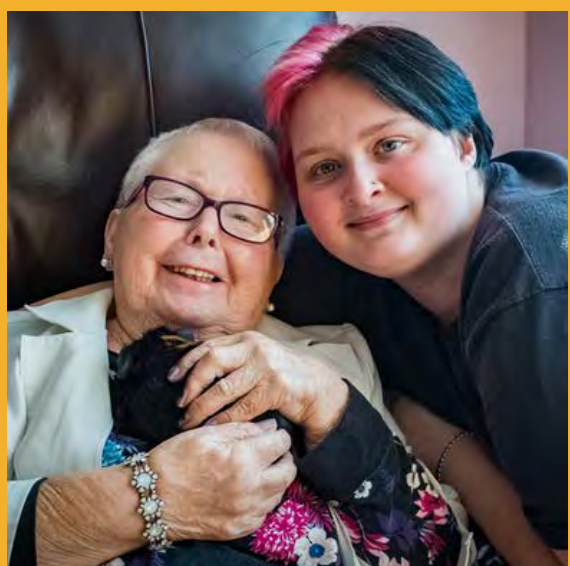


MY HOME LIFE ENGLAND

ANNUAL IMPACT REPORT

August 2022 - July 2023



My home life.
England





Welcome to our My Home Life England impact report for 2022 - 2023



“It continues to be a privilege for the My Home Life England team to work alongside individuals working in, and using, the care and health system. This impact report summarises the breadth and depth of our work. We continually learn from everyone’s expertise, as we collaborate to deliver quality of life in care settings across the country. It is a pleasure to look back on the past year and reflect on all that we have achieved together.”

Tom Owen, Director of My Home Life England



Our Mission

To promote positive practice and improve the quality of life for those living, visiting and working in care homes and other care settings.

Our Vision

To be a leading authority and enabler of positive change in care homes and other care settings across England, through high-quality training, consultancy, research and social action.

Our Values

- **Curious** - we are interested in what works well, why, and how to develop it
- **Collaborative** - we are inclusive, value difference and are supportive in the way we work
- **Relational** - we take an appreciative, relationship-centred approach
- **Focused** - we are evidence-based and committed to our mission and vision
- **Aspirational** - we champion the potential and future development of social care

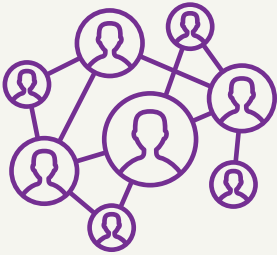
The year at a glance



Over **160 care leaders** completed My Home Life England programmes



32 My Home Life England programmes were delivered



Approximately **12,000 contacts** across our different networks



Over **90%** of care leaders on our programmes were from **small and medium providers**



Where known, the **ethnicity of care leaders** matched the breakdown across the care sector

“My Home Life England have given me the skills and personal resilience I need to lead my team and deliver quality of life for the people I support.

I am proud to work in care”.



Where we have worked



Sefton
Knowsley
Cheshire

Hull
Leeds
Sheffield



Shropshire
Telford

Norfolk

Luton

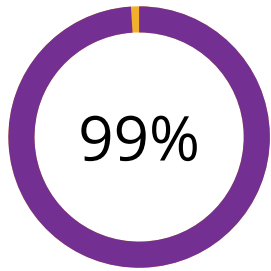
Essex

North & South London

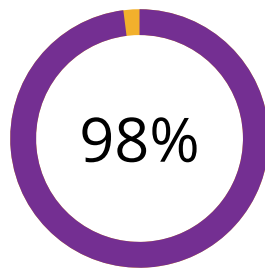


The impact of our programmes

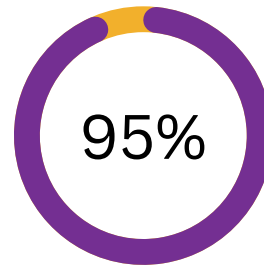
A thematic analysis of 19 programmes revealed:



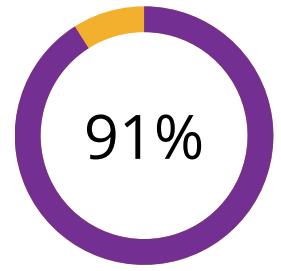
said their understanding of how to **improve the culture of care** in their setting had improved.



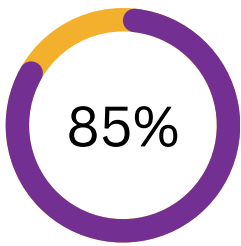
of care leaders said the **quality of their management and leadership** had increased.



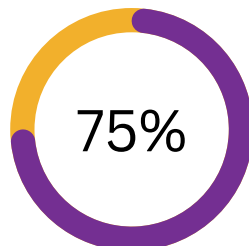
said that their care setting **felt like a positive place to be.**



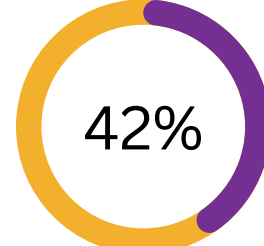
said that, over the last 12 months, their **confidence as a professional** had increased.



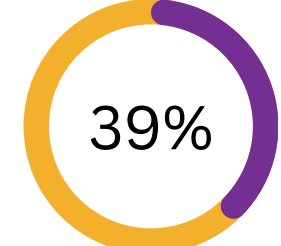
said their **quality of life** had increased.



said their **job satisfaction** had increased.



reported a **decrease in unplanned hospital admissions.**



found that staff **retention levels** had increased (a little or a lot).

 [See full details here](#)



“Before joining the programme, I was really wavering about social care and whether I would leave.

Joining the programme showed me that people valued what I had to offer and that I was an OK manager. **Without the course I would have left social care.”**

Care leader quotes

“



“One of the biggest things you get from the programme is the support of knowing you are not alone. Before I joined, I felt like I was playing football and everyone else was playing rugby. ”

“I found my courage to be a little more direct with the home manager. I used the 7Cs and took my courage and called the manager and said we had to discuss what we were doing about quality monitoring.”

“In thinking differently about CQC and seeing it as showcasing our good work, I feel more confident and less stressed about an inspection.”



“I had been juggling cards - home and work. My path is more beautiful now, I lead others towards it, and I go more with the flow.”



“I have grown more as a person, and I push myself more. I delegate more. I have confidence to do all the staff supervisions. I ask open questions. I challenge professionals and I am very clear about my duty of care to the people we support.”

“Team, team, team. I understand that all decisions and processes where possible should be decided by the team, so that they share ownership and are involved.”

“I now have stronger relationships with staff and more understanding.”




”

Other strands of work

Bitesize

Bitesize is our **online course** for care leaders that **supports quality development in care settings**. It takes places over 5 sessions, filled with practical ideas, tips and advice.

Participants joined us from different locations and worked together virtually, using some of our evidence-based tools and approaches, as well as exploring 'technology as your friend.'



"I will be using the knowledge from this programme to deliver best practice, better outcomes and positive experiences for people"

Quality Development and Commissioner Support Programme

We ran another virtual Quality Development and Commissioner Support Programme, supporting commissioners from 3 different locations.

Commissioners commented that the course '**gave them new and already established tools to improve on leadership qualities**', and that '**exploring the tools and how use them differently definitely helps to increase confidence**'.



"The course provided links to ICB and Local Authority colleagues (out of area) that I would not have the opportunity to work with otherwise.

The course also reaffirmed the progress I am making as a leader, whilst equipping me with tools to continue to develop."

Commissioner

Other strands of work

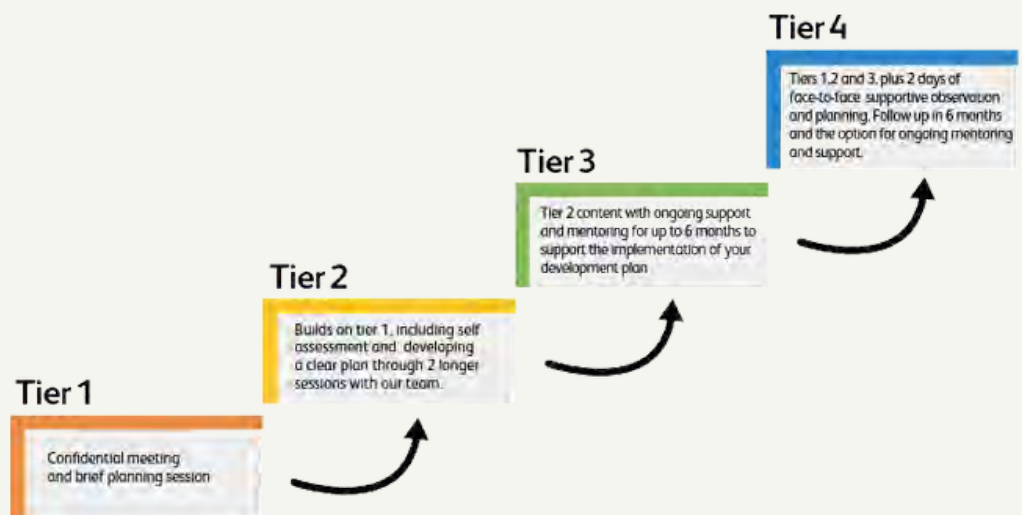
RISE

We launched **RISE (Realising Improvement through Shared Experience)**, supporting individual care homes to respond to a CQC inspection report, a local audit or their own desire to maintain and enhance quality.

Working with the team in the home, RISE offers a practical approach which supports quality development and sustainable change.

A care home leader said:

“I would recommend RISE to prepare, be able to evidence best practice now and build for a future that is long term and sustainable.”



“I found that it really inspired me to remember why I love what I do and I think towards the end of the project I was in a much better head space and this was reflected in the home and the atmosphere.

They helped me realise I need to appreciate what is going well, not just focusing on what isn't going well, and to celebrate the little wins”.

Additional approaches

We also worked with two provider organisations, supporting them to think about **quality development** within their services, building on what was working well and **supporting positive practice and culture**.



Research - Rebuilding Together

On the 3rd anniversary of the 1st COVID-19 lockdown, we released our report “Rebuilding Together”.

It’s filled with new insights from care homes about their **experiences of the pandemic**.

The report is based on conversations with **over 200 people** from **34 care homes** across England.



Findings

- Teamwork, loyalty, resilience, commitment and connection were critical.
- Care home managers want to be recognised, supported and appreciated on par with NHS colleagues.
- Guidance and policy needs to be clear, consistent and timely.
- Positive changes, including greater knowledge of IT systems, infection control procedures and different forms of communication with families and community links should be sustained.
- There is a vital need for care providers, the wider health and social care system and local communities to invest in the wellbeing of care teams.



[Download the report here](#)

Upcoming Research



What’s it like for older adults to live in a care home?

We’ve been awarded funding from The Hallmark Foundation to conduct a UK-wide research project on the experiences of living in residential care, from the perspectives of older people and those who care for them. Research interviews across the UK are starting in October 2023.

Care Home Friends and Neighbours: Intergenerational Linking



We co-led England's biggest intergenerational project with care homes!

We were proud to lead the project from 2019-2022, in partnership with our colleagues at **The Linking Network** and alongside a network of **11 local charities and community organisations**.

Outcomes for young people included:



ACTIVE CITIZENSHIP COMMUNITY PARTICIPATION
LEADERSHIP LEARNING ABOUT EACH OTHER
OPPORTUNITIES
EXCITEMENT
JOY
FRIENDSHIPS SHARING AND DEVELOPING SKILLS
CAREER INSPIRATION

Outcomes for older people included:



RENEWED SOCIAL ENERGY INTERACTION
SENSE OF JOY
SHARING SKILLS, LIFE LESSONS AND KNOWLEDGE
HAPPINESS AN ENHANCED QUALITY OF LIFE, NEW RELATIONSHIPS, SENSE OF PURPOSE

"A teacher talked about some of her pupils with autism when they met older people living with dementia. Almost a mutual understanding and the comfort of sitting in silence. She said it was really beautiful to see."

"I enjoyed listening to older people's knowledge. For example one gentleman told me that Jupiter is the largest planet and it's like a big brother to Earth!" - Pupil

"I haven't felt this re-energised for years!" - Care home resident

4,000
Young people

2,000
Older people

116
Schools & youth groups

114
Care homes

Care Home FaNs
Intergenerational Linking



- **90%** of school and care home leads reported that they would recommend intergenerational linking to others.
- Almost **75%** of school leads said children spoke about the older people outside of the interactions
- Nearly **60%** of care home leads reported that older people were able to share skills, knowledge, stories and/or experiences with the children, adding to the enjoyment and value of the experience for them.
- There were **pronounced impacts** for older people with dementia, depression, sensory impairment, and from culturally and linguistically diverse backgrounds, as well as children with additional learning needs, those with English as an additional language, and children dealing with bereavement or who did not have grandparents of their own.

[Download our free guide to intergenerational linking](#) and see our research report and highlights



My home life
England

The Linking
Network

#iwill

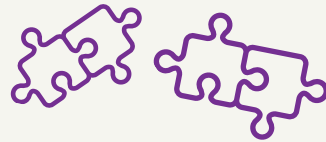
Department for
Digital, Culture
Media & Sport

COMMUNITY
FUND

Remarkable
research for
healthy ageing



Collaborations and Events



Sefton Summit

After delivering a Professional Support and Development Programme in Sefton, we collaborated on a 'Making It Real' summit where care home leaders worked with the wider system.

Through discussions with commissioning leaders and the care home leaders, a common agenda emerged: to explore what the potential of 'integration' might mean in a practical way, what was working well and what people could do more of together to improve everyone's experience.

Together they took statements of policy and strategy, distilling them into what might feel different and what they could imagine for the future for people living in care homes that integration could support and enhance.



Uniting social care leaders with system leaders to create more effective systems

In partnership with City, University of London, Care Providers' Voice and Health Innovation Network South London, we've worked to 'unlock the potential' of social care leaders and 'bridge the gap' between them and system leaders.

We ran an event bringing both groups together to create conversation and to jointly identify solutions to the problems that health and social care faces.



Care Home Pioneers Programme

We welcomed further cohorts of care home managers, nurses and senior deputies to our Care Home Pioneers Programme, in partnership with Health Innovation Network South London.



Since 2017, **84 managers** from **77 different care homes** in South London have participated in the programme!

Toolkit for care home managers and activity providers

Together with NAPA we released a joint toolkit focused on enabling Activity Providers and Care Home Leaders to better understand each other and work well together.

The toolkit shares examples of positive practice, alongside activities, to help facilitate conversations.



[Download our free guide here](#)



With grateful thanks to
all the people and
organisations who have
worked alongside us this
year.

Your valued support,
expertise and
collaboration makes our
work possible.

My Home Life England is part of
City, University of London, based
within the School of Health and
Psychological Sciences.

