

Mysa Care grows quickly through acquisition

73.9%

CAGR

Forth place

Mysa Care has continued to expand, both organically and through M&A, delivering rapid growth since its acquisition by Downing three years ago

Mysa Care provides 24-hour specialist care and support to adults with learning disabilities, physical disabilities, Autism and complex needs across smaller residential and supported living settings. "We strongly believe in the trend towards moving residents out of institutional settings and into community-based care," says Torsten Mack, Investment Director at private equity investor Downing, which acquired the business in 2022 when its previous leadership team retired.

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Downing's first move at Mysa Care was the appointment of CEO Chris Breen, an experienced industry veteran. Working closely with the management team, Downing has subsequently provided significant funding to support expansion through both M&A and organic growth. That has seen the business grow to comprise around 40 care homes and supported living facilities, with significant operations in Hampshire, Surrey, South Wales and Greater Manchester. As a result, revenues have increased rapidly, reflecting the company's remarkable growth journey.

"The key is to focus on those areas where capacity is really needed – and then to invest to ensure you deliver high quality services," says Mack. "Quality has to be at the top of your agenda."

Mysa Care's approach is to build a very strong central operations team with sufficient capacity and ability to support every service within the group. "We're thinking about the business proactively," Mack adds. "How does the central team need to evolve as the business gets larger – what does it take to support each site so that you're maintaining quality and growing safely?"

One priority in that regard is to collaborate with the Care Quality Commission to ensure new services are registered and inspected efficiently. "It is no secret that registration can become a bottleneck – so it's important to incorporate that into your growth plans," Mack says.

