

SHAREHOLDER COMMITTEE

Agenda

Date Thursday 5 December 2024

Time 11.30 am

Venue Lees A Room, Civic Centre, Oldham, West Street, Oldham, OL1 1NL

Notes 1. DECLARATIONS OF INTEREST- If a Member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote he/she is advised to contact Alex Bougatef or Peter Thompson at least 24 hours in advance of the meeting.

2. CONTACT OFFICER for this agenda is Andrew Mather or email constitutional.services@oldham.gov.uk

3. PUBLIC QUESTIONS - Any Member of the public wishing to ask a question at the above meeting can do so only if a written copy of the question is submitted to the contact officer by 12 noon on Monday 2nd December 2024.

4. FILMING - The Council, members of the public and the press may record / film / photograph or broadcast this meeting when the public and the press are not lawfully excluded. Any member of the public who attends a meeting and objects to being filmed should advise the Constitutional Services Officer who will instruct that they are not included in the filming.

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Please also note the Public attendance Protocol on the Council's Website

https://www.oldham.gov.uk/homepage/1449/attending_council_meetings

MEMBERSHIP OF THE SHAREHOLDER COMMITTEE
Councillors Goodwin, Jabbar, Shah (Chair) and Taylor

Item No

1 Apologies For Absence

2 Urgent Business

Urgent business, if any, introduced by the Chair

3 Declarations of Interest

To Receive Declarations of Interest in any Contract or matter to be discussed at the meeting.

4 Public Question Time

To receive Questions from the Public, in accordance with the Council's Constitution.

5 MioCare Annual Review (Pages 3 - 22)

To consider the MioCare Annual Review 2023/24

6 Exclusion of the press and Public

To consider that the press and public be excluded from the meeting for the following item of business, pursuant to Section 100A(4) of the Local Government Act 1972 on the grounds that discussions may involve the likely disclosure of exempt information, under paragraph 3 as defined in the provisions of Part 1 of Schedule 12A of the Act, to the Local Government Act 1972 and public interest would not be served in publishing the information.

7 MioCare Annual Review

Report to follow as a supplement and to consider any exempt information arising from Item 5

ANNUAL REVIEW

2023-2024

Agenda Item 5

MioCare
Group

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Welcome

Welcome to MioCare Group's 2023-24 Annual Review.

This was the year we turned ten, we all started to move on whilst learning lessons from the COVID-19 pandemic, and as we drew to a close our 2020-23 strategic plan, we started to look ahead at what's to come.

There were plenty of highlights and a good to place to start is the organisation celebrating a decade of care and support. We held a celebration event in October 2023, which was a stand-out moment of the year. It brought people we support, our workforce and partners together, and if I'm permitted to share a personal reflection, it was the best day of my three years at MioCare Group so far!

From a quality perspective, we retained our Care Quality Commission (CQC) ratings of 'Good' across all our registered services, and with our ambition to continuously improve, a highlight was being awarded the status of 'advanced' by the National Autistic Society within their national accreditation quality assurance programme – a fantastic achievement and testament to the support we provide to autistic adults.

From a financial point of view, we again made a small surplus – good to report, given the uncertainty and wider challenges that the adult social care sector faces.

We made great strides this year in becoming a more digitally-focused care organisation, with the roll-out of care system Care Control across services bringing many benefits, including: people we support having more engagement in their own records, real-time data, staff spending less time completing paperwork, and reducing our environmental footprint. Continuing this work is key to our future.

We have continued to invest in our team and it was great to welcome Dorothy Delooze as our new, permanent Director of Care, and Paula Spence as Service Director. They have been fantastic additions to the team.

The integrated health and social care system in Oldham continues to evolve, with MioCare continuing to play a leading role in bringing together services connected to hospital discharge, intermediate care and reablement.

We remain committed to delivering on our obligations as a Community Interest Company (CIC) and support a range of both local and national campaigns and community initiatives, with funds raised for Oldham Foodbank, Cancer Research UK and Save The Children, amongst others.

Overall, it has been another busy, keenly felt and successful year in what was and continues to be an incredibly challenging operating environment, but one that also contains opportunity for MioCare to play an even more significant role locally in years to come.

Thanks to the work and dedication of our fabulous staff, the constructive challenge and support of the Board, and the collaborative approach of our stakeholders, we look forward to 2024-25.



Rob Jackson
Managing Director



Cathy Butterworth
(Interim) Chair



Our Enablement Services continued to work closely with health colleagues, as our integrated services support people to remain independent. In August 2023, we marked a full year of **Northern Care Alliance's** brilliant Therapy Team being based in the Community Enablement Service, working in partnership with MioCare Group counterparts.



"They are fantastic and the work they do is crucial. They're a huge asset to the service and to the people we serve across Oldham."



Angie, Enablement Manager



Our Residential Enablement Service at Medlock Court, is delivered in partnership with NHS colleagues based there too. The service is for people who can be discharged from hospital but aren't yet ready to go home, or, it provides a period of assessment and rehabilitation to prevent hospital admissions. The Therapy Team based there have moved their main sessions into the main space this year, providing a further focus on people's rehabilitation. These sessions are key to building strength and confidence before a successful return home.



Keeping people safe

At the end of 2023, we started the rollout of fitting 20 automated external defibrillators (AEDs) at properties across our Learning Disability Supported Living Service. This was something we were very keen to see completed, giving practical support and reassurance to everyone living and working within these homes.

MioCare colleagues were given information and training on how to use these new AEDs, with regular checks and inspections being carried out to make sure the devices remained ready to operate at all times.

Finally, we were grateful for the partnership of **Places For People** (the housing provider for six of the aforementioned homes) who used money from their 'Get Stuff Done' fund to help us pay for and install half a dozen AEDs. With these public-access defibrillators being registered on The Circuit, a national defibrillator network as well as on 'what3words', it means the general public can also locate and use the defibrillators in case of an emergency.



"Places for People prides themselves on their provision of funding to schemes and projects that can have lasting positive impacts on communities. We wish to congratulate all involved with the project on this life-saving achievement. We are hopeful the impact on the community continues to be positive, leading to future opportunities for gaps in AED provision to be filled."

Andrew Van Cartier-Kerr, Places for People





“The PROACT-SCIPr-UK® Instructor Course has a strong emphasis on understanding behaviour and supporting people using positive, proactive, and therapeutic approaches. This helps avoid crisis and the use of physical intervention, which perfectly complements our values and ethos as an organisation, and our commitment to minimising use of restrictive practices wherever possible.”

Rob, MioCare's Positive Behavioural Support Lead



Delivering Quality Services

A commitment to learning and best practice

After completing the initial training course, seven of our Support Workers went on to become PROACT-SCIPr-UK® Instructors themselves.

Delivered by **Loddon Training** and Consultancy, PROACT-SCIPr-UK® is a proactive and therapeutic model of training, effective in providing our teams with the necessary knowledge and skills to keep understanding the needs of the people we support. The new instructors in our Supported Living and Community Enablement Services were excited to go on and deliver this invaluable training to teammates, and trained 61 colleagues during the last 12 months.

Ana and Paul from Loddon were so supportive and highly knowledgeable. We will continue to work with them as we implement best practice in our services.



Celebrating our updated Autism Accreditation

After a long and thorough process, our Supported Living Service received an updated Autism Accreditation from the National Autistic Society. A huge achievement, and a reason to be very proud! We couldn't let the moment pass by without celebrating, and residents and colleagues did just that with a small gathering at our Failsworth HQ.

The **NAS Autism Accreditation Programme** is the UK's only autism-specific quality assurance programme of support and development for all those providing services to autistic people. Within that programme, the **Autism Specialist Award** is tailored to specialist providers in the education, social care and prison fields. Being a social care provider, it was the Autism Specialist Award that we were assessed for with outcomes being measured against specific criteria that must be met and demonstrated in order to achieve one of the following stages of 'aspiring', 'accredited' and 'advanced'.

We are pleased to report that we got a mixture of 'accredited' and also 'advanced' across all the Supported Living houses that assessors visited. Read a few standout words below, from the report (completed by the NAS Assessor)...

“Autistic people are well supported. For example, relationships between staff and those they support were very positive. Staff treat autistic people with care and dignity and are conscientious with regards to cultural diversity and differences, making sure that these are managed appropriately within the services.”

It was great to hear from some of the autistic people we support, too, including Andrew (pictured right)...

“I'd just like to say thank you because when I think about autism, not many people know what it is and the fact that people are taking the time to appreciate and celebrate it means quite a lot. It means that people do care and are willing to put us young people and adults with autism first. The fact that someone came to see me and interact with me shows that they care and that they want to learn and see if MioCare are doing a good job!”



Feedback About Our Services

We regularly ask people who use our services for feedback and constructive comment. Here is what some of them had to say...

"We want to thank you for finding Charlie the best home with a caring family with good values, who have welcomed him into their home since he went to stay with them last year. We're so pleased with all the support and guidance they're giving Charlie, and it's exactly what he needs at this time in his life. He is open to learning, and with their encouragement he is becoming more independent and doing more for himself."

Family member of Shared Lives Oldham resident

"I've lived here three years and didn't have care from the MioCare Group at first, but have had care from them for the last year or so. They do a wonderful job and I can't fault them. The team are dedicated, they find time to talk to you, and they treat you as a person. Without the MioCare team at Trinity House I wouldn't be where I am now."

Extra Care resident

"I was very pleased to accept MioCare's support. Every worker, without exception, provided care as had been arranged. Every staff member met all my needs in a warm, caring manner which was lovely and all the help was much appreciated. Overall, this four weeks assistance has been of great help in taking steps towards getting back to my own self management of personal care. Thank you."

Community Enablement customer

"I felt I must write to let you know what a superb team you have. I needed extra backup for my 95 year old Mum who lives alone. I called for a chat to determine the best service for Mum, and discussed this with Karen who was so kind and informative. She was so patient whilst I talked it through with Mum. Within half an hour she had called back with installation details! Harrison called me to offer installation that morning as he felt Mum needed the service as soon as possible. He was so very kind and helpful.. Between us we arranged for the Technician, Marie, to attend half an hour later at Mum's flat, so within 24 hours my mum's service was up and running!"

Family member of Helpline customer

"To all the wonderful staff at Medlock Court, from the cleaner and kitchen staff, the physio team and the OT team, and the team who do everything else in between...thank you! My Mum has a new lease of life at 91 years old - it's a credit to you all."

Family member of Medlock Court resident

"Thank you for always being there to make me feel happy, and thanks for always coming to put a smile on my face when I feel sad or down. This makes me feel so much happier. Thank you for always putting my happiness at the heart of what you do."

Supported Living resident

"Please may I take this opportunity of thanking all those involved in organising and installing the ramp and door for my Mum. I'm so grateful that I can now take her out for her Day Care session, and that she will be able to sit in the garden and enjoy fresh air and sunshine. You all make an amazing, well-organised and excellent service. Well done and thank you again!"

Family member of Equipment and Adaptations customer

"We're very happy with the Respite Service. They are brilliant staff, always make you welcome and our sons love coming to Hunt Lane."

Family of people we support in our Learning Disability Respite Service





People We Support

Everybody needs good neighbours

The Wellbeing Service site at Chadderton Hall Park allows for so much creative activity, particularly for those who enjoy working with their hands and love the outdoors. One project that regulars loved working on this year, was in support of neighbours down the road at Newman RC College. Jenny (a Higher Learning Teaching Assistant from the college) was in touch to let us know of some work happening in Newman's eco garden, which supports their students' emotional wellbeing. She asked if we would potentially like to be involved in the project given our past work with the college – when that question was put to our regulars at Chadderton Hall Park, the answer given was a resounding **"YES!"**.

Richard, Lee, David, Matthew and Trevor were instrumental in sizing up what materials we would need before cutting the wood using the chop saw and constructing the picket fence and planters. There was painting to be done before Paul and Thomas took the lead in terms of potting and planting, choosing some of our best and brightest flowers, plants and shrubs that we felt would look great in their new home. Sharon and co' made some bird boxes too but left them unpainted, so that the children in Newman's 'Eco Group' could design and decorate the boxes themselves, after discovering the birds most likely to use them.

A big thank you to Jenny for being in touch and to everyone at Newman RC College. It was great to be involved and to be able to support such a worthwhile project.



Happy 98th birthday, Ana

It's fantastic to be able to mark special occasions alongside the people we support. We did just that with Ana, as she marched into her 99th year! A few words below from Penny, a Care Coordinator in our Extra Care Service...

"She is such a lovely lady. It's a privilege to be able to lend a hand as we celebrate and support Ana! Her birthday was a really special time with friends at Old Mill House."



Keeping fit in Failsworth

After trying out a couple of sessions alongside some of her trusted Community Support Workers, Sophie went from being a new attendee at Community Fitness Failsworth, to being one of their Dancefit helpers!

The local keep-fit community celebrated her achievements online during Volunteers Week 2024, thanking her for keeping the growing group in check!

Keep up the good work, Sophie!

Shared Lives Oldham's Gary, Emma and Andy featured on Channel 4 news

"Nobody likes or enjoys leaving home, but I came to Andy and Emma...and it's been great ever since!"

Gary and his Shared Lives Carers Emma and Andy were interviewed by presenter Rubin Reuter and featured on **Channel 4 News** in August 2023.

The seven minute piece explores how the changing care needs of people with learning disabilities can be met with innovative approaches and support within adult social care.

We introduced them through our Shared Lives scheme in 2016, and they've been living a fantastic shared life ever since. It was so exciting to have Channel 4's crew visit their home in Oldham, and we're immensely proud and thankful to them for sharing their story.

You can still view the video via Channel 4's YouTube channel, and we would encourage you to do so if you've not seen it.



A little bit of Extra Care at Christmas



In December 2023, we set people a creative challenge. We asked them to design a MioCare-themed Christmas card, that could be printed and given to teams across the Group.

It was residents and colleagues from our Extra Care Service that answered the call, and it was Christine from Old Mill House who really impressed, designing the card pictured opposite.

The cards were very well-received and it's an idea we'll return to in years to come!

Championing independence

Mary was up for a 'Champion Award' as part of our 10-year celebration event.

Sadly, she couldn't make it on the day but that didn't stop Helpline and Response Service colleagues Harrison and Stacie paying her a visit to present her with a certificate, gift vouchers and some flowers.

At 101 years old, Mary's award was for inspiring us and others with her continued independence. An incredible woman who we're proud to support through Helpline.

supporting people
to get the most out of life





Our Workforce

After our last strategic planning cycle came to an end, we were keen to involve our workforce and people we support in the design of the next strategy for 2024-27. You can read more about our #FutureFocus in section 11 of this Annual Review.

During the year, we held two 'Getting in the Know' events at Chadderton Town Hall, bringing our workforce together to update them on MioCare's current position and news, as well as take part in some brilliant engagement sessions with different themes.

We were delighted to welcome 'Big Ian' Donaghy to our first event, who encouraged us to think about the role we play when delivering social care. Somehow, he even had us dressing up and dancing, too!

In our second event there was a focus on the new three year strategy, as we worked together on ideas alongside people we support. Crucially, we got time to talk, listen and feedback what is important to us individually and collectively.

Events like 'Getting in the Know' are key, but we know communication and engagement has to be regular, both within our smaller teams on location and in services, and across the Group, too.

Our online MioCare Monthly Briefing (a Q and A with the Senior Leadership Team) has continued. In fact, it's now open to the whole workforce and is recorded so that people can access it at the time that suits them. This sits alongside our regular newsletters, email updates and Staff Intranet.



Being part of something bigger

Through sharing the outcomes of their work, or by taking part in local events and national campaigns, our workforce continues to contribute to the communities they live and work in. We couldn't be more proud of these social care comrades!



Staff Survey - positive results and things to work on

It was important for us to complete a thorough Staff Survey, giving colleagues the opportunity to share their thoughts and views about working for MioCare. Everyone's input is equally important, and it's through feedback that we can bring about positive change and look for opportunities to improve, making a difference in all that we do.

A big thanks to Anthem Engagement, the company that supported us with the survey. There was a good response rate – 43% overall (258 completed). As an organisation, this gives us something solid to work from in terms of a response and next steps.

A big thank you, too, to everyone who took time to fill in the survey, which comprised questions spread across eight areas, including organisational culture, leadership, management and teams, wellbeing, EDI and some further key questions about our roles and our personal feelings about delivering them.

While there were things for us all to work on, we're glad to report that the results were really positive! A handful of the survey findings are displayed opposite.



One thing that was raised a number of times was that people would like to understand more about each other's varying roles and the work happening in different services and areas of our organisation.

Another point raised was that colleagues really value seeing our Senior Leadership Team in the locations where services are being delivered.

With all that in mind we've launched a new initiative, **'Walking in your shoes'**, where colleagues will shadow someone from a different service,

- It will increase our understanding of each other's roles, and how different care and support is delivered
- It will help us all gain new perspective, knowledge and experience
- It will broaden access to different teams (including the Senior Leadership Team)
- It's open to everyone working at MioCare



Introducing Dorothy, Paula and Owen

After a recruitment process that involved Colin, Katie and other people we support, we were delighted to welcome three new colleagues into our Senior Leadership Team.

Dorothy Delooze became our permanent Director of Care...

"I started my career as a registered nurse working alongside people with a learning disability and I was privileged to be heavily involved in the closure of long stay hospitals in the early to mid '90s. During the course of my career I have enjoyed working mainly with large national social care organisations in both operational and Quality Director roles."

Paula Spence joined us as a Service Director, overseeing our Older People's Services...

"I'm passionate about social care, especially Older People's Services. I've worked in health and social care for over 20 years. I started in a local authority and then worked in the NHS, for a not-for-profit provider and for a charity. At MioCare I've seen some truly great values based practice that we can be proud of."

Owen joined us as a Head of Finance...

"In terms of my introduction to MioCare, going to 'Getting in the Know' in my first week was a great experience and highlighted to me what a valuable role the organisation has in the community - it really reaffirmed my decision to join the team."





MioCare Staff Awards



The MioCare Group Staff Awards were back for 2024!

A wonderful night, celebrating a wonderful workforce!

It was a real pleasure to gather together for the MioCare Staff Awards, and reflect on recent success and honour some of the people who have contributed so much to it.

It's always tough for our judging panels to shortlist and then pick winners in each award category. There were nearly 300 nominations submitted this time round, which tells you just how much valuable work is going on across our different services.

A massive well done to colleagues who were nominated, and thanks also to everyone that sent in nominations!

Further congratulations to the winners...



Role Model - **Karryanne Jones**

Outstanding Leader (Older People's Services) - **Penny Hughes**

Outstanding Leader (Learning Disability Services) - **Asif Javaid**

Unsung Hero - **Tracy Brierley**

Making a Difference - **Maura Martin**

Rising Star - **Jodie Taylor**

Team of the Year (Older People's Services) - **Helpline and Response**

Team of the Year (Learning Disability Services) - **Butterworth Lane**

Service User Choice - **MILES@Ena Day Service**

Special Recognition - **Sandra Healy**

Long Service Awards - Congratulations to those who celebrated 25 years and 40 years long service, amazing achievements

25 - Angie Kenny, Angie Mason, Carmel Butler, Darren Dixon, Janine Whitney, Julie Fynan, Karen Marsden, Khadijah Sadiq, Maria O'Mara, Michelle Cosgrove, Rose Brooks and Theresa Travis

40 - Andrea Colley, Diane Prendergast and Sue Robinson



Celebrating 40 years long service



Celebrating 25 years long service



Celebrating A Decade Of Care And Support

#TenForTen

In 2023 we celebrated our 10th anniversary! It's been a whole decade since MioCare was created, with services across Oldham continuing to support people to get the most out of life. It's a massive achievement and one that everyone who has been involved with the Group, both past and present, should be very proud of.

It was a milestone well-worth celebrating and we marked the occasion through a variety of events and get togethers. Everyone wanted the chance to be involved, so we designed a helpful campaign and booklet called #TenForTen, which was a suite of suggestions, detailing different ways in which to mark the anniversary. There were ten in total - some were larger event ideas, but most were suggestions for smaller activities to be designed and delivered by the people that matter most and make up MioCare...the people we support and our workforce!

Below are some of the ways people celebrated, and continue to the next page to see some photos from our all singing, all dancing party.



Medlock Court



Old Mill House



Mill View

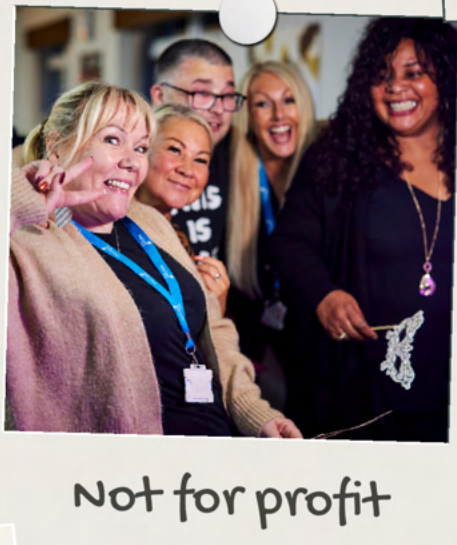


Charles Morris House



Shared Lives trip to Blackpool

Anniversary Party-time!



A 10th birthday party to remember, as we gathered at St Anne's Rugby Club for dancing, singing, signalong, 'Champion Awards' and more. A night that will live long in the memory. Huge thanks to everyone involved, and to all who attended and made it the party of the year!



Investing In Our Communities

Our workforce has a history of charitable giving and if the last few months are anything to go by, there is no chance of that changing any time soon...



Thank you to our #SharedLives Oldham teammate Karen, who's been the driving force behind the @OldhamFoodbank donation drive at the @MioCareGroup HQ in these last 12 months.

Huge thanks to Foodbank volunteer Steve too, who came to pickup the latest donations earlier this week.



Our donations to **Oldham Foodbank** have been ongoing, with Karen from our Shared Lives Oldham staff team (pictured above) being the driving force behind the fundraising activity at our Failsworth HQ. Thank you, Karen!

We raised more money for the Foodbank through our Staff Awards charity raffle, with various local businesses contributing prizes, and MioCare staff collectively giving another £500 to support Oldham residents using this crucial service.



Hello from Emma, Elizabeth, Paul and Pudsey! 🐾

Regulars at our MILES@Ena Day Service have been fundraising for Children in Need @BBCCIN today, wearing some of their best threads (and PJ's) in the process!

#ChildrenInNeed



Supported by her Supported Living colleagues, Community Support Worker, Andrea, took part in the **Maggie's Oldham** 'Culture Crawl', raising money in memory of a dear friend.

Walking for World Autism Acceptance Week

Many of our own services at MioCare actively support autistic people and so we were very keen to take part in World Autism Acceptance Week. One way we marked the week was through a couple of 'Spectrum Colour Walks', where people got together in some of their brightest threads, and enjoyed a communal walk to raise money for the **National Autistic Society**.

The first was hosted by our Wellbeing Service at Chadderton Hall Park, alongside colleagues who make up our Equality, Diversity and Inclusion Together group. The other was organised by our Community Enablement Team, who brought their families, friends and also dogs along with them for the day. We raised over £600 in total - well done team!





Our Digital Journey

It's an exciting time in our digital journey, as Care Control continues to be implemented across our services. Staff have undergone training, learning how to utilise key elements of the software and upload existing care plans, as well as add new daily notes alongside the people they support.

Resource Manager Debbie explains a bit more...

"As we've moved through the process, it's been great to see my teammates and our tenants really take to Care Control. Using the eMar system has been key for us in terms of administering medication. The system is automated meaning reminders are clear and any changes can be made easily. This helps with communication between everyone involved. We're proud of what we've achieved together so far, with more to come. A big thank you to our Digital Lead Sandra for her help and guidance."

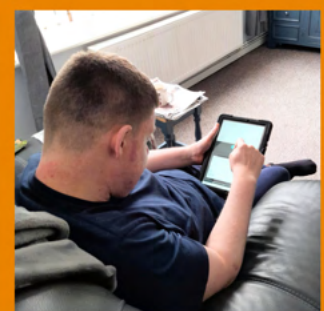
Cloud storage and recording via a tailor-made device makes things easier and more efficient for colleagues, including quicker but actually very detailed handovers. All this points to more person-centred care.

In our Enablement Services, Assessment and Review Officers (ARO's) and Digital Champions are well-placed to lead the way and have not only picked things up quickly themselves but have assisted other teammates, too

Some thoughts from Sandra, our Digital Change Lead...



"There are some slightly different challenges when using the system while on-the-go, as opposed to within one large property or building. It's brilliant to see team managing the change and implementation well, allowing time for a safe transition. A key part of the rollout is the use of Care Control's 'geolocation' function. Colleagues working in different locations now have better knowledge of each other's whereabouts and progress throughout the day, with care plans being updated by community-based staff in real-time when out on a home visit."



"I typed notes in myself, and I took pictures of my activities and garden on the new tablet. What do you think of that?"

Simon
Supported Living resident



Board Highlights And The Numbers

During the year, the Board was busy in a number of areas; developing and signing off the new #FutureFocus strategic plan, maintaining a strong relationship with Oldham Council and its adult social care team, and supporting finance colleagues to achieve a surplus position.

Time was spent adopting a new risk management approach, which is a really important part of the Board's role and something that's been key this year. And in the autumn of 2023, the Board spent the day reviewing its own performance, and establishing a set of objectives around its own development in the year ahead.

Contributions didn't just happen in the board room however, and it was great to have Board members join our Helpline and Response Team, as well as Cllr Arooj Shah (Leader of the Council) and Harry Catherall (Council Chief Executive), to take part in the annual Christmas Ring-Round.



The Numbers



INCOME	Budget (£'000)	+/-	Actual (£'000)	Variance (£'000)
Management Fee	12,624	-	13,474	850
Other Income	5,310	-	6,140	830
Total Income	17,934	-	19,614	1,680
EXPENDITURE	Budget (£'000)	+/-	Actual (£'000)	Variance (£'000)
Staffing	16,109	+	17,385	1,276
Overheads	1,780	+	2,169	389
Total	17,889	+	19,554	1,665



#FutureFocus >>>>

As MioCare turned ten in October 2023 and celebrated a decade of care and support 'Made in Oldham', this also marked the drawing to a close of the 2020-23 strategic planning cycle. Our new #FutureFocus strategy sets out our goals and objectives for 2024-2027.

Our primary focus is on delivering high-quality outcomes and making effective use of our resources. At its core, MioCare is about supporting people to get the most out of life. As a Community Interest Company, any value and surpluses created are reinvested to improve services, develop and support staff and enrich the communities served.

A few words from Rob Jackson, our Managing Director...

"Our values say everything about who we are and how we want to be. We want the very best for Oldham's residents, and this #FutureFocus strategy gives us a foundation on which to build and get better."

Our mission remains the same, but having spent time engaging with people we support, our workforce and partners (through events, get togethers and surveys) we are delighted to present some new, refreshed goals and values.

“ ” Elle

Community Support Worker and MioCare Safeguarding Champion

"I'm really proud to work for the MioCare Group, and I'm committed to supporting and empowering people within our Learning Disability Services so that they can lead an active, safe and fulfilled life."







Services We Provide

Residential Enablement

Providing a residential therapeutic programme to promote independence and enable people to return home

Community Enablement

Helping people to maintain their independence and enable them to continue living safely in their own home

Helpline, Response and Assistive Technology

Providing assurance, help and support to people and their families 24 hours a day, 365 days per year

Extra Care

Delivering care to older people in Oldham's six Extra Care Housing schemes 24 hours a day

Supported Living

Providing care and support to adults with a learning disability in their home

Respite

Offering a respite service to adults with a learning disability and their families

Shared Lives

Supporting people with learning disabilities to live a full and active life within a family home

Equipment and Adaptations

Designing and delivering adaptations and equipment in people's homes to allow them to maintain their independence

Learning Disability Day Services

Providing enriching activities through both our Wellbeing Service and our MILES@Ena Day Service

Mental Health Assessment and Rehabilitation Service

Supporting the rehabilitation of people who have experienced acute mental health issues

2023-2024



MioCare provided 10 services across 30 locations



4729 attendances to Helpline customers with over 2102 ambulance avoidances



Over 359 Disabled Facilities Grants works completed



87 people with complex learning disabilities supported across the borough



Over 880 people supported by our Enablement Services



60 Shared Lives arrangements



136 people supported across six Extra Care Housing schemes



Over 40 people regularly using our Learning Disability Day Services



Enkutatash #StaffSocial at Medlock Court



Our Equipment and Adaptations Team at the Link Centre in Oldham



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supporting people
to get the most out of life

