



A provider perspective of the delivery of dementia care

“Improving the care and lives for individuals with dementia”

Introduction

Wentworth Court is proud to rise to the challenge of providing person-centred care and support for people with dementia, their carers and relatives.

We adopt a positive approach which understands that each resident is an individual with different care needs, the staff at Wentworth Court providing each resident with holistic and person-centred care with the aim of achieving high quality treatment, whatever the stage of dementia.

Working with the expertise of a variety of organisations such as The Alzheimer’s Society, Bradford University and Stirling University, Wentworth Court offers a dynamic well-rounded approach which includes training programmes for all of our staff so that they are able to regularly evaluate, analyse and improve the care provided for our residents.

Wentworth Court has been designed by professionals who are specialists design, to create homely environments that allow our residents living with dementia to find their way around freely and independently. The approach to design at Wentworth Court has ensured that it meets and exceeds all the necessary standards to offer our residents a satisfying lifestyle.

The care we provide recognises that human life, including that of people with dementia, is grounded in relationships. People with dementia in particular need an enriched social environment which both compensates for their impairment and fosters personal growth (Baker et al 2006). Wentworth Court provides an extensive activities programme that offers a mix of work, self-care, leisure and rest and ensures we meet the social, physical, mental, and spiritual needs of each resident.

What is dementia?

Dementia is an umbrella term used to refer to a collection of symptoms that can result from a number of different diseases of the brain. There are many different types of dementia, but all tend to cause problems with memory, language skills, information processing, mental agility, understanding and judgement. Dementia can also trigger other mental health problems such as personality changes, anxiety, mood swings and depression. In more advanced dementia, the person may lose the ability to get up and move, or the interest to eat or drink. It is a progressive condition that gets worse over time and a person with dementia must increasingly rely on carers as it advances. There is currently no cure although there are treatments that can slow the progression of some types of the condition in some cases.

At Wentworth Court we are conscious that although dementia is a specialist area, it is important that we recognise all the person’s need. We need to see beyond the disease label and therefore remove the barriers that the dementia label often presents.

Statement of Principle

All staff members at Wentworth Court believe that all residents have the absolute right to be regarded as unique individuals. Principles of privacy, dignity, independence, choice, human rights, fulfilment and spirituality are fundamental to all care practices for residents within our care home and are reflected in our person-centred policies.

The way in which all of these principles are applied will vary according to each individual's needs. They need to be balanced against the vulnerability of people with dementia. Wentworth Court will practice, and research aimed at the protection of people in situations in which they are most vulnerable (ADSS 2005).

Principles of Care

1. Person Centred Care

Each resident will receive individualised care specifically tailored to meet their needs. The emphasis must always be on enhancing the well-being and improving the quality of life of the individual without trying to force the recovery of skills which have irrevocably gone.

This person-centred care will be delivered in the following ways:

- Each resident will have an individualised care plan, incorporating the Alzheimer's "This is Me" paperwork, which will include their wants, needs, likes and dislikes. This will be based upon their unique life history, personality and preferences expressed before the onset of dementia and during its progression. We will involve other key people; relatives, carers, doctors to create the optimum care plan for our resident.
- Our Quality Assurance programmes ensure that care planning documentation is current, accurate and reflects best practice within the dementia care field.
- Every resident will be assigned a key worker who will introduce themselves to both the resident and all key people. They will, as far as possible, work with the resident. This will be a staff member a resident can become familiar and feel at ease with and vice versa to ensure the best care is provided. Furthermore, a named nurse is allocated to each resident to make sure information and care plans are up to date and to liaise with external networks such as the resident's GP surgery.
- Care plan evaluations will periodically be reviewed with the relative. This will be carried out with the Head of Care or the named nurse. The relative can be given a copy of the care plan if they so wish.

2. Decision-Making and Positive Risk-Taking

Every resident will be supported so that, within the full extent of their abilities, they are able to make decisions about their care and the way they wish to live their life at Wentworth Court. We believe that resident decisions and enhancing the quality of life will sometimes involve taking positive risks but also that this has the potential to greatly contribute to the reduction of anxiety, depression and general ill-being.

The Mental Capacity Act (MCA) states that if a person lacks the mental capacity to make a particular decision then whoever is making the decision on behalf of the unable individual MUST do this acting in the person's best interests. At Wentworth Court if we need to make best interest decisions, this will be done in conjunction with relatives, carers, GP's and any other professionals needed.

Sometimes, acting in the resident's best interest can include taking a carefully assessed risk. For example, a person may like to walk around the building but is unsteady on their feet. This resident may become frustrated and/or aggressive if they are prevented from walking around independently. It is also an infringement on a resident's human rights to prevent this from happening but by 'allowing' the resident to walk around, a risk is being taken as they may fall. To overcome this, each of our resident's care plan will include a statement concerning known risks and positive steps that care staff will take to reduce those risks. Furthermore, we will always endeavour to reach a best interest decision by discussing with the resident, relatives, an independent advocate or the local DoLs service.

3. Communication

All communication, whatever its purpose, is swift, effective and participative.

At Wentworth Court we understand that people with dementia have more difficulty expressing thoughts and emotions, they also have more trouble understanding others. We are patient and supportive we let the resident know we are listening and trying to understand them. We are resident supportive, and we let the residents know that we care about what they are saying.

Staff offer comfort and reassurance. If a resident is having trouble communicating, we let them know that it's okay and encourage the resident to continue to explain their thoughts. We avoid criticizing or correcting and never tell the person what they are saying is incorrect, instead we listen and try to find the meaning in what is being said. A mixture of both verbal and non-verbal communication skills will be used to help.

4. Relatives and Friends

Wentworth Court staff recognise the importance of relatives and friends of residents in relation to care plans and best interest consultations as these are a network of people that could know the resident better than we do. Provided the resident agrees, it is important to communicate regularly with relatives and friends after admission as they contribute to person centred, holistic care by informing us of resident preferences and lifestyle choices and to give valuable feedback on the quality and effectiveness of our care.

Wentworth Court also believe the relatives' and friends' positive view and backing of the home is vital and we therefore actively encourage opportunities for all relatives and friends to regularly meet together and with senior staff to support one another and contribute ideas to the running of the home. The Relatives and friends' active participation, feedback and suggestions are welcomed at any time. This can be done both informally and formally eg during our formal customer feedback or at the relatives meeting held every other month.

5. Involvement of the Community

At Wentworth Court we value being part of the local community and we encourage the involvement of local people in the life of its establishments.

We have an onsite café at Wentworth Court, where we hold community coffee mornings every month for people to come in and meet and to raise money for local charities. It is a nice friendly

meeting place for families and visitors to the home. The coffee shop is run by both paid staff and volunteers.

We facilitate intergenerational projects by inviting schools and preschool children into Wentworth Court; including artists from the local Everyman theatre offering creative opportunities for residents and children to be involved in music, arts and poetry. By building relationships with the local community, we are able to support each other and enrich the lives of all generations.

Residents are able to attend monthly church services held at Wentworth Court, and invited to attend Dementia friendly services arranged through local community church.

We have a wheelchair accessible minibus, this gives us freedom to take our residents out on scenic drives into the beautiful Cotswold country side on our doorstep. We also visit the local shops, libraries pubs and restaurants helping to keep residents connected and involved in their local community.

6. Effective approach and use of Therapeutic Interventions:

As an individual's cognitive impairment progresses we recognise that they may be in need of engagement rather than activity and we will use the latest evidence based practice to introduce sensory stimulation to help improve their well-being. Wentworth Court's activities programme also includes dolls therapy, tactile boxes, music, aromatherapy, and animal assisted therapy, arts and crafts, mind song, musical dance and G Fitness.

7. High standards of Staffing, Recruitment:

In recruitment and selection, all applicants will be made aware of both the equal opportunities policy and the policy for the care of people with dementia. We try to seek out the very best staff working in dementia care in the area and it is vital that all our staff will have some experience of working with people with dementia either personally or in a care setting.

8. Continuous Professional Development (CPD):

Once recruited all staff undertake an excellent training programme specifically designed to support people with dementia. Wentworth Court staff follow the training pathway which provides them with induction and ongoing progression training and promotes constant improvement.

This training programme consists of working in partnership with local Care home support teams, Training providers and Gloucestershire County Council through on line GCC training and Dementia Partnership.

Training at Wentworth Court consists of:

Induction over three days to all new staff who are newly employed this, covers comprehensively areas such as:

Introduction to staff, Aims and Objectives of the homes ethos, introduction to residents within the home, agreed ways of working, policies and procedures. Understanding of care planning and person-centred approach, health and safety, moving and handling, food hygiene. safeguarding level 2 and level 3. Dementia level 2. communication, nutrition, infection control, End of life care.

Included within the training program for all staff at Wentworth Court within the mandatory range of learning first aid is taught and includes child resuscitation as within the guidelines of the requirements of the care certificate.

Medication practice is monitored through best practices and audit control and all senior staff administering medication must complete a level 3 theory module and competency assessments as part of their continued professional practices, monitored by the Clinical lead for the home as part of the Nurse audit.

It is an essential path that all staff abide by the commitment under the Health & Social Care Code of conduct for H&SCW and the NMC code of conduct for all nurses to be committed to continued professional development by way of demonstrating good practices.

Wentworth Court has an ethos toward the equality and diversity of all staff and residents, this is part of the induction process again for all grades of staff. All staff complete distant learning at stage level 2 for this. Wentworth Court fosters the ideals of equality for all.

All grades of staff are to be enrolled in to the Dementia CEFE Award for Dementia 2016 to ensure greater understanding for the team and this will empower them through continued best practices. Wentworth Court has an ongoing relationship for the enrolment for the Dementia Link Award through the County's partnership programme.

Our Manager has commenced his manager's leadership program that is expected for managers within Gloucestershire for the dementia forum group, this in its self will form part of cohesive approach to person centred care and support for the DLW within Wentworth Court.

Nurses are expected via the NMC to revalidate their registration as protocol of their registration requirements to practice and provide evidence through portfolios for their Pin.

Wentworth Court actively supports further training options through the QCF Diploma. This we think supports the view of fostering and empowerment of staff to further develop their skills within care.

Wentworth Court's trainer is responsible for induction of all new staff to Wentworth Court and supporting all staff to complete their mandatory training. All new care staff will then be signed up for QCF/Diplomas in care.

Further distance learning is adopted as a program through the Red Crier solutions. This training is individual to the home as we can identify the needs of the staff to support their knowledge specific to the needs of the residents we have. This training forms part of the evidence needed for the care certificate and aligned to the QCF Diploma programme and is marked independently by Red Crier at the end to achieve an award.

Wentworth Court has recently applied to work in partnership with the University of the West of England to provide Student Nursing placements for RGN, RMN, RNLD Students such is the commitment to the learning ethos we foster enabling committed sharing of knowledge and practices for the student nurse programme. We are also looking to have Social work students too.

9. Food and Refreshments:

Wentworth Court is very proud of its catering team. The kitchen staff all work hard to know what the residents like. The home uses the Apetito system. This provides residents with a consistently good standard of food and is also scientifically nutritionally balanced for every type of specialist diet. The onsite Chefs also produce lovely baked cakes each day for snacks. Each day residents are offered choice. Sometimes the residents can find it hard to say what they want so the kitchen has picture cards they use to show residents then they can show by pointing or sometimes smiling at what they like to eat.

The corridors of Wentworth Court are well lit with no dark areas, there's some seating to provide rest and the call bell system is subtle to prevent stress to the residents. The colour of the floor contrasts well with the walls and the different coloured hand rails help with orientation.

The corridors provide an 'active walk' for residents looking out on to an internal courtyard garden, lots of themed pictures to look at and clear signage to help with finding the way to key areas such as, toilets, day rooms, dining rooms and the garden.

The six lounges and dining areas have different themes and colours to encourage stimulation or promote relaxation i.e. the London room has decorations and pictures related to London. The wallpapers and colours in the lounges have been chosen following the guidance from the "Dementia Design Tool" as recommended by Stirling University.



WENTWORTH COURT CHELTENHAM

There is a wide range of furniture in the day rooms to meet all residents' needs i.e. reclining chairs, pressure cushions inbuilt to all the chairs, sofas and arm chairs. Should further specialist seating be required we can contact experts via the residents GP or social workers.

Residents at Wentworth Court can choose how they identify their own bedroom. Some may like a 'memory box' outside their door; others may like a room number, name or a picture of an individual memory that they can remember i.e. their wedding day. This will be discussed with all residents and relatives on admission.

OUR ENVIRONMENT

Has been designed to be peaceful, aid orientation and reduce confusion.

Wentworth Court is working towards 'potted life stories' which will be displayed inside the bedroom door so that any person caring for the individual will have some information to facilitate conversation and promote a person-centred approach.

All bedrooms are colour coordinated and have en suite facilities with clear signage. This gives resident's privacy. They can put their own wash items in to make it familiar and it can be accessed at any time. The home also has an assisted bathroom.

Wentworth Court has a beautiful large external garden for all residents to walk in with safe paving around the home. We have two large raised bed areas both with fragranced plants and fruit and vegetables that residents can plant and pick. In addition, each room on the ground floor has its own patio area which can be accessed through individual patio doors. There is access to an internal courtyard garden which is laid with herbs which we use in our cooking for the home. There are several benches in the courtyard and more seating could be provided should it be needed. We also have a roof top space on the first floor which gives a secure view point over the internal courtyard and ground floor café area.