

# Dementia Care

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Dedicated care and support for people living with dementia







## Fulfilling lives

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At Care UK, we understand that choosing a care home for your loved one can be stressful for everyone involved. It's why we offer all-round support to make the transition easier.

Living with dementia can become more difficult over time. As the dementia progresses, you may find it increasingly hard to manage by yourself or to continue to ensure the best quality of life at home, and there may come a time when moving into a care home is the best way forward.

Many people worry that moving into a care home will mean losing their independence or giving up the things they love doing. But at Care UK we help you to remain as active as possible and ensure you continue to enjoy a happy, fulfilled life.

Finding the home that is right for you and your needs is important. At Care UK, we have been

caring for people living with dementia in our homes and day centres for nearly 30 years and it is this experience that helps us to offer the best possible care and quality of life.

### **A warm welcome**

We want you to be as involved in your loved one's care as you wish to be. We always welcome visits from friends and family that are respectful of residents and their needs, and provide 24/7 telephone access.

What's more, if you want to continue playing a part in any aspect of your loved one's routine, you're welcome to. But if you'd prefer to leave that side of things to us, and just enjoy quality time with your loved one, that's fine too.





# Getting to know your loved one

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Every person we care for is an individual, with their own personality, interests and preferences, so we make our care flexible to each person's needs.

We start getting to know each person as soon as we know they'll be joining us. We work with them and their family to learn in depth about what matters to them, what they enjoy doing and eating, where they have lived, what jobs they've done, where their favourite places are.

We immerse ourselves in their world so that we can see the person behind the diagnosis, and find as many ways as possible for them to feel valued and happy.

## All about me

We take a flexible approach to getting to know your loved one, ensuring that the care we provide adapts to their needs, desires and choices as they change. Some of the ways we learn about residents include:

- **life histories:** the significant events in their life gives us key insights into crucial details such as where/when they were born, school days and work life, marriage, children and grandchildren
- **key people:** knowing who the important people are, or have been, in your loved one's life gives us important cues for communication. This may involve using photos or possessions from their past that help to evoke happy memories
- **everyday preferences:** capturing your loved one's likes and dislikes and routines is crucial

to ensuring they're happy day to day. What foods do they enjoy (or not)? Are they night owls or early birds?

- **interests and hobbies:** keeping active is vital to helping a person to maintain a sense of independence. We're keen to learn about their interests and hobbies so we can build these into our activity plans and help them to continue doing the things they love.

This information helps to inform and shape the relationships we develop with residents. When a person is living with dementia it can be hard for them to share this information, which makes our work with relatives all the more important. After all, you know your loved ones best so we always encourage you to be involved.

By working together we can develop care plans that support residents to live happily and make every day as good as it can be.









# A warm, welcoming home

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When a person is trying to make sense of the world around them, their immediate surroundings can make all the difference to their quality of life.

We aim to create homes that look and feel like a family home, that are comfortable and familiar so that residents and their visitors always feel at ease.

We include a range of features to support people with visual, hearing and mobility impairments associated with dementia, to find their way independently and safely around the home. For example, with signs making it easier to identify rooms such as the dining room or bathroom.

## Personal choices

We encourage residents and their families to personalise their bedroom with photos and possessions from home. These reassuring touches can make all the difference to your loved one feeling at home.

All our bedrooms are decorated to a high standard and we're very happy to add any personal touches that reflect your loved one's preferences. For example, if they want fresh flowers in their room that's fine.

## You'll love the details

Throughout each home you'll spot lots of little touches designed with your loved one's comfort, relaxation and entertainment in mind.

There are cosy, intimate lounges and sitting areas where they can relax and spend time with you. All of our homes also offer a choice of hobby rooms or dedicated spaces where residents can take part in activities such as painting, listening to music or enjoying a favourite board game.

## Enjoying good food

Enjoying delicious and healthy meals are equally as important as having a cosy bedroom, lots to do, and caring staff around you.

Our chef-led catering teams pride themselves on creating menus using carefully selected, fresh ingredients, with a focus on choice and nutrition, but above all, taste.

They are guided by the information about your loved one's food and drink preferences that we'll find out about as part of our work in getting to know them. The teams also chat with residents regularly to find out what they fancy eating.

Our specialist tableware is designed to support residents living with dementia to dine with dignity and improve their wellbeing. For example, our deep rimmed plates help residents to move food around the plate with ease. Our table settings are also designed to enhance the mealtime experience for residents.



# As Easy as ABC

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Keeping active is a vital way of helping people living with dementia to feel stimulated and maintain a sense of independence.

## **Dedicated co-ordinators**

We have dedicated activity co-ordinators in our homes whose job it is to plan varied group and one-to-one activities that take into account residents' individual interests and hobbies. These may range from arts and crafts to quizzes, gentle exercise, and visits from therapy animals.

## **Time to reminisce**

For a person who is living with dementia, memories from times gone by can often be easier to recall than what happened yesterday. Reminiscence sessions play a big part in our activities and involve introducing an item, like an ornament, board game or photo, and passing it among the residents, encouraging them to talk about the memories the item evokes.

Some of our homes have reminiscence rooms and rummage boxes, full of domestic items

from bygone days that residents can browse through. We also use memory boxes outside residents' bedrooms which the resident can fill with items that are special to them. The boxes can be great for team members, other residents and family members to initiate conversation with the resident about their life.

This idea extends outside to the gardens of our homes, many of which have waist-high flower beds, so residents can better enjoy the plants and help with gardening if they wish. Many homes also have herb gardens and vegetable patches where green-fingered residents can tend to their patches.

## **Keeping busy**

Many residents enjoy the sense of purpose that comes with keeping busy. We encourage everyone to participate in the life of the home, and have life skill areas to support residents to feel connected with normal life and keep active.

Some of our homes have their own café, pub, shop, cinema or hair salon, making it even easier to retain a sense of ordinary daily life.

We ensure those residents who can, and want to, are also able to get out and about in the local community, whether to a local garden centre or to the local pub for a quiz.











# Our people are the difference

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Our people are at the heart of everything we do, and Care UK is committed to developing a workforce with the knowledge and skills to provide the compassionate care that the residents in our homes deserve.

A designated carer will help you to move in and settle into life at your new home. They and the rest of the team will spend time getting to know you, finding out about your likes and dislikes and ensuring you receive care in the way that suits you best.

We are committed to providing dementia training for all the people who work in our care homes and day centres so that they have an understanding of what it might be like to live with dementia, including the physical, visual and hearing challenges that the condition poses.

By seeing the world in the way someone living with dementia sees it, our care teams can provide more empathetic and sensitive care and find simple and creative solutions to support residents to lead more fulfilled lives.

**“The training helps you to develop more patience and work harder to understand what they’re trying to say and how you can support them.”**

We are continually improving the care we provide for people living with dementia and the teams in our homes are supported by regionally based specialists who deliver specialist training and support the teams in our homes.

## Practical support for carers and families

Our homes often run free events that give family carers the chance to learn more about how to support their loved one with dementia. These are free and a great way to meet people in a similar position to you.

We have also put together practical guides with relatives, friends and carers of people living with dementia in mind.

‘Listen, talk, connect’ provides tips on how to communicate with someone living with dementia, ‘As Easy as ABC’ is perfect for people wanting to make the most of their time with a loved one and the advice in ‘Good to go’ helps carers and their loved ones to plan trips out.





# Here when you need us

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There's a lot to consider when you're thinking about a care home for a loved one who is living with dementia. Get in touch with us to find out how we can help.

Tel: 0333 321 0933  
[careuk.com/dementia](https://careuk.com/dementia)

