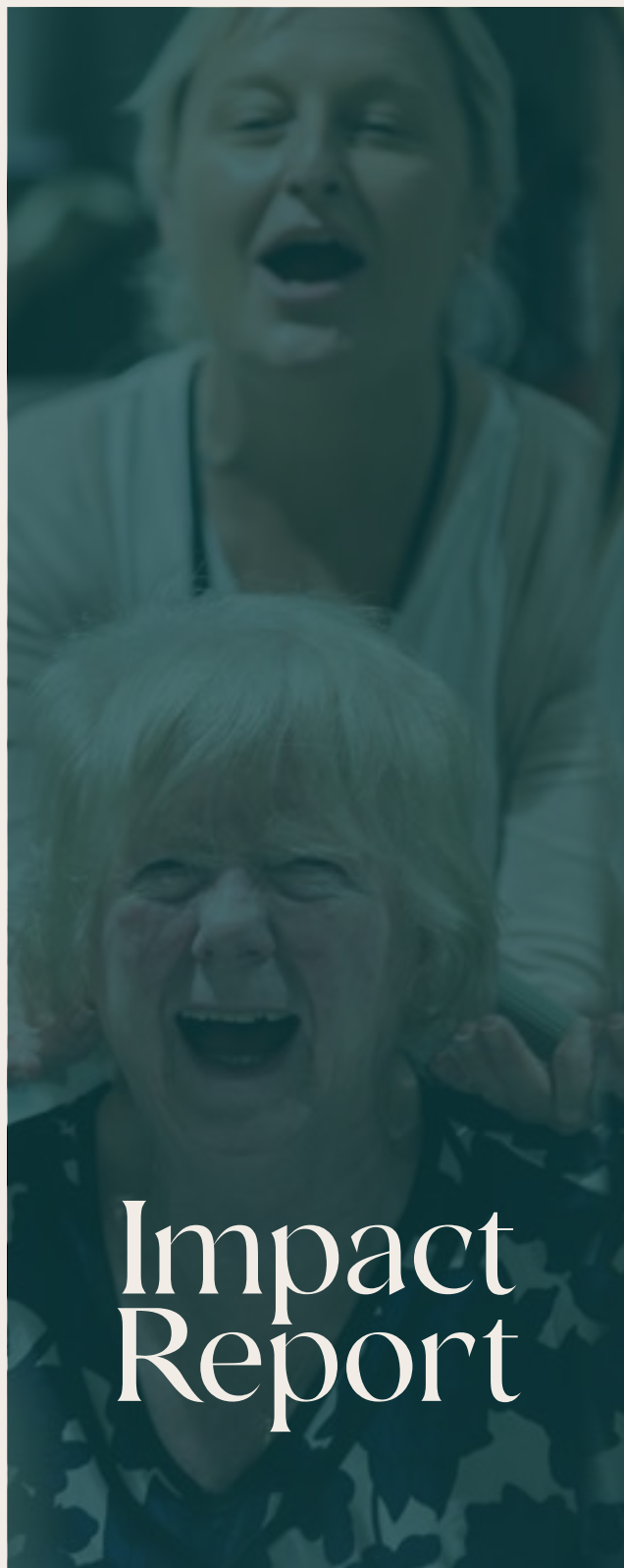
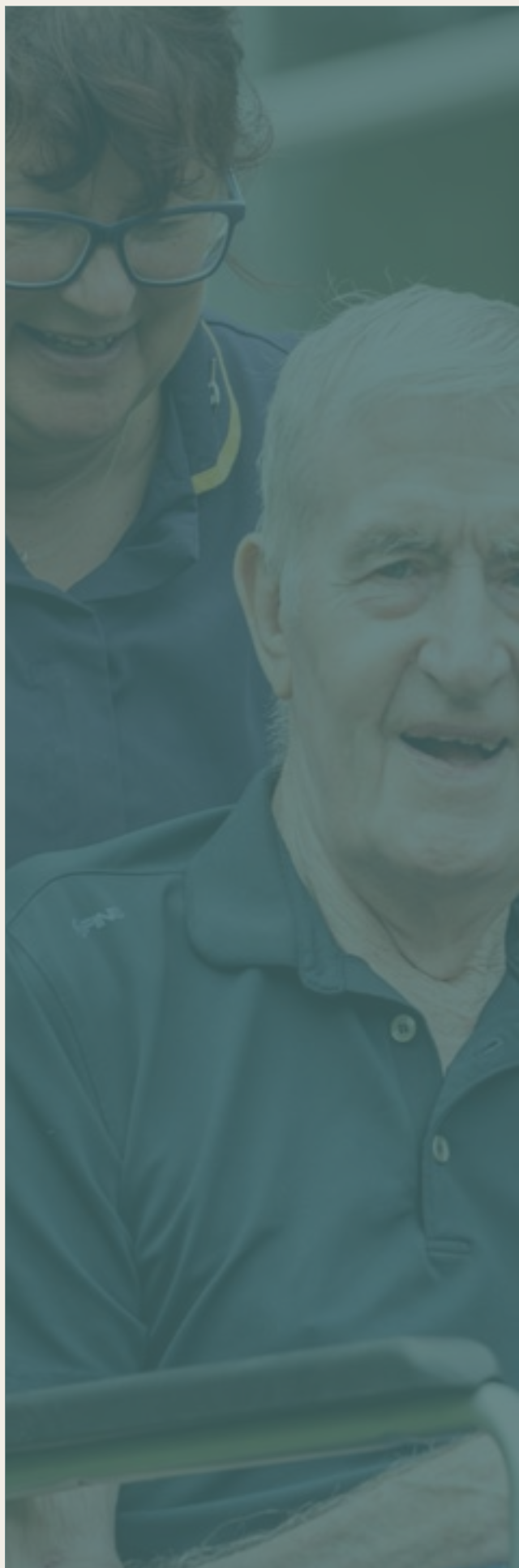




**MILLENNIUM  
CARE**



**Impact  
Report**

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## Introduction

Millennium Care is a small, family ran care home group with a vision to be stakeholder value led.

This means that at the centre of what we do, we seek to have a positive impact on all of our stakeholders, be it those in our care, those who work for us and the communities we serve. Over the past year we have worked closely with a number of high impact organisations and charities to make a positive contribution to our communities and the world. These include over 40 organisations where we have donated, contributed our time and shared our expertise.

As a business, we believe we can have a powerful role to play in doing our part to make the world collectively a better place. Our connections with local groups has strengthened and we have created a number of long lasting and sustainable partnerships.

This is our first impact report and sets the direction for our organisation and importantly, our purpose. We hope you enjoy reading this as much as we have enjoyed committing to our wider and environmental responsibilities.

# Foreward

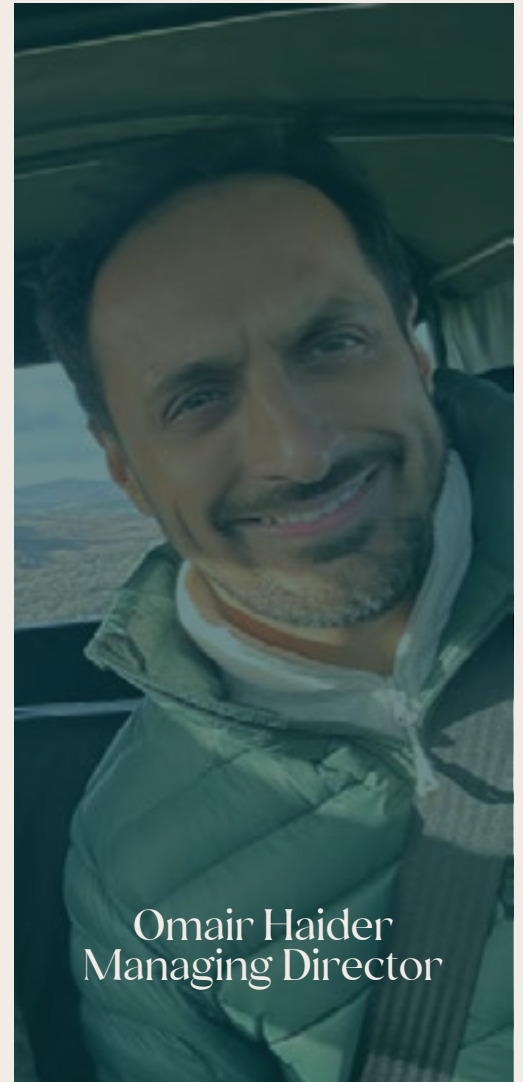
Over the past year we have been challenging and questioning ourselves as an organisation on why we exist. This has brought to the foreground discussions on our purpose, our values and the scope and influence of our impact.

Providing innovative later life care driven by holistic, therapeutic and none pharmacological interventions together with being an employer of choice will always be our defining core. As an organisation however, we recognise that as being part of a wider community, infrastructure and eco-system, our outreach and impact can be so much more.

Businesses have a huge role to play in society and we recognise that there is a substantial ability for us to make a marked, lasting and powerful change socially and environmentally.

To this effect, over the past year; I together with my teams have been focussed on how we can drive and play our role, however little or large it may be, on creating a positive change and creating a positive stamp on every day. Our vision is to ensure that the culmination of all of our activities on social good amounts to the planting of many seeds and blossoms; both metaphorically and literally.

Foremost, we have been focussed exclusively on the communities we operate in centred around Lancashire and Wigan and it has been a privilege to see first hand how those organisations we have partnered with, share a common goal and objective of holding hands and making a meaningful and impactful change.



Omair Haider  
Managing Director

# Partnerships

Over the last year Millennium Care has worked, partnered and supported a over 35 amazing organisations which have positively effected residents, staff and communities within the North West of England and beyond. Take a look!



A Good Day, Alzheimer's Society, Beat the Street, Bereavement Team Blackburn Royal Hospital End-of-Life, Bury College, Day Trippers Bolton, Dementia UK, Francis House, Fur Clemt, Good Deed Trust, Greater Manchester Social Care Learning Environments, Guide Dogs for the Blind Association, Haslingden High School & Sixth Form, Hope School and College, Little Jigsaw Nursery, Manchester Islamic Grammer School for Girls, Manchester Met University, Millennium Care Netball, Parkinson's UK, Prestwich Met Street Eats, Rammy Men, Ramsbottom Library, Sight for Life, Sky, Standish My Life, St Cuthbert's Primary School, St John Fisher High School, St John Rigby College, The Brick Project, The Halliwell Befriending Service, Training2Care, University of Bolton, University of Manchester, University of Salford, Wheels for All Bury, Wigan and Leigh College, Wigan Council, Wigan Rotary, Wigan Safe Guarding Team, Wigan St Jude's, Wigan Youth Zone.



# Engage With Us

We're always on the hunt for amazing projects, people and places we can support.

We're especially interested if the support we can provide is varied and can positively affect our residents, the communities they hold close or where our homes are based.

We don't have set priorities, but we LOVE supporting young people, promoting accessibility and having an instant local impact.

If you think we could work together, then get in touch:  
[info@millennium-care.co.uk](mailto:info@millennium-care.co.uk)

You can find more of our community work here:  
[www.millennium-care.co.uk/corporate-social-responsibility](http://www.millennium-care.co.uk/corporate-social-responsibility)



# Our Impact



Work with  
Communities

🤝 13 charities supported across Lancashire and Greater Manchester.

🏆 2 sports teams supported, this included kit purchasing and overall team sponsorship.

📍 Over £67,500 distributed to good causes.

🏥 Became Gold Patrons at Wigan Youth Zone with funding going towards mental health and sport initiatives.

🍲 1 year commitment to Fur Clemt which has helped over 2,000 people.

⚡ Raised over £3,600 for the Alzheimer's Society by completing the Three Peaks Challenge.

★ 3 events run specifically to support local communities.

👋 All 5 homes have created new connections with organisations in their communities.

✍️ The Group's first CSR strategy was created which focuses on Millennium doing more in the North West.

🏠 Millennium's Founder, Mr Haider, donated £25,000 to a school in Manchester to fund a classroom refurb.



✓ 100% of employees enrolled in Employee Assistance Programme.

📈 15 internal promotions.

🏆 In-house awards night to recognise staff - One in a Millennium Awards!

💻 81% staff receive higher than the living wage.

🎓 12% staff completed a work-based apprenticeship.

💻 100% care staff completed e-learning training course.

💖 5 grants totalling £1,832 awarded through Good Samaritan Fund.

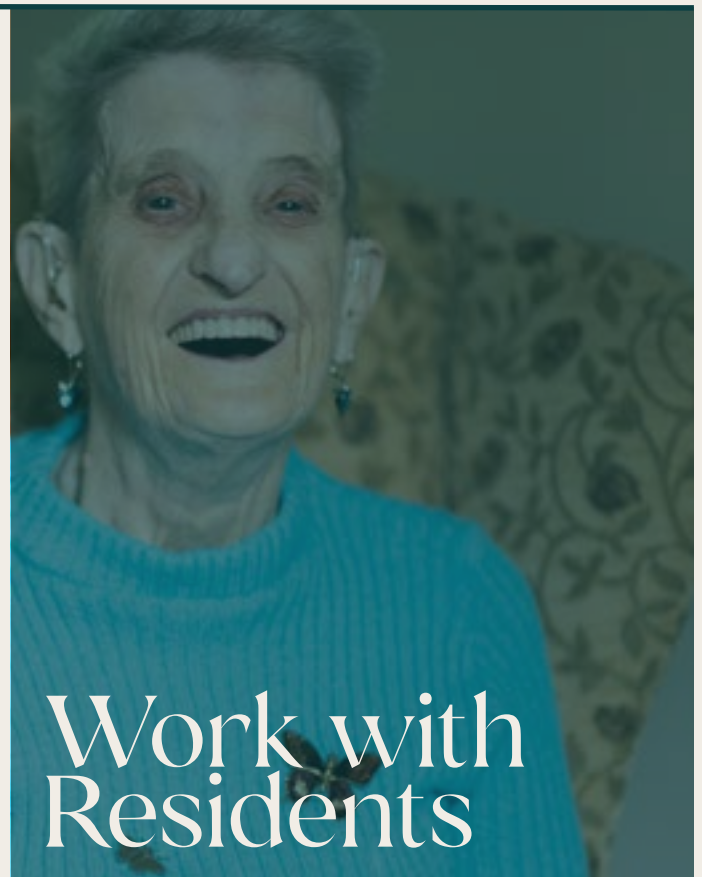
🤝 Worked with 13 nurseries, schools and Universities which have benefitted our residents through extra support and intergenerational activities.

📅 Average resident stay is 2 years and 31 weeks, this is 104% higher than the national average.

🎵 Group Music Ambassador introduced which is a unique in-house role providing one-to-one and group sessions that link back to music therapy.

🌱 The Group Occupational Therapist continues to work closely with residents creating confidence and aiding mobility.

🌳 Countless opportunities for residents to get involved with extra projects and initiatives.





# Our Year

## Jan

Blue Monday event supporting My Life Standish.

Worthington Lake Care Home residents used for Wissner-Bossenhoff calendar.

Aquarate system introduced at Norley Hall.

## Feb

Worthington Lake wins Logistica's Employer of the Year.

Partnership with Fur Clemt started.

Lavender Hills' resident, Brenda, publishes a book with the help of Millennium Care.

## Mar

Group Regional Manager appointed.

Wiganese artist paints residents at Lakeside Care Home.

Norley Hall appoints new Activity Coordinator who will help connect with the community.

## Apr

Lakeside and Worthington adopt batches of ethical eggs.

Millennium sends the Easter Bunny to visit all homes and deliver staff Easter eggs.

## May

Start of the Three Peak Challenge.

Held a Dementia Education Event for Standish residents and Lavender Hills staff.

Shortlisted three times at the Care Home Awards.

## Jun

Windsor House hold community day to renovate their garden.

Norley ran 'Norley's Got Talent'.

Votes opened for the One in a Millennium Awards.



## Jul

Lavender's Dorothy turns 100 and is congratulated by the cast of Emmerdale.

Norley hosts Autism Friends to help the community learn more.

Residents perform at the Soul Time Café.

## Aug

Millennium starts B Corp accreditation.

Lavender starts to train a new Therapy Dog, Jesse.

Recruitment starts for Langtree Care Home.

## Sep

One in a Millennium Awards to celebrate staff.

Millennium advert is launched.

Millennium buses are rebranded.

## Oct

Norley is part of Wigan Council's 'What's Up Champion' initiative.

Brenda's book finds a home in Bury Archive.

Windsor support Wigan Youth Zone campaign.

## Nov

'A Merry Millennium Christmas' is launched to support local charities.

Homes pick charitable causes to support over the festive period.

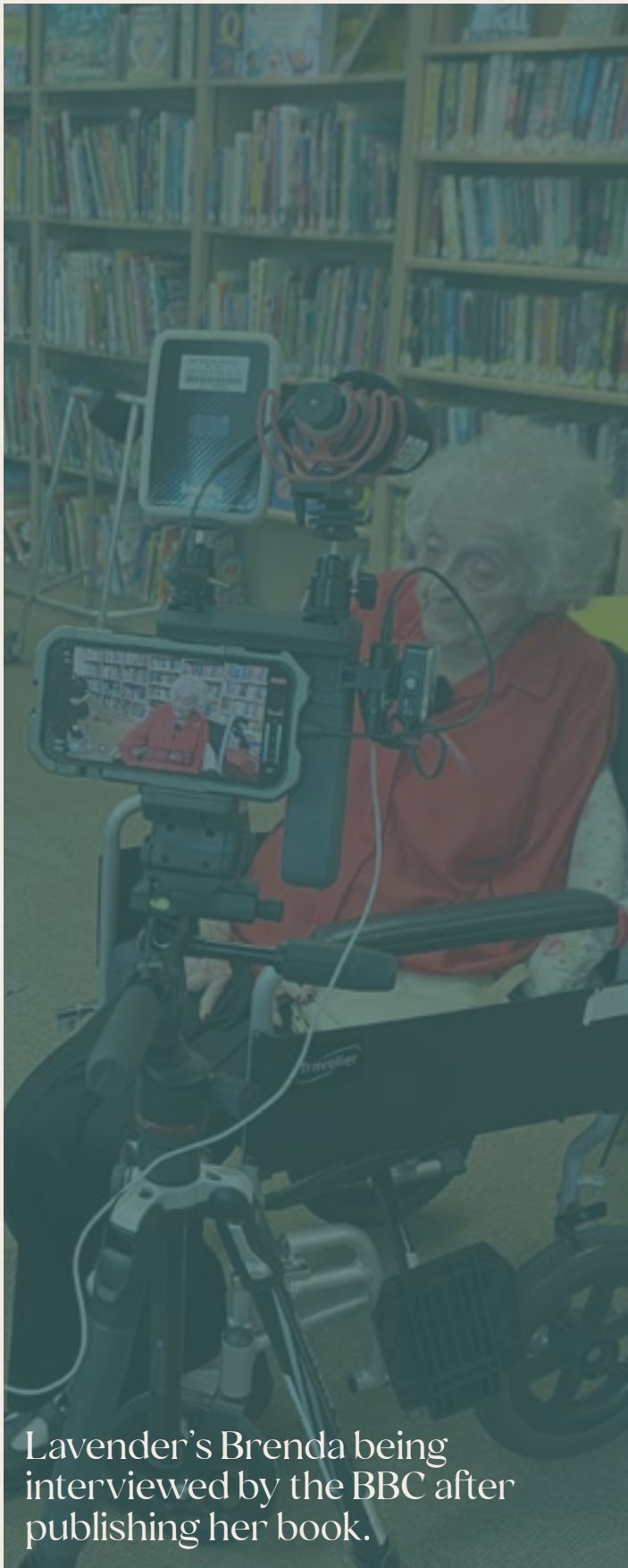
Training2Care bring their Dementia Bus to Norley Hall for staff, residents and community benefit.

## Dec

Selection of Managers volunteer a day to support local charities.

Millennium run a Christmas Grotto for the local community.

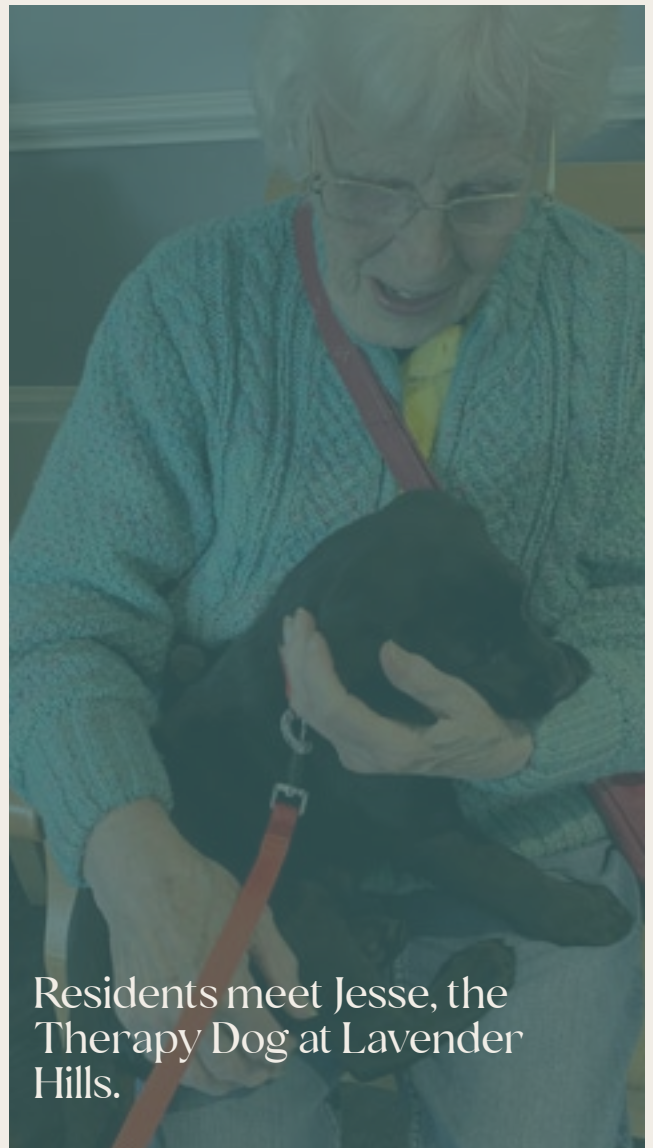
Donated £2,000 to local charities to spread Christmas cheer.



Lavender's Brenda being interviewed by the BBC after publishing her book.



Easter Bunny delivers staff surprises.

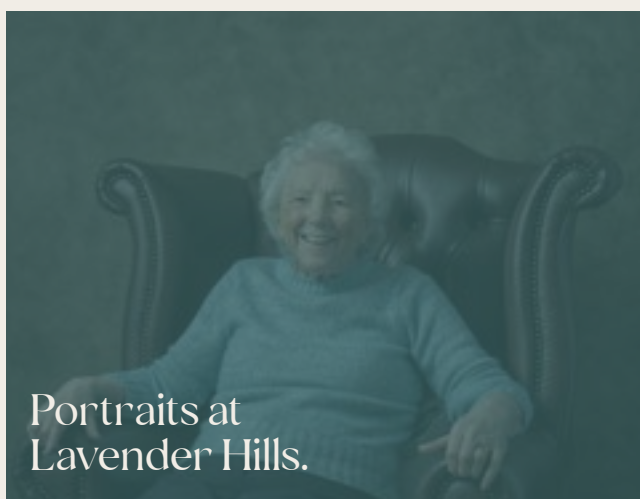


Residents meet Jesse, the Therapy Dog at Lavender Hills.





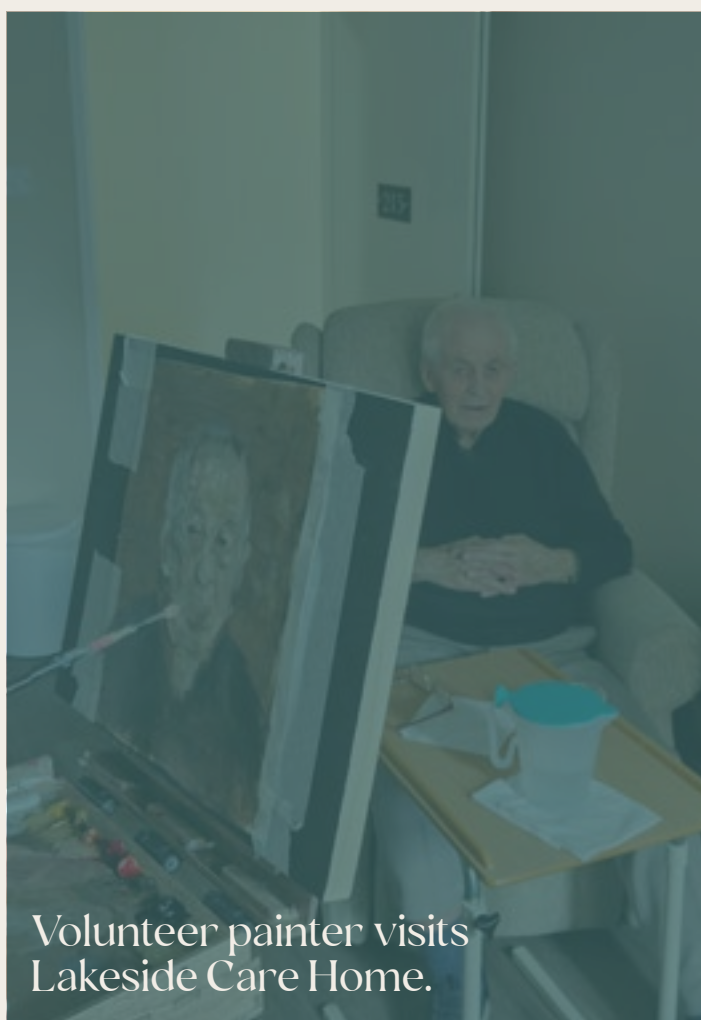
Wigan Youth Zone's Christmas Party, part funded by Millennium Care.



Portraits at  
Lavender Hills.



New resident  
receiving a welcome box.



Volunteer painter visits  
Lakeside Care Home.

# We're Open to Everybody

The community gathers daily to purchase groceries from the hub on Montrose Avenue, Norley Hall.

You're taken aback by the sheer volume of people using Fur Clemt. Launched in 2014, its need has only increased due to the cost-of-living crisis which is having a damaging effect on communities.

Fighting against food waste and hunger, they're part of the UK's largest environmental charity, the Real Junk Food Movement.

"Fur Clemt means very hungry in Wiganese, it seemed like the perfect name when we set up our food waste organisation."

With a yearly membership of just £5, members collect food, toiletries, and other items weekly. Sparing five minutes of her valuable time, Shirley Southworth MBE and Founder, spoke about the value of working with Millennium.

"The cost-of-living crisis is causing a major impact, so by organisations working together, we can have a bigger impact locally.

"Food banks do a marvellous job for people

in crisis, it's for people when they're 'in crisis' but once that crisis has gone, they still need support.

"We're open to everybody, you don't need a referral. We've got all sorts of people using our service, we've got people in need, and we've got those who are environmentally aware."

In 2023 we committed to supporting Fur Clemt's breakfast programme. Each month, facilitated through Norley Hall Care Home, a donation of breakfast supplies is made.

"The donations enable us to provide affordable breakfasts for local people. It reduces the costs of the project and frees up funds to be used in other areas such as free cookery sessions."

We're hopeful the partnership will continue to prosper, not only positively affecting the lives of those the charity serves but also finding ways to involve residents at Norley Hall.

During the first year of the partnership, over 2,000 people benefitted from Fur Clemt's breakfast initiative.



# It's a Very Personal Touch

Immediately upon arrival, the residents and staff from Lavender Hills Care Home felt the warm welcome from staff at the Royal Blackburn Teaching Hospital, tea and biscuits were in full flow.

Following a January appeal from employees of the End-of-Life and Bereavement Team, the team at Lavender Hills spent the start of the year crocheting end-of-life hearts for patients and their families.

30 packs were donated, each containing two crochet hearts and a poem from the home. The packs are shared between a patient and their loved one, helping to provide a level of comfort.

The End-of-Life and Bereavement Team offers support to loved ones who have died in hospital.

Handing over the hearts was a wholesome and heart-warming experience; it was clear that such a small initiative made a huge impact.

Grace, a resident involved in the project, said:

“As I used to work in a hospital, this really meant a lot to me. It's a very personal touch

for the families and loved ones.

“Working on the hearts with other residents was a fun task but seeing the appreciation of the staff was amazing and we were delighted to have helped a brilliant cause.”

Abi Dawson, the home's Activity Co-ordinator, said:

“Our residents really enjoy craft and knitting so when we saw the hospital's plea for these hearts, we thought it would be a lovely initiative for us to help with.

“The activity helped combat loneliness for the residents in the home who don't usually get involved in many activities and of course, the hospital, their patients and families benefitted as well!

“Everyone enjoyed seeing the process of the hearts being made and felt proud to make something that will mean so much to families and Blackburn Hospital. We hope we can support you in the future.”



# I Felt Goose Pimples

The room was in awe, staff cheered and there were a few tears as the performance was wrapped up. Bossi, a Care Assistant at Norley Hall Care Home, stole the show that day.

“It brought me great joy; I was overwhelmed. It’s something I’ve never done in my life, it’s my first time being in a talent show. I never believed I could do it.”

Encouraged to share her rich Nigerian culture she performed three dances at Norley’s Got Talent.

“I felt goose pimples; I was about to cry as people were so supportive. It was very good, and I was so happy to be a part of it.

“I decided to do this activity due to my background. I like to showcase where I am, where I come from, England is an international place, so I want to showcase where I come from and for people to learn more about where they are.”

The show was just the start, Bossi was featured in Wigan Today and was contacted by a local school.

“I felt so honoured to be asked to perform at the school. When I put on my African wear it makes me proud, I would say I felt like a celebrity! I’m proud to be able to use my home background to support the children.”

Bossi has opened eyes at Norley, it’s a moment she, her colleagues and, of course, the residents won’t forget.

“With the residents, I can remember very well. I was holding Vera’s hand whilst I was singing. The residents were so happy and every day they see me and say: ‘Can we dance, can you shake your body for us?’

“I think it will take time to erase from their minds and I’m pretty sure they really enjoyed it.”

# We Promote Independence

Since arriving at Lakeside Care Home earlier this year, Jean has made huge strides.

“When I first came to Lakeside, I was immobile. I couldn’t even sit straight, let alone stand. The first week I was here, I was told by one of the Carers that they’ll get me back up on my feet and have me walking again.

“I thought, well, they’re just saying that to help me but in fact, it’s quite true.”

Lakeside have a history of partnership working with local universities, creating opportunities for young people which in turn benefit the residents. One of those is the University of Bolton.

Michael and Tamara, two students studying Physiotherapy and Sports Rehabilitation, have been aiding Jean with her mobility alongside a Community Physiotherapist, Sophie.

“I’ve had so much encouragement from everyone, and I couldn’t be more grateful. This has really supported my independence which is fantastic.

“I would absolutely recommend the students.

“The more help you get from people the better your chances to progress.

“I feel proud when people tell me they’ve noticed a difference and it’s an amazing achievement.”

Home Manager, Gail, is a huge advocate of educational connections and the impact these can have.

“We’ve been working for two years now with different unis, from pilot schemes to placements we have students for six weeks at a time.

“Occupational Therapists, Physios and Nurses gain vital experience while residents, like Jean, get additional one-to-one support and create some great friendships.

“Jean was chair-bound for a couple of years and has recently begun to walk. I’m so pleased with the progress made and she’s overwhelmed with the attention.

“Here we promote independence, and we’ll continue to do everything in our power to connect with organisations to create the best outcomes for those we love.”



# Challenges

Of course, 2023 threw up some challenges as we looked to have a larger impact in our surrounding communities.

Ultimately, we wanted to have the maximum impact on issues prevalent in our region however we supported organisations and causes on an ad hoc basis. In the future, we'll look to have a more structured approach which in turn will lead to improved effectiveness when creating impact.

This structure will enable us to better track the impact of our donations, commitments and alternative levels of support that have been provided.

With five homes across four sites, there have been several challenges in terms of reducing our environmental footprint, however, it's an area we want to improve and will look to bring in initiatives to help deliver this.

Finally, we'd love to engage our employees from the inception of ideas to the decision-making around what and how we can support organisations doing their bit, it's vital they're part of this journey with us!

# Objectives

## In-house Initiatives

1

Introduce five group wide schemes positively supporting people, places or our planet.

## B Corp Accreditation

2

Achieve B Corp status & use their guidelines to continually improve.

## More Impact

3

Do more & have a larger impact than in 2023. Donations, partnerships & time.



# Road to B Corp

B Corp is the ultimate test of company standards covering social and environmental performance while demonstrating complete transparency and accountability.

As of March 2024, we have completed our initial assessment and are at the initial stages of validation but the road to B Corp is long and treacherous.

Already a challenging target to achieve, B Corp moves with the times and is constantly updating ensuring businesses continue creating positive impact.

More and more organisations are looking at B Corp to improve themselves, we're not the only one! With over 8,000 companies accredited, we want to be part of a world where B Corp is the minimum.

The accreditation means a lot to us and we can achieve it. It'll demonstrate how much we care about our residents, our staff, our communities and our world.

This accreditation will not only show us where we are, but it provides guidance, ideas and highlights opportunities for us to improve which benefits those around us. The constant drive for improvement is there, we want to create a legacy, be a role model and impact the planet positively.

Learn more about the movement here: [www.bcorporation.net](http://www.bcorporation.net)



# Summary

We hope that our 2023 Impact Report encapsulates a year of unwavering dedication to enhancing the lives of residents, supporting communities, and creating staff growth.

Through a plethora of events, partnerships, and charitable endeavours, we've left our mark on the North West. From working with innovative community projects like Fur Clemt, tackling food waste and hunger, to heartfelt initiatives such as supporting Blackburn Royal Hospital's End-of-Life and Bereavement Team.

The report showcases a commitment to holistic care and community integration. Staff development and engagement are also paramount, with internal promotions, training programs, and recognition through the One in a Millennium Awards underscoring a culture of empowerment.

Challenges are acknowledged and met with a resolve to refine strategies and amplify impact, exemplified by our pursuit of the B Corp accreditation and the delineation of structured giving goals. Financial transparency underscores accountability, with donations distributed strategically to support causes ranging from sports teams to employability projects.

Our 2023 journey is just the start of our CSR commitment and we feel we've laid the groundwork for bigger and better in the years to come.

# Finances



63  
Donations



£67,767  
Awarded



£1,470  
Lakeside



£8,329  
Lavender



£7,838  
Norley



£25,130  
Worthington



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