housing and support services with a particular emphasis on enabling older people to live a fulfilled and independent life.

With over sixty years' experience, we provide a range of services for older people including residential, nursing and specialist dementia care in care homes settings, sheltered housing, housing with care, community support schemes and supported retirement housing for sale.

Over 6,500 older people throughout the country use our services.

Our mission is: To improve the quality of life for older people, inspired by Christian concern.

MHA was founded by the Methodist Church and our services are open to all who need them, regardless of personal beliefs. We seek to provide the highest standards in all areas. Our homes and schemes are made up of diverse communities and opportunities are made available for individuals to practice their faith as they feel appropriate. We believe that a fulfilled life is one which has meaning and purpose and a special feature and an important element of the services we provide is the emphasis placed on the spiritual well-being of older people.



which has meaning and purpose ...

Our Housing – Support and Independence

If you or a loved one are considering a move to sheltered housing, housing with care or supported retirement housing, consider MHA. If you want to have peace of mind, the security of support available if you need it, and to remain as independent as possible, without the maintenance and safety worries of your current home, our housing could be the answer.

We provide a range of housing suitable for single people or couples with access to a variety of support services according to your needs and emergency help if required. This combination of independence and support makes our housing a popular option for many older people. Being part of a vibrant community with various get-together and activities allows you to benefit from company as and when you

choose. Wherever possible, schemes are situated close to local amenities and public transport.

We recognise that a move can be a challenging time, and we will do all we can to ensure that it is a move towards a more fulfilling later life. But don't just take our word for it. The quotes throughout this brochure are actual comments from people who live in our housing schemes.

“My husband was no longer able to maintain our home and garden and it was becoming a worry for me, but the scenery is beautiful here and we chose the right time to move with the autumn trees.”



Many people appreciate the added dimension

Housing and Support Options

We offer a wide range of housing and support designed to meet individual's different needs. The following options are available to you.

Sheltered Housing

Most of our sheltered housing has an on-site manager available to support and assist tenants during working hours. All schemes benefit from an emergency call system. A small number of schemes have no on site manager but benefit from regular visits from a local co-ordinator employed by MHA.

Our sheltered housing schemes include the following features:

Specially Designed

All our housing has been specifically designed for older people, with secure entry systems, communal areas and a range of unobtrusive security features including emergency call systems, smoke alarms, heat detectors and emergency lighting.

Many schemes are fully wheelchair accessible, some with automatic doors and low-level kitchens especially for people using wheelchairs. Others include assisted bathrooms with walk-in showers and have the latest technology such as security cameras linked to individual television sets.

The scheme has made a big difference to my life. It's a safe, secure environment where I still have my independence and can be part of the local community. I also enjoy the company of others and join in activities throughout the day if I choose.



*of support and friendship
and being part of a community.*

Your Apartment

Each apartment is well-equipped with one or two bedrooms, a lounge with television and telephone points for your convenience, a fully fitted kitchen and individual bathrooms. Each apartment includes safety features such as smoke detectors and an emergency call system linked to an alarm control centre where a trained member of staff is available 24 hours a day to contact family members, a doctor or an ambulance, or talk through any incident.

Response to alarm system is excellent.

General Facilities

Our schemes include communal facilities such as lounges where tenants and their visitors can get together. Other facilities vary from scheme to scheme and may include hairdressing salons, laundry room,

restaurants and day-care centres.

Many offer guest accommodation, which is available for relatives and friends to use at a small charge. All communal areas are fully maintained by MHA.

I have been very happy with the good companionship and happy atmosphere.

Entertainment/Activities

The homely lounges are often used by tenants for a variety of activities including quizzes, cards and get-together. Many have TVs, music centres and a piano. Most of our schemes have a Volunteer Support Group where Members organise outings and events in accordance with your wishes and interests. All activities are available for you to join in as you wish. Many people appreciate the added dimension of support and friendship and being part of a welcoming community.



Our professional team of care staff are trained to work with you

Sheltered Housing Staff

The on-site Manager will liaise with relevant health, social services or care agencies on your behalf to arrange care services, should more assistance become necessary. The Manager is also responsible for estate services such as cleaning, gardening, heating and the maintenance of communal areas.

"Our manager and her assistant are more than kind to all of us. We are so glad we live here."

"It is a big help to know that we're not far away from the Manager and it takes a lot of the maintenance and security worries away from me".

"The new gardener/handy man is a great asset."

Supported Retirement Housing For Sale

Some of our apartments are available to purchase rather than rent allowing you to remain a home-owner with the added advantages of a little extra help. Our Supported Retirement Housing for Sale is all specially designed with high quality finish and fittings, security features, access to support services such as 24 hour emergency call system and a part-time Manager to maintain the building and co-ordinate any care services you may require.

"My wife and I are delighted to be living in such a comfortable flat in delightful surroundings."



to ensure that all your care needs are met.

Housing With Care

Our housing with care schemes are suitable for those who prefer the independence of a self-contained apartment but require a greater level of care and support backup on site. These are available for rent and some are available for purchase.

Schemes include communal lounges, dining restaurant facilities, a Scheme Manager and a care team that provides round the clock additional care and support and assists with daily tasks like meal preparation and bathing.

“There's nothing to compare with what I get here - total freedom from anxiety, it has played a major role in putting me back together.”

“Very happy to be here – it gives peace of mind to my family.”

Our professional team of care staff are trained to work with you to ensure that all your care needs are met. Our person-centred care includes emotional and spiritual support as well as any practical support that you would like such as assistance with washing or dressing. With your help, we will draw up a personal and individualised Care Plan for you, including your likes and dislikes and how we can best assist you.

We are also happy to arrange services from chiropodists, opticians and hairdressers and others as required.

“The help is there if you need it, the facilities are good – I just love it!”



MHA recognises each person as

Specialist Dementia Care

Some of our schemes offer specialist dementia care for individuals or couples where one partner is living with dementia. 1 in 5 people aged 80 or over are living with dementia. Over the years, MHA has built a strong reputation for the quality of our dementia care and developed a number of homes providing specialist care. Our care practice is based on research and our long term experience. We have specially trained care staff who receive ongoing expert professional support from MHA's Dementia Care Advisers.

MHA recognises each person as a unique individual. By getting to know the person and their life history, we aim to find the meaning behind behaviour and plan our care to reduce any frustrations by developing a welcome routine and improve well-being. Our dementia care sees the person, not the dementia. We aim to give individual care within a calm and relaxed

environment and to fulfil the emotional, social, physical and spiritual needs of each resident. We encourage daily activities - which we do with individuals rather than for them - to develop personal interests to maintain life skills. Our carers use appropriate communication to maximise opportunity for interaction.

We also utilise the latest technology designed to help people orient themselves, to promote mobility and independence and to provide unobtrusive security and peace of mind.

I am extremely happy in my new home where everyone has been so helpful and friendly.



a unique individual.

Spirituality

We understand spirituality to be 'What gives continuing meaning and purpose to a person's life and nourishes their inner being'. MHA cherishes spirituality which encompasses all, including those with no religious beliefs. Our communities are diverse and the expression of spirituality will differ for each individual and we encourage the right one for you.

Part of what makes MHA special is the role of the Chaplain in each scheme. The Chaplain may be a Minister from the local Methodist Church or from another denomination, or a lay person; he/she is available to all. Links are provided so that tenants who wish to can share in the activities and worship at their local church.

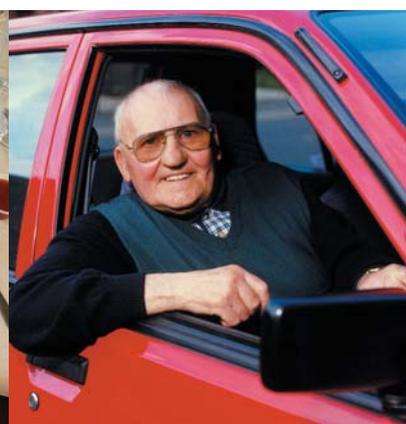
We have lots of outings and meals organised as well as knitting crafts and art. We love it.

Communication

When you first join us, we provide a comprehensive Tenants Handbook which gives you information on your new home, the role and responsibilities of any staff at the scheme, your rights and how you can expect to be consulted. We meet regularly with tenants and relatives to ensure that our service meets your needs. We produce newsletters to keep you informed and provide feedback forms seeking your views on life in the scheme so that we can continue to improve.

Quality Standards

We operate our own Quality Standards Programme that is constantly audited and monitored to ensure a high standard of service delivery across all areas. We have been highly praised for excellent service by the Government's Audit Commission,



We encourage feedback, both positive and and

the Housing Corporation and the Social Care Association. However, we are not complacent and always seek to ensure our services are maintained at the highest levels.

Feedback

We seek feedback on all aspects of your scheme and the services we provide and encourage you to be as involved as you would like.

The Scheme Manager will be happy to address any concern that you may have about life in your home quickly and sensitively. In the unlikely event that your Scheme Manager is unable to resolve any issue, our established complaints procedure is designed so that your concerns are dealt with promptly and professionally by the relevant Manager. We encourage feedback, both positive and negative, and will make improvements wherever possible.

Rent and Charges

Tenants pay a weekly rent (if the apartment has not been purchased) and a service charge to cover Scheme Manager services and upkeep of communal facilities. Where care is provided this is charged along with the rent. These charges are reviewed once a year.

The Scheme Manager will be happy to discuss finances and how these may apply in your situation. Depending on your circumstances, you may be entitled to Housing Benefit and Supporting People Grant from your Local Authority who will assess your needs and advise you.

If you receive care you may also be able to receive help with the costs from your Local Authority Social Services Department.



*negative,
will make improvements wherever possible.*

Find Out More...

We believe that our housing options for older people allow you to select the right environment for you to feel at home, happy and discreetly supported.

We would be delighted to hear from prospective tenants and owners and their families.

How to Apply

Applications to our housing schemes are welcomed from all older people who would benefit from our housing. You may be enquiring on behalf of yourself, a relative or be referred to us by other professional agencies, such as hospitals or social services.

To apply, please:

1. Contact the Scheme of your choice directly to find out more and arrange a visit. This will give you a chance to

meet other tenants, view rooms and ask questions.

2. Complete an application form. We will undertake an assessment of your health and social care needs and current housing circumstances, taking into account information provided by other health and social care professionals so that we can both be certain that our scheme will be suitable for you. This can be done at the scheme or we can visit you and your family, if you prefer.

We will inform you of availability at the Scheme and keep in touch.

We look forward to welcoming you.





Contact Details:

Head Office:

Phone: 01332 296200

Email: enquiries@mha.org.uk

Northern Region:

Phone: 0113 271 5805

Email: northern@mha.org.uk

Southern Region (Luton)

Phone: 01462 429600

Email: southern@mha.org.uk



housing and care for older people

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Epworth House Stuart Street Derby DE1 2EQ

Phone: 01332 296200 Fax: 01332 296925

Email: enquiries@mha.org.uk

Website: www.mha.org.uk

MHA Care Group is registered as a Charity – No. 1083994

Company Limited by Guarantee – No. 4038631

Registered Social Landlord with the Housing Corporation – No. LH4300

এ কাগজপত্র পড়তে আপনার সাহায্যের প্রয়োজন হলে বা এর কোন অংশের অনুবাদ চাইলে আমাদেরকে 01332 296200 এ নাম্বারে টেলিফোন করুন।

如果你閱讀這份文件需要幫助，或者需要部分內容翻譯成中文，請與我們聯絡，電話 01332 296200。

જો તમને આ દસ્તાવેજ વાંચવામાં મદદની જરૂર હોય અથવા તેના કોઈ પણ ભાગનું ભાષાંતર કરાવવું હોય, તો કૃપા કરીને 01332 296200 ઉપર અમારો સંપર્ક કરો.

ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵੀ ਹਿੱਸੇ ਦਾ ਉਰਜਮਾ ਕਰਨ ਲਈ ਜਾਂ ਪੜ੍ਹਨ ਲਈ ਜੇ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ : 01332 296200

इस दस्तावेज़ के किसी भी भाग का अनुवाद करने के लिए या पढ़ने के लिए यदि आपको मदद की आवश्यकता है तो कृपया हम से सम्पर्क करें : 01332 296200

اگر آپ کو یہ دستاویز پڑھنے یا اس کے کسی حصے کے ترجمے میں مدد درکار ہو تو براہ کرم ہم سے رابطہ کریں: 01332 296200

Cysylltwch â ni os oes arnoch angen cymorth i ddarllen y ddogfen yma neu i gyfieithu unrhyw ran ohoni: 01332 296200