



Specialist dementia care





Expert care for people living with dementia

What is dementia?

Dementia is a term used to describe the deterioration of brain function that results in symptoms including:

- memory loss
- reduced language skills
- impaired reasoning
- loss of daily living skills

As someone tries to live with their dementia, they may also display behavioural and emotional problems.

Dementia affects one person in 20 aged over 65, and one person in five over 80. There are over 100 different types of dementia. The most common types are Alzheimer's disease, vascular dementia and dementia with Lewy bodies. Over 750,000 people in the UK are currently affected, an estimated 400,000 of them with Alzheimer's disease.

What makes dementia care different?

Living with dementia is a difficult and often frightening experience. At Bupa we work closely with recognised experts to ensure our residents feel safe and cared for. Our homes offer a secure, comfortable and stimulating environment, with specially trained staff.

We understand that as someone progresses through the stages of dementia, their needs change and we ensure they receive the very best care.

Friends and relatives are offered many opportunities to remain involved in the lives of residents, with regular meetings to discuss care, and involvement with daily life in the care home is actively encouraged.

Bupa care homes – experts in dementia care

Bupa care homes look after more than 6,000 people living with dementia in the UK. Our homes are designed with their needs in mind, and we use leading training providers to educate our staff with the most up-to-date material and practices in dementia care – so they can provide the stimulation and activities residents with dementia need. Our specialist dementia homes include:

- specialist Dementia Champions – trained by the Alzheimer's Society, they ensure that quality dementia care is put into practice by introducing, maintaining and evaluating new methods of supporting people with dementia, whilst maintaining a high level of dignity
- Person First – method developed to provide continuing quality of life to people living with dementia. Our staff build daily life activity around the particular needs and preferences of the residents, involving relatives as much as possible
- activity zones – interactive, sensory-rich boards to engage residents
- destination points – to provide interest and give a reason to walk around
- signage – using colour, shape, symbols and words to help orientation
- bedrooms – personal comforts and familiar things to make residents feel they belong
- memory boxes – frames placed outside the residents' rooms which contain personal items like photographs and keepsakes, to help orientate the resident and bring back fond memories
- lounges and sitting rooms – comfortable and homely environments which encourage interaction with other residents and relatives
- rummage boxes – treasure chests of objects from the past to stimulate and engage residents' interest
- dining room – tables arranged to meet different dining preferences, and mealtimes protected to preserve the eating atmosphere
- gardens – designed to take into account the special needs of people living with dementia
- dedicated staff and secure environment – to ensure residents feel safe and secure in our care



Dementia Champions

Each specialist dementia care home also has its own appointed Dementia Champion. They will be a senior and respected member of the care team, with extensive experience in providing dementia care and proven leadership skills. They act as a mentor, inspiration and guide regarding dementia care best practice, and ensure it is followed at all times.

The Dementia Champion training programme is led by the Alzheimer's Society and dedicated to Bupa. It covers strengths, weaknesses, belonging and

barriers to a normalised life for someone living with dementia. Dementia Champions learn how to use the Qualitative Observation tool and how to action the outcomes. They're taught the concept of learning styles and supporting individuals in delivering person-centred care in the workplace. The course also requires them to report on needs for development regarding people with dementia, staff and families, and to write a report and create plans to address issues they have identified in each of these areas.



The Springs

Building for the future

As part of our ongoing commitment to dementia care, we're always looking for ways we can increase our ability to help people living with dementia. Our latest project is a specialist dementia home equipped with memory triggers such as eye catching pictures, reminiscence activity areas, memory picture frames for resident photographs and sensory gardens.

Warrens Lodge Nursing and Residential Home is located on the outskirts of the market town of Ashford. It has 64 ensuite rooms, all fully-furnished with recessed wardrobes, shelving and profiling beds. Residents will benefit from lifts, an in-house laundry and four assisted bathrooms/shower rooms. There are also large and small communal areas including

hospitality rooms, sun lounge and private dining room. Outside, residents can enjoy secure landscaped gardens, with raised flower beds, seating and water features. Meals will be prepared by trained staff in-house and all dietary requirements will be catered for.

In 2010 we have opened the following specialist dementia care homes:

- Oak Lodge Nursing Home, Southampton
- Canning Court Nursing and Residential Home, Stratford-upon-Avon
- The Springs Nursing and Residential Home, Malvern

We're also planning a new, specialist dementia home in Brighton to be rolled out in December 2011.

Introducing our Director of Dementia Care

To ensure that our dementia care is the very best, we have one of the world's leading experts as our Director of Dementia Care. Dr Graham Stokes is a Consultant Clinical Psychologist at South Staffordshire NHS Foundation Trust (responsible for psychology services to older adults) and has been instrumental in the development of person-centred approaches to care.

Choosing a Bupa care home

Whether you're choosing care for yourself or a loved one, it's a very personal and important decision. You want to feel confident you are choosing a home with the highest standards of care and comfort. This is exactly what Bupa can offer.

We're one of the UK's leading providers of nursing and residential care homes. We have an outstanding reputation for our dementia and palliative care.

With a high proportion of 'excellent' and 'good' rated homes audited by our regulators, maintaining high standards of care is important to us and our dedicated staff.

We have over 450 care homes worldwide, including over 300 here in the UK, which means we bring together a great deal of experience in looking after the people who stay with us.

Did you know?

You don't need Bupa health insurance to stay in our care homes, they are open to everyone.

Over 70 percent of our residents receive contributions towards their care from their local authority or Primary Care Trust. You can find out more about this in our 'Paying for care' guide.

Life in a Bupa care home

We understand that every resident has their own, individual needs. So we create a 'Personal Plan' for each person. This plan is unique and covers all the details of the resident's care, as well as their personal likes and dislikes, so we can get everything just right.

We also ask everyone to help us complete a 'Map of Life' - a unique way to help us get to know a resident's background and history. It illustrates what they have done and where they have been in a simple, interesting way. It also acts as a reminder for the resident of past times and a guide to their interests and routine now.

Comfortable, well-designed rooms

Bupa has many different styles of care homes to choose from - from new build properties to grand listed buildings, in a very broad range of town, city and country locations.

Each home is designed or has been carefully adapted to create a warm, comfortable and practical living environment, with all the facilities you would expect from a high quality care home.

This includes tastefully decorated bedrooms, with individual colour schemes and furnishings, plenty of



comfortable sociable areas and attractive outside spaces which residents have the opportunity to enjoy.

We will also help you decorate the resident's room with their favourite ornaments and photos.

Fresh and healthy meals

Tasty, healthy meals are important, and so our chefs offer a choice of balanced, nutritious dishes every day. As well as breakfast, lunch and an evening meal, we always offer a mid-morning snack and afternoon tea.

There's also a Night Bite menu available from 6.30pm to 6.30am, with tea, coffee, fresh fruit, sandwiches, cereals and yoghurts - and we bring fresh water to each bedroom every day.

Whatever residents prefer to eat, our chefs will cater for them. They'll find out their likes and dislikes, diets and any special requirements they have. They can choose to eat in our dining rooms, or in the comfort of their own room.

Stimulating daily activities

We'll make sure there is always something enjoyable and stimulating to do. Soon after a resident arrives, our activity co-ordinator will spend time with them finding out what they like doing - and we'll encourage them to continue their own hobbies. We offer activities to suit all interests and levels of mobility.

There may be group activities such as arts and crafts, flower arranging, reminiscence sessions and gardening clubs. Or residents might enjoy some individual or one-to-one activities such as knitting, baking, looking at

mood boards and brightly coloured pictures or simply having someone read to them. As well as enhancing daily life and providing physical and mental stimulation, taking part in different activities can bring structure or variety to a resident's day, help them meet people, and help maintain things like mobility, co-ordination and balance.

The little things that make a big difference

Continuity of care and care setting is very important to residents as they progress through the different stages of dementia. With provision for residential, nursing and palliative care, we're with them from admission to end of life, ensuring they enjoy the best quality of life possible.

We also understand the importance of simple, everyday interactions with family, friends, other residents and staff members.

These often unnoticed, but incredibly meaningful moments can trigger an emotional response and bring a great deal of pleasure. They may be as simple as:

- talking about a newspaper article
- holding someone's hand
- helping a housekeeper
- chatting to a resident as they pass in a corridor
- chatting to the laundry staff when putting laundry away
- chatting to the maintenance man when fixing things in the room
- looking out of the window and talking about the people passing
- chats with staff when they wake during the night
- a spontaneous sing-a-long



Experienced, professional staff

Providing exceptional care means recruiting high quality staff and being well-organised around our homes. Our registered nurses and care assistants are supervised by our home managers and provide 24-hour support based on a resident's individual care plan.

Our chefs will find out the resident's favourite dishes and look after their nutritional requirements, while our activity co-ordinators ensure they can get involved in as many of our activities as they wish.

We also have many other experienced staff, looking after all the other aspects of running our homes - from housekeeping to maintenance, gardening and general upkeep.

Training our staff

This is something we pay close attention to and helped Bupa Care Services retain our place in The Times Top 100 Places to Work.

We provide specialist training through our award-winning programme called 'Personal Best'. This is designed to make sure that as well as being highly trained in their jobs, our staff know how to treat and care for each resident as an individual, remembering the little things which are really important to them.

In addition, we are one of the largest organisations to be accredited with Investor in People status, a UK national award that sets high standards for training and development.



INVESTOR IN PEOPLE

And as one of the leading providers of dementia care, we work closely with the Alzheimer's Society to help provide our staff with the specialist skills they need.

Ongoing investment

Because Bupa has no shareholders, we are able to continually re-invest profits into our homes, whether that's to enhance existing communal areas or bedrooms, expand the space and facilities, invest in up-to-date equipment or provide training for our staff.

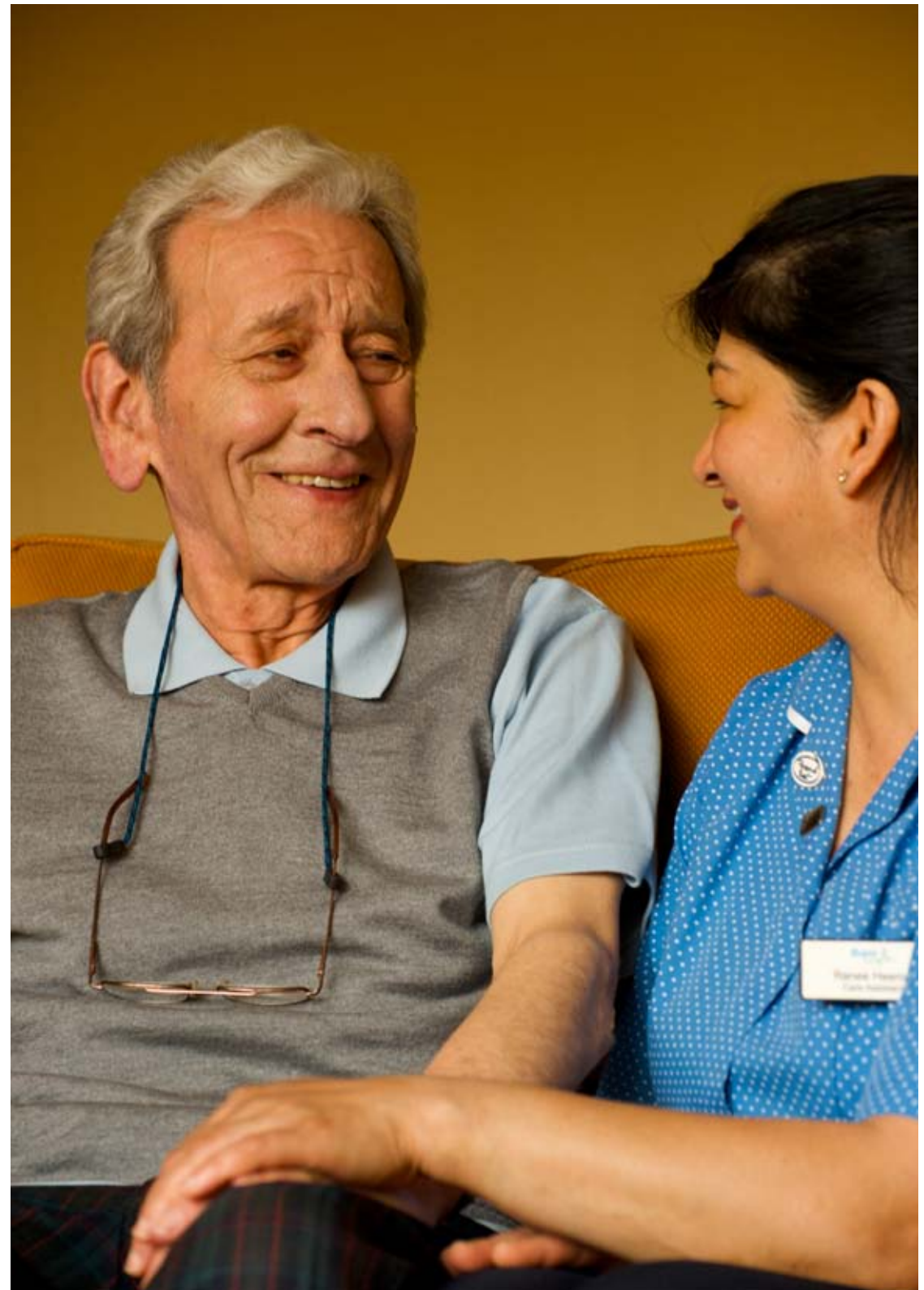
We are always looking for ways to improve our homes even further - with refurbishment programmes or extensions - as well as seeking out sites where we can build new care homes.

What's included:

- 24-hour care
- private bedrooms
- utility bills
- council tax
- laundry
- activities
- all meals and refreshments

Additional charges may apply to:

- hairdressing, newspapers, physiotherapy, chiropody, speech therapy, occupational therapy and aromatherapy





The world of Bupa

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