

My home life.
England



MY HOME LIFE ENGLAND Impact Report 2024



Welcome to our My Home Life England Impact Report for 2024!

“It is fantastic to reflect on all we have achieved over the past year.

Despite all the challenges facing the care sector, we continue to be inspired by the **extraordinary dedication, skills and expertise** of the hundreds of care leaders who, with a bit of professional support from My Home Life England, are transforming lives, improving their care services and ultimately supporting the wider system and their local communities.



Tom Owen, Director

This year, we have **extended our programmes** to team leaders, deputies and senior carers. We have also launched the **largest qualitative study** on the experiences of older people living in residential care, and are busily **supporting care leaders** to reflect on this new evidence.

We know that times of crisis can also be times of opportunity – At My Home Life England, we will continue to work alongside our care leaders and **help them to play a stronger role** in shaping the future of health and social care.”



Our Mission

To improve quality-of-life for people wherever they are supported, by empowering confident care leaders and creating sustainable care systems.

We do this through high-quality professional development, research, and community engagement.



Our Vision

Empowering care leaders.
Improving care experiences.
Creating sustainable care systems.



Our Values

- Curious
- Collaborative
- Relational
- Focused
- Aspirational

The year at a glance



Over 190 care leaders completed a My Home Life England programme



24 My Home Life England programmes were delivered



Worked with **leaders from across the care sector** - working in care homes, home care, supported living services & learning disability providers



Supported **improvements in the culture of care** in an estimated **185** care settings



Launched the **largest qualitative research study** of its kind on older people's experiences of residential care



Approximately **12,500 contacts** across our different networks



Our core team and programme facilitators

A better future for social care

We released a new animation sharing our vision and philosophy for bringing about a better future for social care, and how we're already working to make this a reality.



Watch the animation

Where we delivered programmes



The impact of our programmes

98%

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

96%

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

93%

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

89%

said their **confidence to be able to meet CQC requirements** increased.



Data from surveyed care leaders 2022-2024

43%

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

39%

found that **staff retention levels had increased.**

“At the beginning of this programme, I was overwhelmed and about to leave the sector.

Now I’m happy to stay.

It is tough, but I remind myself that diamonds are built under pressure.

I can cope.”



Testimonials

“My Home Life came into my life at a time when I **doubted myself in my career**, was struggling with my staff, had a vision for my home that wasn't working the way I wanted. I was **close to burn out** and **walking away** from social care.

No one had treated us the way My Home Life England did. With **understanding and compassion**. Equipping us with **the right tools** to survive this crazy, stressful but rewarding business of adult social care. We all felt we were onto **something life changing** here.

Because of My Home Life, I am still in social care and making a positive difference, not just in my care home but also in my organisation.”

Rikki, Care Home Manager



“The programme has helped me **shift my leadership style** so that, rather than telling staff members what to do, I ask them questions so that **they can conclude for themselves** the best course of action. Teams are now **more confident** to make decisions themselves.

This definitely has had a **positive effect on hospital admissions** and discharges from this home. From memory, over the past 3 months we have only had 1 hospital admission. This is due to the **confidence** that has been instilled in our skilled nurses, who make **better clinical decisions.**”

V.K, Care Home Manager

“The My Home Life programme has brought **so much value** to the Cheshire West and Chester care market.”

Senior Contracts Manager,
Local Authority

Other programme highlights

Reaching our 6th cohort of Care Home Pioneers

Our **South London Care Home Pioneer Programme** with Health Innovation Network South London (HIN), has now supported the professional development of more than 120 Care Home Pioneers from all 12 South London Boroughs.



“Listening to the graduates I was inspired by the benefits they described from attending the course. I was impressed by the ideas they had for improving the experience of residents and staff. Indeed, I have acted on one of their ideas.”

– Director of Commissioning at a Local Authority



Working alongside learning disability support providers

We completed our **first successful leadership programme with ARC England**, the membership association for learning disability support providers.



The bespoke programme was specifically tailored for a small group of care leaders working in learning disability and autism services, many facing similar pressures unique to their area of adult social care. All reported a range of positive outcomes, with a ripple effect on their teams and care service.





Our large-scale research: Thriving in Residential Care

My Home Life England conducted one of the largest qualitative research studies on **older people's experiences of living in residential care.**

We spoke to older people, families and care teams across a diverse range of care homes in England, Scotland and Wales.

Our 'Thriving in Residential Care' research identifies some challenges, but reveals **proportionally many more benefits of living in a care home.**

It shines a light on **six key ways that older people can thrive in a care home**, if the conditions are right.

High quality, proactive, relationship-centred care, inclusion in a social environment with meaningful activities, nutritious meals and a strong sense of safety and security has, in some cases, been truly transformative for older people living in care homes.

Whilst care homes may not be right for everyone, they can be everything for some.



125

People interviewed



16

UK care homes visited



85

Average age of older person



2

Average years in a care home

The 6 key findings



Watch our animation



Thrive Relationally

“[I appreciate] saying, ‘Good morning,’ ‘good morning,’ ‘good morning,’ [Imitating different voices] ... a feeling of that you are part of a community. And things go wrong, things go right. Rally round.” **Tom, aged 92**

Being around others was a lifeline for many older people, who had felt isolated living on their own. Many had formed friendships with others and relationships with their care team.

Moving to a care home had also helped restore strained family relationships. Families felt welcomed, reassured, and able to stay actively involved in their older relative’s life.



Thrive Actively

“I can’t do my sewing anymore, which was part of my life for 27 years [in my job]. So, I decided to knit. I knit scarves for the staff.” **Irene, aged 82**

Whilst living at home, some older people had not been able to do the things they enjoyed. Now with the right support, people could adapt their interests to their capabilities.

Activities and connections with the community enriched lives and helped older people to find purpose and feel valued.



Thrive Inclusively

“We have made an environment where somebody feels so safe that at age 82... he’s been able to come out [as gay]... If this environment is safe enough that somebody feels that they can do that, this environment is correct.” **Jay, care home manager**

Care homes can be inclusive environments where diversity is valued and respected.

We heard examples of older people being supported to embrace their faith, culture, ethnicity, sexuality and gender identity, and validation of the experiences of those living with dementia. This also helped families feel confident their loved one would be well-supported.



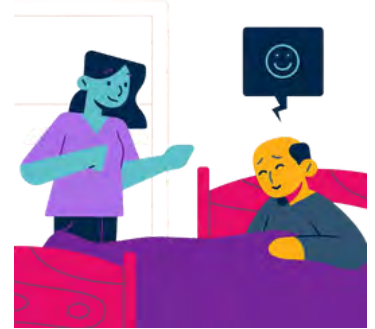
Thrive Securely

“Now, when I go to bed at night, I don’t have told worry about whether anybody breaks in. If there’s any fire or anything, I feel safe at night.”

Delith, aged 92

Before moving into a care home, some of the older people we spoke to were living difficult lives, experiencing poor housing, insecurity and even violence.

Others felt anxious about being alone in their own homes, especially at night. Care homes can offer the reassurance and safety that some older people might need, and also alleviate the strain and worry for families.



Thrive with Dignity

“The carers are a wonderful bunch. Unfortunately, I have to wear pads. They’re a big part of me wearing pads... I am very, very dependent on the carers, who, here, I must say do a wonderful job.” **Fifi, aged 84**

Many older people found it increasing difficult to keep on top of household chores such as laundry before they moved to a care home. They really valued that these things were now taken care of.

Others had previously struggled with personal care and continence, but now had support from care staff with bathing and using the toilet.



Thrive Healthily

“When I was at home... It used to take me an hour and a half to get a cup of tea and I lived for a fortnight on brown bread, Marmite and oranges... I was lacking good food.”

Suzanne, aged 98

Care homes support with healthcare, including managing medications and noticing when things aren’t right.

Through care teams recognising changes and responding quickly, many older people felt that their health had improved since moving in. They also put this down to regular mealtimes and good quality food.

DHSC-funded research: Evaluating virtual care technology in domiciliary care

We are the evaluation partner for Shropshire Council's Virtual Care Delivery project, funded by the Department of Health and Social Care.

The 2 year project aims to support people with health and social care needs to live independently in their own home, by embedding virtual technology alongside face-to-face care delivery.

The aim is to support independence, support people with their daily care needs, increase quality of life, and also increase family and community connections.



Our evaluation consists of a series of in-depth interviews with people using the tech in their own homes, their carers, their families and the council.

We want to understand people's lived experience of how the technology is being used and the impact it is having.

Our final report will be published in late 2025.



[Find out more](#)



The service from Shropshire Council includes the Technology Enabled Care (TEC) devices: Genie Connect and CareBuilder.

These are underpinned and supported by a Virtual Care Delivery team who provide virtual care calls to users.

Follow-up research: The sustained impact of Intergenerational Linking



From 2019-2023 we co-led **Care Home Friends and Neighbours: Intergenerational Linking** - England's biggest intergenerational project with care homes.

Our follow-up research 18 months on revealed that the Intergenerational Linking model has **sustained, evolved**, and continues to have **widespread impact**.

- 50% of the original school-care home partnerships are still active
- New intergenerational connections have formed, extending the impact
- Face-to-face shared experiences are creating even stronger bonds
- Intergenerational activities have been valued in CQC, Ofsted & Religious Education inspections
- 'Brokers' continue to play a vital role in sustaining these partnerships
- Continued investment and recognition in policy frameworks will expand the reach further

In February 2024 our original research was also profiled at the Australian Institute of Intergenerational Practice's (AIIP) annual symposium.



[Find out more](#)

Upcoming research

- What supports good practice in homecare?
- How can we support better partnership working between the sector and system?



How we work

Our Professional Support and Development Programmes

We support care leaders to develop their **leadership skills, professional confidence and resilience**, while creating **empowering team cultures** that enable services to deliver high-quality care and support.

We work with:

- Managers, Deputy Managers, Team Leaders, Senior Carers
- From: Care homes, homecare, supported living & learning disability services

Programmes are always **tailored** to the needs of a commissioner or provider.

- They typically involve monthly sessions over 4-9 months.
- We blend **experiential learning** with **group coaching** (action learning), **taught content** (building on our established evidence base) and **practical tools**.
- We support better collaboration between care services, the community and the wider health and social care system.

Our programmes provide **essential continuous professional development** for even the most experienced care leaders, with a **proven wider impact** on care teams, people receiving care, families, external professionals and the overall culture of the care setting.

Our Research and Community Engagement activity

Our priorities are informed by what we hear from those on our programmes. These currently include:

- **Stronger integration** between the care sector and the wider system
- **What matters** to and what works for people receiving care services
- **Professional development** of the care sector
- **Stronger connections** between care homes and local communities

Get in touch with My Home Life England to discuss how we might help support you.



[Contact us](#)



In memoriam: Remembering our Deputy Director Steph Thompson

We were deeply saddened by the passing of our friend and colleague Steph Thompson this year.

Steph was unique, incredibly kind and generous of heart. She was highly successful, yet ever relational, completely genuine, and always found time to support and coach her colleagues.

Steph inspired multiple care leaders to stay working in social care, and many thousands of people had their lives touched by all that she did throughout her flourishing career.



Steph was also a fundamental driving force behind our own achievements, and My Home Life England has been profoundly enriched by working with her.



Our words about Steph





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My Home Life England is part of City St George's, University of London.

We are very grateful to all the people and organisations who worked alongside us this year.

Your continued support, expertise and collaboration makes our work possible. Thank you.

Contact us

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