

# What is MHA's Wellbeing Service?

MHA is committed to ensuring the wellbeing of its residents in our communities. The "Wellbeing Service" is a key component that enables MHA to deliver this in all our Integrated Retirement Communities (IRC's).

MHA's wellbeing service is designed to support residents to live later life well and independently in their own homes by supporting physical, emotional, and social wellbeing. The wellbeing service has three core functions:

1. A 24-hour emergency response providing reassurance and peace of mind.
2. Provision of an infrastructure for a care service, providing reassurance that an MHA care and support service will be available to you if you need it.
3. Supporting the development and facilitation of community activities within our retirement living schemes and the wider community.

There is a fixed fee for this service as set out within all MHA leases / tenancy agreements.

The level of engagement and support that residents require from the wellbeing service may fluctuate.

## **24-hour emergency response**

Our wellbeing service provides you with the reassurance that there will always be assistance 24 hours a day 365 days a year to respond in person and contact help if required in the event of an emergency.

## **An infrastructure for care**

We will check that residents are registered with a local GP and a dentist and provide support to do this if required.

A daily check via phone call or a visit can be provided if requested.

If there is an unexpected need for support and guidance, or help is required with signposting to external agencies (following a short-term illness, change of circumstance, or other significant life event) you will be supported to find and receive the appropriate ongoing assistance.

If you develop a regular or ongoing need for support, this will be referred to the Registered Care Manager who will review your circumstances and agree a new or increased care package or advise of alternative care providers.

The Wellbeing service does not provide what MHA defines as purchased services or purchased regulated care (see chart below).

Having a dedicated wellbeing service on site enables MHA to provide any required personal care and support at competitive rates at a minimum duration of a visit being 15 minutes (this may differ for schemes with local authority contracts).

## Supporting community activities

Residents will receive a minimum of one settling in visit within the first two weeks of occupancy.

Where required we will provide individual residents with reminders about activities and events happening within the scheme.

Residents may be supported to enable them to access activities occurring in communal areas within the scheme or within the external community (however, this does not include escorting to or from such activities) although if this is required, please speak with the Registered Care Manager.

Support will be available through any emergency events such as power cuts, major works to the building, extreme weather events etc.

## What does this mean for me?

- The Wellbeing service provides assistance 24 hours a day.
- MHA colleagues will carry out a daily check call or provide a daily physical visit if requested.
- MHA colleagues will respond to the alarm call in an emergency, remaining with you until family or another services attend, where possible, if this is required.
- You will receive a minimum of one settling in visit within the first two weeks of occupancy.
- We will provide a Resident's Handbook if this is not already provided, and check that you are registered with relevant external professionals such as a GP, Dentist, and any other appropriate service.
- Offer to show you how to use all facilities both in your property and within the scheme.
- MHA colleagues will complete an initial "wellbeing assessment" before you move into your new home. The purpose of this is to identify any additional support that may be needed, and we will work with you to identify how best this support can be provided. There will be an annual review to ensure all information remains updated. We ask you to update us of significant changes as they occur.
- There may be occasions where you become unwell or distressed and during those challenging times the wellbeing service is available to provide any additional support.
- MHA colleagues will monitor and, in some instances, undertake the health and safety checks within the scheme.

- Supporting the community through any emergency events such as power cuts, major works to the building, extreme weather events, etc.
- Wellbeing assessments will be used to identify activities that you may enjoy ensuring that there is a range of meaningful activities available at the scheme.
- As part of the daily Wellbeing visit/ checks, MHA colleagues will provide details of the weekly activities in the scheme and in the local community.
- MHA colleagues will not be expected to run activities, but will be required to support and encourage residents or volunteers to manage these, providing advice on funding, health and safety issues etc.
- MHA colleagues will support activities by researching and providing materials such as printing posters, activity sheets etc.
- MHA colleagues will have a copy of the weekly menus and be able to prompt you about meals if required.
- Signpost to specialist or other services internally such as Chaplaincy services or external professional or agencies.

## Table of Services

Regulated Care (charges apply)	Wellbeing Support	Purchased Services
<p>Personal care such as -</p> <ul style="list-style-type: none"> <li>• Moving and hoisting</li> <li>• Bathing/showering</li> <li>• Dressing/undressing</li> <li>• Continence support</li> <li>• Assistance with eating or drinking</li> <li>• Support with or administration of oral or topical medication.</li> <li>• Oral care, skin care, nail care</li> <li>• Prompting and supervision relating to any of these activities</li> </ul> <p>We do not undertake any nursing tasks. These need to be arranged with the local District Nursing services via your GP.</p>	<ul style="list-style-type: none"> <li>• 24/7 emergency support</li> <li>• Face to face visit/phone wellbeing call</li> <li>• Facilitation and support of activities</li> <li>• Reassurance</li> <li>• Social inclusion</li> <li>• Emotional support</li> <li>• Signposting to external services</li> <li>• Swift response to alarm calls</li> <li>• Minimum of one settling in visit within the first two weeks.</li> <li>• Community involvement</li> <li>• Chaplaincy</li> <li>• Individually agreed support following hospital discharge.</li> <li>• Periodic safety checks.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal care as outlined in the first column – long or short term</li> <li>• Domestic services (Laundry, cleaning)</li> <li>• Maintenance within the property</li> <li>• Shopping</li> <li>• Bistro meals or packages</li> <li>• Escort services</li> <li>• Guest room</li> </ul>

Please contact the Registered Care Manager or Care Team Leader if you have any questions or queries regarding any of the above. We will happily discuss in more detail and suggest ways we can meet your requirements.

In the event of a hospital admission or discharge, we ask that you let an MHA colleague know.

Should you feel the service has not met your expectations, please raise your concern with your manager or request a copy of MHA's complaints procedure.

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