



Annual Report

April 2019 - March 2020

Vision Statement

“To be a provider of quality community care services, which meet the ongoing identified needs of local communities”



Mission Statement

“To provide quality care and support that is culturally sensitive and promotes independence, dignity and choice for frail older people and their carers”.

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1128282

Chair's Message

It gives me a great pleasure in presenting to you Milen Care's (M.C) Annual Report which I hope you will find interesting to read.

Milen Care was formed out of social changes and the need for care in the community. The aim then and now was to remove the stigma attached to both mental and physical health and particular how people received support outside the family.

At Milan Care we have always taken an individual's cultural and religious background into account when providing our services. We believe this should be an integral part of personalised care. Promoting the interest of our user members and improving their health and well being is at the heart of everything we do.

At Milen Care we never become complacent, and I am pleased to say that our user members are very satisfied with the service we provide. The feedback we have received from our user members is very positive and encouraging.

Milen has come a long way from or humble beginnings but we need to carry on and look ahead and continue to be responsive to the needs of our User Members and find more creative ways of meeting needs despite any new challenges.

One of the new challenges we are now facing is this Coronavirus which seems to be very serious and affecting our lives and has led to a national lockdown. Which means our day care services will have to be put on hold to protect our User Members. Let us hope it disappears quickly and things are back to normal.

I would like to express our appreciation to everyone who has supported Milen Care in any capacity as we always value this support and hope this will continue. I would also like to thank our User Members and Carers for being part of the Milen family and contributing very positively to our services and activities.

I would also like express my special thanks to Kirklees Council for the excellent support and guidance they continue to provide to Milen, this is vital to ensure that our high standards are maintained and further improved.

Lastly I would like to say a huge thank you to all the Management Committee members and all staff for their positive contribution, commitment and drive to champion the needs of our vulnerable and valued User Members.

Aziz Daji

Chair

Manager's Overview

Welcome to Milen Care's (M.C) Annual Report for the year 2019-2020. This is my first annual report, having commenced my employment with Milen Care in September 2019. I would like to thank everyone for making me feel so welcomed. I very quickly felt I was part of a wonderful team of people from the very first day. This enabled me to "hit the ground running".

Milen Care provides a comprehensive range of high quality services for the user members, ranging from transport to and from the Centre, regular outings, exercise and health awareness sessions and much more. We continued to provide information and raise issues which affect older people's health and welfare, such as: diabetes, coronary heart disease, healthy eating and crime prevention.

The fundamental reason for providing such services is to ensure older people lead a healthy, independent and quality lifestyle and that carer's receive respite from their demanding caring responsibilities. Our services offered help older people manage their life better, reduce social isolation, reduce depression and raises awareness about self care resulting in them becoming more independent. In supporting our user members we ensure that all our services are underpinned with our principles which are: privacy, dignity, and user participation, religious and cultural sensitivity.

Milen Care is an organisation that is trusted and respected for the support and care it provides. Hence, many regard Milen Care as a flagship organisation that is synonymous with helping Asian older people and certainly such a reputation cannot be built overnight. We are very conscious about not becoming complacent as care is more than just a reputation.

Over the year we have ensured our service users have had the opportunity to listen to professionals, take part in consultations, surveys and be involved in activities. The purpose behind these types of activities is to improve the health and well being of older people, raise awareness on preventative care and also contribute by making suggestions how services could be improved and delivered.

Older people from the BAME communities who are unable or feel restricted to access community activities often suffer from health issues; physical, mental, isolation, and depression. Language, religious and cultural sensitivities and barriers further compound their sense of isolation and vulnerability. This is more of a case with Asian older people because of their language, age and other factors that makes them feel isolated and vulnerable to poor health.

At Milen Care through a programme of regular weekly activities we encourage, enable and empowered our User Members to take control and responsibility for their physical and mental health by adapting a more active life style- regular physical exercise, healthier eating, socialising, and recreational activities. Our approach at Milen Care takes into account the needs of our User Members. All our User Members are treated as individuals and the care plans are based on individual needs and personalised according to their needs to ensure they receive the best care possible. This allows for responsiveness and planning of activities that deliver good outcomes, supported by the fact those User Members who enjoy them and are active in their engagement.

All our User Members are treated equally and fairly for example when planning activities. User Members are key to the planning, however one activity may be not be suited for an individual so therefore they will have a choice as to what to join in, each User Members input is valued and given equal weight.

We offer culturally appropriate provision taking into consideration religious needs when planning individual or group activities. User Members have many strengths and qualities which are acknowledged.

During the year Milen Care has worked in partnership with various organisation to provide activities and services for our User Members to help and support them to;

- Reduce social isolation and exclusion
- Remain physically mobile
- Remain mentally active and engaged
- Feel safe and secured in a comforting environment
- Get involved in design and delivery of activities to keep alive their interest and involvement
- Create opportunities for them to apply their life experiences and skills
- To retain and develop life skills which help them to remain independent
- Increase their chances to live at home, be near to their families and friends
- Be physically and emotionally safe
- Enhance User Members sense of independence and dignity
- Encourage active and healthier living by being more involved in leisure and recreational activities
- Sustain their financial independence by ensuring that they know and are able to access their entitlements
- Encourage community participation and involvement
- Reduce their chances of being hospitalised or taken into residential care

We have achieved this through a comprehensive and regular programme of activities, for example:

- Activities that would help keep them physically healthy and mobile:- walks, chair based exercise, chair based Tai Chi, walking cricket, exercise, healthy eating, playing board games, playing skittles, target practice, soft ball exercise
- Information session on pain management
- information and advice on crime and fraud prevention, health and safety at home and staying safe, by Crime Prevention Team
- providing Health Check from the Health Watch Team
- Providing opportunities for volunteering, arts and crafts, candle decorations, recording and sharing life histories with children from local primary school
- Supporting them to remain involved in local civic and community life, eg- celebration events, cultural events and community social events, leisure and shopping trips
- Information session on dementia by Alzheimer Society
- Providing welcoming, safe, culturally and religiously appropriate arrangements and environment

Unfortunately, in March 2020 we had to suspend our day care services due to Covid-19 as per government guideline, but continue providing virtual day care service to all our user members.

Our User Members very often say “Milen Care has become part of their extended family”.

Finally, I would like to thank all the volunteers, User Members, Management Committee members and staff at Milen Care for their hard work, dedication and effort over the last year.

M Ibrahim
Manager

A sample of User Members activities

"A picture is worth more than a thousand words"



*Awareness Session on
Crime and Fraud
Prevention*



`Artistic Flair on show`



Chair based exercise session

INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2020

	<u>Note</u>	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>2020 Total</u>	<u>2019</u>
Incoming Resources					
Day Care Income		-	23,384	23,384	28,803
Kirklees Council		-	122,901	122,901	157,342
Donation		-	1,000	1,000	-
Locals Grant		-	-	-	18,021
Other income		-	-	-	104
		<u>-</u>	<u>-</u>	<u>-</u>	<u>104</u>
Total Incoming Resources		<u>-</u>	<u>147,285</u>	<u>147,285</u>	<u>204,270</u>
Resources Expended					
Management and administration	2	-	159,957	159,957	145,322
Total resources expended		<u>-</u>	<u>159,957</u>	<u>159,957</u>	<u>145,322</u>
Net Income / (deficit)		<u>-</u>	<u>- 12,672</u>	<u>- 12,672</u>	<u>58,948</u>

MILEN CARE

BALANCE SHEET AS AT 31 MARCH 2020

	<u>Note</u>	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>2020 Total</u>	<u>2019 Total</u>
<u>FIXED ASSETS</u>					
Fixtures and Fittings		-	1,062	1,062	1,250
Motor Vehicle		-	<u>142</u>	<u>142</u>	<u>189</u>
	4-5	-	1,204	1,204	1,439
<u>CURRENT ASSETS</u>					
Debtors		-	5,557	5,557	4,615
Bond		-	240	240	240
Balance at Bank		-	264,728	264,728	277,332
Cash		-	<u>512</u>	<u>512</u>	<u>1,008</u>
	6	-	271,037	271,037	283,195
		-	272,241	272,241	284,634
<u>CURRENT LIABILITIES</u>					
Creditors and Accruals	7	-	<u>1,688</u>	<u>1,688</u>	<u>1,409</u>
Net Current Assets		-	<u>270,553</u>	<u>270,553</u>	<u>283,225</u>
<u>REPRESENTED BY:</u>					
<u>CAPITAL ACCOUNT</u>					
Accumulated fund		-	91,847	91,847	91,847
Reserve		-	191,378	191,378	132,430
Surplus Income for Year		-	<u>12,672</u>	<u>12,672</u>	<u>58,948</u>
		-	<u>270,553</u>	<u>270,553</u>	<u>283,225</u>

Organisation Chart (December 2019- Current)

