



VISION & PURPOSE
TRUSTEE INFORMATION

MISSIONCARE

CALLED TO SERVE



WHO WE ARE

PAST

Mission Care was founded in 1904 with three clear objectives, which remain to this day. They are to care for the sick, to care for the poor, and to advance the Christian faith.

For over 120 years we have had the privilege of providing care and support to communities throughout London and the South East.

In the early years of the charity, its founder Selina Fox said *“All we can do is relieve the pressing necessities of the sick and suffering, to ease the burdens off the weary, tired shoulders, and to bring something of the hope and comfort of the Gospel of Jesus Christ into dark lives.”*

Those words certainly ring true today just as they did in 1904.

Initially, this care and love for others manifested in the provision of much-needed care for women and children in South London.



PRESENT

This has expanded today into care homes in Southwark and Bromley, caring for over 240 vulnerable adults. Our aim is that this vital work will continue to develop and for the charity to expand in the years ahead.

FUTURE

Our mission therefore remains the same, namely to pursue these three charitable objectives, with a firm focus on our **Christian Values, Care Quality, and Commercial Strength**. In any era such objectives are noble and worthy. Today, they seem more necessary than ever, and we are grateful for the opportunity to pursue them for the glory of God.

With the Lord as our guide, the Board and senior team believe that Mission Care has a very positive future ahead. We have a clear strategic plan for growth, as well as an unwavering commitment to continuous improvement in the quality of our care. We have the right calibre and resilience in our management team to achieve that.

Our broader aim is to double the number of residents we care for over the next ten years. This will be achieved through redeveloping three of our existing homes, and the acquisition of others when opportunities become available. Our positive reputation in the London boroughs in which we operate provides us with the platform we need to pursue these aspirations.

The motive for doing so is to care for more people, to develop the care that we provide, and to do all this for the glory of God. That is, to remain true to the founding principles of the charity, and be a blessing in the communities in which we are based.

By doing so we are seeking to continue to honour the Lord's call for us to show love and compassion to those in need. We have the privilege of looking after some of the most vulnerable members of society. We recognise that is also a significant responsibility and it is one that we aim to carry out diligently, creatively and with the Lord as our guide.

OUR MISSION

CHRISTIAN ETHOS

Mission Care has been a Christian charity from the very beginning, and continues to be very much so today. Our ethos manifests itself in our commitment to share the Christian faith with our residents, relatives, and staff, as well other stakeholders that we work alongside. Moreover, we seek to ensure our ethos is clearly demonstrated by how we treat people, how we make decisions, and how we use the resources the Lord has given us.

It is very important to us to be clear that our Christian ethos is not just something we have inherited, or is simply part of our heritage. Rather, it is an active and demonstrable spirit that is the influencing element in all that we seek to do. We hold ourselves accountable by reviewing our performance in the light of our ethos. We recognise that all members of the Board will make this a priority as the charity operates and hopefully grows in the future.



QUALITY CARE

We recognise that this is our core service and responsibility to those who receive our care and those who fund the service we provide. It is a responsibility that we see as a privilege and our aim is to always provide excellent care to each person who we are entrusted to care for.

We are thoroughly committed to a continuous improvement plan in the delivery of our care. We are also committed to seeking and exploring creative ways to develop and improve our care in a manner that points people to the Lord.

This approach is promoted and measured not only by CQC ratings but through a meaningful and transparent set of metrics.

These will include :-

- (a) Quality care teams and dignified, quality home environments
- (b) A rigorous and positive Quality Assurance programme
- (c) Positive local stakeholder relationships
- (d) Creative and discerning approach to the delivery of care
- (e) Consistently high customer satisfaction ratings
- (f) Positive Local authority and independent monitoring outcomes



COMMERCIAL PERFORMANCE

Thanks to the sound occupancy and fair fee level, our trading performance has been very encouraging this year. We have faced many challenges over the past years, including funding shortages, staffing and recruitment difficulties, and rising costs, especially during the Covid-19 pandemic.

However, the Charity has been regularly revising its commercial strategy in response to the changing economic climate and government policies, and good progress has been made over the last 12 - 18 months.

Our average occupancy across all homes was around 95%. The average fee level also improved significantly through a more balanced financial model. The increased return on income has allowed the Charity to carry out several home refurbishment projects recently, ensuring a high standard of service is delivered in all aspects of care across the Group.

It is clear that Mission Care's financial resilience has grown over the last couple of years. The positive discussions with Local Authorities, strong partnership with agencies and contractors, and good stewardship in day to day decision making have enabled us to fulfil our charity objectives more effectively and efficiently.

MISSION CARE FINANCIAL HISTORY



TRUSTEE INFORMATION

ROLE OF TRUSTEES

Our trustees work closely with the Chairman of Trustees, the Chief Executive, and the wider senior management team. The role is essentially one of governance and stewardship. That is to carefully provide oversight and support to those running the organisation each day, and to commit to pray for them and for the care that is being provided.

The Chief Executive has delegated responsibility from the Trustees for day to day leadership and management of the charity. He reports into the Board of Trustees via the Chair and attends Board meetings with the senior management team and Trustees.

The commitment for trustees is not onerous, however, a degree of dedication to fulfil the role well is required. There are four board meetings each year, and trustees are encouraged to consider joining a sub committee in matters related to care, finance, and risk. It is also beneficial for trustees to visit our homes from time to time to meet with staff and residents and see the work that we carry out each day.



PROFILE OF TRUSTEES

Given the Christian ethos of Mission Care, and our role as providers of care within communities, we are looking for people of real character to become trustees as part of our Board.

It is important that trustees are real team players, demonstrating humility, and a conscientious spirit. Similarly, we need trustees who have a genuine interest in serving vulnerable older people, and seeing the interests of God's kingdom advanced through the work of Mission Care.

We recognise that there are specific skills that trustees can bring to a charity. We are particularly keen to hear from potential trustees with experience as pastors, medical professionals, and in finance, and senior management.

However, above all, it is the godly character and collegiate approach that most benefits the work of the charity, and honours the Lord.

We believe such an approach not only benefits the charity, but is also rewarding for individuals serving in this way. There is a real sense of purpose and achievement in seeing a positive impact on many people's lives. Moreover, there is a strong awareness of serving the Lord in one of the many ways that He calls us to serve others and be a real blessing to them.

Indeed, serving the Lord in this manner is greatly helped when we reflect on the words of the Apostle Paul when he wrote to Timothy. He said in 2 Timothy 1:7 that "the Lord has not given us a spirit of fear, but of power, love and a sound mind." These attributes that the Lord has given us enable us to serve Him with confidence and humility. As we do so we seek to serve and bless others, and bring glory to our glorious God.

We would welcome your interest in the work of Mission Care. If you feel you may be called to serve in this way, we would be very pleased to hear from you.



PROCESS FOR NEW TRUSTEES

Our governing document requires that trustees sign a written declaration of willingness to act as a charity trustee and to confirm via an application form that they meet the following qualifications:

- They confirm in writing that they support the objectives.
- They are a believer in the Lord Jesus Christ; and
- They agree with the Affinity Basis of Faith.

Interested candidates whose applications meet our requirements will be encouraged to have informal conversations with the Chair and/or Chief Executive.

If both parties feel it is right to continue the process, the candidate will be asked to complete an application form and attend a formal interview. The interview will explore how the candidate became a Christian and their current walk with the Lord, assess their fit with the charity in terms of skills and experience, and provide an opportunity for them to ask further questions.

References will be taken up before appointment is confirmed.

GET IN TOUCH

Mission Care has been the trusted name in residential and nursing care for over 120 years. With a legacy of compassionate care, we are dedicated to serving vulnerable adults in South London.

CALL US:

0303 123 3201

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missioncare.org.uk

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Registered Charity Number:
284967