



MAGIC

Making a genuine
impact in care



The magic of our people, the power of our care

Foreword

At HMT, our strength has always come from the people at the heart of what we do. Our colleagues, patients, residents, families, and partners each bring a spark to our shared purpose, and now, with pride and passion, we are channelling that collective energy into something transformative, the MAGIC Model.

MAGIC - Making A Genuine Impact in Care - is more than a framework. It represents the magic in our clinical and care practice, rooted in compassion, co-production, and clarity. It captures the Magic of Our People and the Power of Our Care, and with it, we are shaping a future where care is not only delivered but deeply felt. As communities grow and face more complex health challenges, the need for a bold, holistic, and integrated response has never been more urgent. The MAGIC model gives us a clear, confident voice.

Through extensive feedback and consultations across our care homes and hospitals, we have gathered valuable insights that have directly shaped the principles embedded in this model. These principles reflect the collective voices and experiences of those working and living within our services, ensuring the model is grounded in real-world practice.

The MAGIC Model strengthens our ability to be innovative, inclusive, and inspirational. It is a reflection of our mission to make a meaningful difference and a promise that every action we take will be intentional, person-centred, and driven by values.



The HMT MAGIC Model: Making a Genuine Impact in Care

We recognise that the UK population is facing increasingly complex health and social care needs that are currently struggling to meet the standard we believe our communities deserve. This evolving crisis is due to an ageing population, rising levels of chronic conditions and increased pressure on our health and social care system. The impact of health inequalities and lifestyle factors contributes to the challenges people face in staying healthy and living in the community.

We believe that everyone has the right to direct and decide the healthcare and support that is right for them and choose where and how they want to live. We have developed integrated models of clinical and social care support to optimise health and enable people to live full lives in community settings, overcoming the challenges they face. Our model is holistic and integrated, prioritising prevention, early intervention, and sustainable healthcare solutions, reducing the strain on statutory services and improving outcomes for customers.

ACHIEVING HEALTH EQUITY

Fair and Personalised Care for All

PHYSICAL

Expert care that optimises health and recovery.

CREATIVITY

INDEPENDENCE

Empowering choice, self-care, and meaningful engagement.

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COLLABORATION

COMPASSION

WELLBEING

Holistic care that nurtures emotional, psychological, and social health.

VALUES BASED PRACTICE

ENVIRONMENT

Thoughtfully designed spaces that promote safety, comfort, and connection.

FOSTERING HAPPINESS AND WELLBEING

A Culture of Fulfilment and Support

DELIVERING SOCIAL VALUE

Strengthening Society
Through Sustainable Care

BUILDING STRONGER COMMUNITIES

Connection, Integration,
and Belonging



Our Four Care Domains

PHYSICAL

*Expert care that optimises health
and recovery.*

The physical domain delivers expert medical, nursing, and therapeutic care, ensuring evidence-based treatment tailored to individual health needs.

In hospitals, we focus on optimising patient health through prehabilitation, education, and personalised support, preparing them for surgery and enhancing recovery. Our multidisciplinary teams provide pain management, rehabilitation, and early interventions to prevent complications.

In the community, we manage complex health needs, including frailty, medication, nutrition, and hydration. Through proactive assessments and preventative strategies, we reduce deterioration, maximise mobility, and maintain long-term well-being.

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INDEPENDENCE

Empowering choice, self-care, and meaningful engagement.

The Independence domain champions autonomy, ensuring individuals retain control over their lives and make meaningful choices.

In hospitals, patient-centred care supports active involvement in treatment decisions, with rehabilitation services restoring function and mobility for long-term self-sufficiency.

In the community, we focus on enabling self-care, using assistive technologies and reablement approaches to maximise capabilities.

By promoting positive risk-taking, purposeful activities, and social participation, we prevent dependency and help individuals lead fulfilling, active lives with the right balance of support and autonomy.

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ENVIRONMENT

Thoughtfully designed spaces that promote safety, comfort, and connection.

The Environment domain ensures that the spaces where care is delivered enhance well-being, recovery, and independence.

In hospitals, infection control, ergonomic layouts, and integrated technology create safe, efficient, and healing environments.

In the community, accessible design, dementia-friendly spaces, and sensory adaptations support mobility, reduce anxiety, and foster familiarity. Beyond infrastructure, we create vibrant, social environments that encourage connection, engagement, and a sense of belonging, ensuring that our care settings actively enhance daily life.

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WELLBEING

Holistic care that nurtures emotional, psychological, and social health.

The Wellbeing domain is integral to holistic care, addressing emotional, psychological, and social health.

In hospitals, it supports patients through reassurance, education, and emotional care before and after surgery, helping them manage anxiety, pain, and recovery.

In the community, meaningful activities, social engagement, and co-production foster purpose and belonging. Compassionate, personalised support, including spiritual and cultural considerations, ensures individuals feel valued, connected, and in control of their lives. Prioritising wellbeing enhances autonomy, resilience, and overall quality of life.



The Impact of Creativity, Collaboration, Compassion, and Values-Based Care on Success

CREATIVITY

Innovating care, inspiring change

Creativity drives innovation, enabling staff to develop new approaches that enhance recovery, promote autonomy, and enrich well-being.

It encourages fresh thinking, leading to novel technologies, therapeutic solutions, and more engaging care environments.

By exceeding expectations and creating moments of joy, creativity transforms care into a meaningful and uplifting experience.

COLLABORATION

*Working together for seamless,
personalised care*

Collaboration ensures care is well-coordinated, bridging disciplines to create a unified approach.

By fostering open communication between professionals, patients, families, and communities, we ensure care is responsive and shaped by those receiving it.

This teamwork streamlines the healthcare journey, improves satisfaction, and leads to better, more integrated care outcomes.

COMPASSION

*Humanising care through kindness
and empathy*

Compassion is the emotional foundation of care,
ensuring dignity, respect, and understanding.

It acknowledges individual experiences, recognising
that behaviour and symptoms often reflect deeper
emotional needs.

A compassionate approach fosters trust, improves
engagement, and creates safe, supportive
environments that enhance psychological well-being,
healing, and overall quality of life.

VALUES BASED PRACTICE

Ethical integrity in every decision

Values-Based Practice ensures care is fair, inclusive and guided by respect for individual autonomy and rights.

Grounded in the FREDA principles—Fairness, Respect, Equality, Dignity, and Autonomy—it fosters non-judgmental, person-centred care.

By embedding ethical considerations into every aspect of decision-making, it builds trust, transparency, and a sense of belonging.

The Impact of HMT's core values on the delivery of the MAGIC Model

HMT's core values, shape the delivery of the HMT MAGIC Model. Together, they ensure care is not only clinically effective but also deeply human, responsive, and forward-thinking.



Caring

Compassion at the Core

Caring is the foundation of meaningful, person-centred interactions. It fosters empathy, respect, and emotional understanding, ensuring patients and residents feel valued, safe, and supported in every aspect of their care.



Authentic

Integrity in Every Action

Authenticity builds trust and transparency. Staff act ethically, embrace diversity, and personalise care with honesty and respect, creating genuine connections that enhance individual well-being.



Accountable

Reliability in Care

Accountability strengthens collaboration and ensures responsibility across healthcare teams. By promoting ownership and consistency, it delivers seamless, coordinated care that improves outcomes and enhances trust.



Resourceful

Innovation in Action

Resourcefulness fuels creativity, encouraging teams to think innovatively, embrace new technologies, and find effective solutions to evolving patient needs. It enhances independence and quality of life.



Enterprising

Driving Continuous Improvement

An enterprising mindset fosters progress, motivating staff to seek new opportunities, refine care practices, and enhance patient experiences. It ensures HMT remains adaptable, forward-thinking, and committed to excellence.

By living these values, HMT transforms care delivery, aligning clinical goals with emotional well-being to enrich the lives of patients, residents, and caregivers alike.



ORGANISATIONAL IMPACTS

The MAGIC Model, by integrating creativity, collaboration, compassion, and values-based practice across our physical, independence, environment, and wellbeing domains, drives health equity, community building, happiness, and social value.

PROMOTING HEALTH EQUITY

Fair and Personalised Care for All

HMT is committed to achieving health equity by delivering care that is both consistent and personalised.

We recognise that many residents have complex health and social histories, so we provide tailored support that rebuilds trust and overcomes past negative care experiences.

By balancing fairness with responsiveness, we ensure that everyone, regardless of background or circumstance, receives the right care at the right time, promoting equitable health outcomes and improving overall wellbeing.

BUILDING STRONGER COMMUNITIES

Connection, Integration, and Belonging

HMT is at the heart of building stronger, more connected communities. By embedding services within local areas, we create inclusive spaces where people feel welcome, valued, and supported.

We foster independence and wellbeing by encouraging active participation, meaningful relationships, and intergenerational connections.

Through our compassionate approach, we strengthen social bonds, reduce isolation, and enhance community spirit, making our settings vibrant hubs of support, engagement, and belonging.

FOSTERING HAPPINESS AND WELLBEING

A Culture of Fulfilment and Support

HMT fosters a culture of happiness, where both patients and our people thrive.

Our compassionate leadership ensures that teams feel valued and supported, reducing stress and enhancing job fulfilment. In turn, this positivity empowers our people to deliver truly person-centred care, creating meaningful connections and enriching the lives of patients and residents.

By promoting autonomy, engagement, and joyful experiences, HMT is more than a place of care - it is a community where people feel a true sense of belonging and purpose.

DELIVERING SOCIAL VALUE

Strengthening Society Through Sustainable Care

HMT delivers lasting social value through the MAGIC Model, extending its impact beyond clinical outcomes.

By promoting independence, we empower individuals to contribute to society, reducing reliance on healthcare services.

Tackling health inequalities strengthens communities, fostering resilience and collective wellbeing. Our thoughtfully designed environments create immediate therapeutic benefits while supporting sustainability, ensuring long-term social, economic, and environmental value for future generations.

GLOSSARY

- **Connected Communities:** People linked by shared support and goals.
- **Coproduction:** Services developed with professionals and service users.
- **Dementia Friendly Spaces:** Safe, supportive places for those with dementia.
- **Engaging care environments:** Stimulating and comfortable care settings.
- **Equitable Health Outcomes:** Fair health results for everyone.
- **Health Equity:** Equal access and outcome to good health for all.
- **Intergenerational Connections:** Relationships across different age groups.
- **Novel Technologies:** New tools that improve care.
- **Positive Risk Taking:** Supporting safe, informed choices. People having the right to make choices that contain risk or are seen as 'unwise' to enable them to have positive experiences

GLOSSARY

- **Prehabilitation:** Preparing people for treatment to improve recovery. Optimising health prior to treatment to create improved outcomes
- **Purposeful Activities:** Meaningful and engaging tasks.
- **Reablement:** Support to gain or regain daily independence.
- **Sensory Adaptations:** Changes to support sensory needs.
- **Social Participation:** Taking part in community life.
- **Social Value:** Broader benefits beyond financial cost.
- **Therapeutic solutions:** Approaches and interventions that support health and wellbeing.



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