

OSJCT is committed to providing high quality, person-centred care for older people from all sections of the community, irrespective of race or religion. Our dementia services have a specialist understanding of the best way to support people who are living with the many types of dementia.

www.osjct.co.uk



**St John's
Care Trust**
Caring for over 900 years

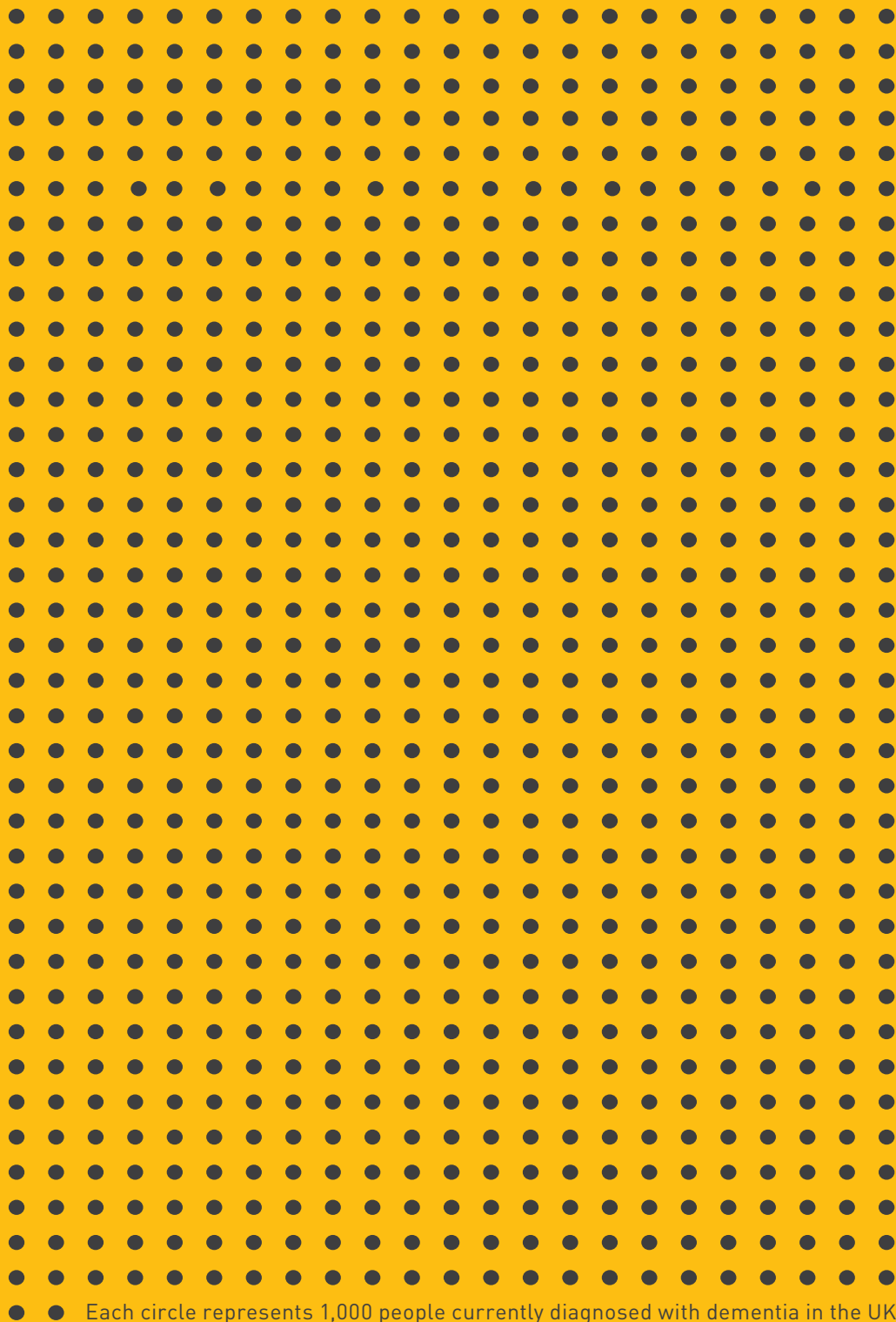
dementia

care

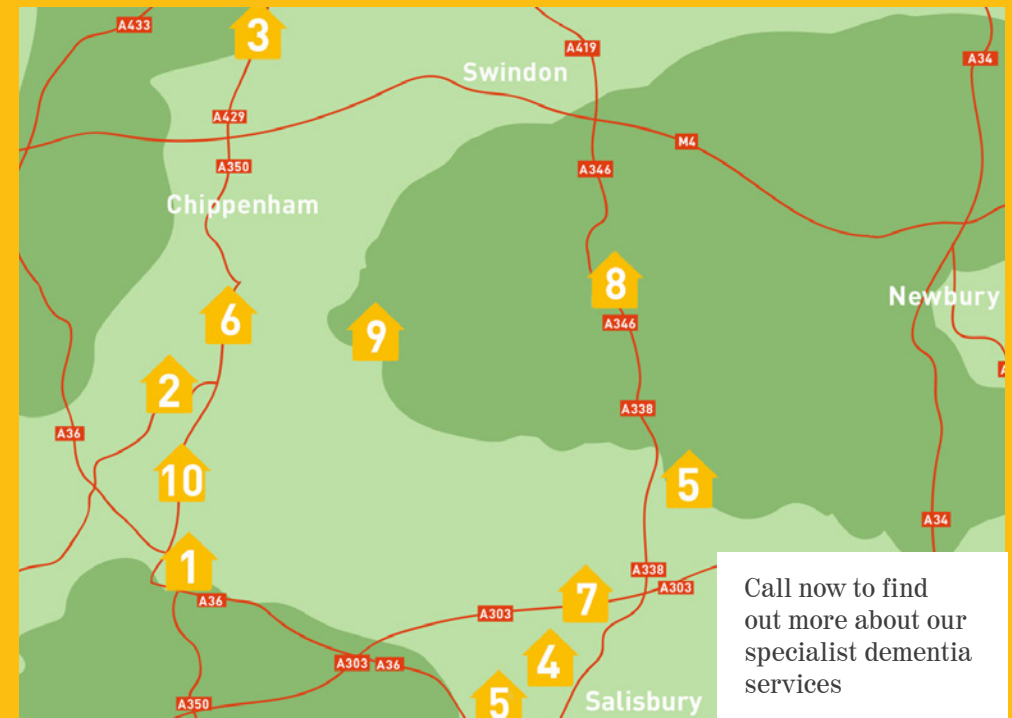
WILTSHIRE



Caring for over 900 years



● ● Each circle represents 1,000 people currently diagnosed with dementia in the UK



Homes specialising in dementia care

1. Ashwood Care Centre

Gipsy Lane, Warminster,
Wiltshire, BA12 9LR
Phone: 0198 521 3477

2. Goodson Lodge

Hilpertown Road,
Trowbridge,
Wiltshire,
BA14 7JG
Phone: 0808 120 8944

3. Athelstan House

Priory Way, Burton Hill,
Malmesbury,
Wiltshire,
SN16 0FB
Phone: 0808 120 8738

4. Avonbourne Care Centre

1 Mitre Way, Old Sarum,
Salisbury, Wiltshire,
SP4 6GW
Phone: 0808 120 8741

5. Bemerton Lodge

Christie Miller Road,
Salisbury,
Wiltshire,
SP2 7EN
Phone: 0172 232 4085

6. Brookside

Ruskin Avenue,
Melksham, Wiltshire,
SN12 7NG
Phone: 0122 570 6695

7. Buckland Court

South Mill Road,
Amesbury,
Wiltshire, SP4 7HR
Phone: 0198 062 3506

8. Coombe End Court

London Road,
Marlborough,
Wiltshire,
SN8 2AP
Phone: 0167 251 2075

9. Hayward Care Centre

Corn Croft Lane,
off Horton Road,
Devizes,
Wiltshire,
SN10 2FR
Phone: 0138 072 2623

10. Watersmead

Whitehorse Way,
Westbury,
Wiltshire,
BA13 3AH
Phone: 0137 382 6503

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There are now more than 850,000 people living within the United Kingdom with a diagnosis of dementia.

This publication has been produced to explore dementia in more detail and raise awareness of the support available to those facing the difficult decision of choosing care.

Some people who receive a diagnosis of dementia can live independently at home with support from a relative, friend or paid carer and may never need to move into a residential care setting. But for those who do, we at The Orders of St John Care Trust (OSJCT) want to make sure that the experience is as close as possible to the care the person would have received at home.

OSJCT is committed to providing high quality, person-centred care for older people from all sections of the community, irrespective of race or religion. Our dementia specialists have an expert understanding of the best way to support people who are living with the many different types of dementia.

What is dementia?

Dementia is a broad umbrella term used to describe a range of progressive neurological disorders.

There are many different forms of dementia and some people may present with a combination of types. Regardless of which is diagnosed, each person will experience their dementia in their own unique way.

Dementia symptoms are caused when the brain is damaged by diseases, such as Alzheimer's disease, which is the most common irreversible type of dementia. Prevention of Alzheimer's disease is not presently possible, however there are known risk factors that contribute towards developing the disease, such as advancing age.

Vascular dementia is the second most common form of dementia, where blockages or interruptions of blood flow

within the brain cause multiple strokes. Vascular dementia is often related to high blood pressure, high cholesterol, heart disease and diabetes; treating these conditions can slow down the progress of vascular dementia.

Other irreversible medical conditions that can cause dementia include Parkinson's disease, Huntington's disease, Frontotemporal dementia, or Creutzfeldt-Jakob disease.

There are many different types of dementia and some people may present with a combination of types.

Each person will experience their dementia in their own unique way.



Dealing with new challenges around the house

For those who are living at home and plan to remain at home it is important to consider and prepare for some of the challenges you may have in the future.

Dementia has a number of symptoms: memory problems, physical difficulties and simple changes in what makes you feel safe and secure. With this comes increasing problems that can make simple things one has been doing for years become more and more difficult. Whilst living alone is harder with dementia, there are several things you can do to reduce the challenges you face.

Forgetting where to store things

It's easy to understand why people with dementia might get confused about where things belong – imagine going to a complete stranger's kitchen and trying to put away all the things in their dishwasher. Whilst putting socks in the wrong drawer might not pose a major health risk, it can be extremely disruptive and make life increasingly difficult for people living with dementia and for those living with them. This problem can be solved easily by the use of open fronted cupboards or shelves that are easy to see inside. Grouping things together can also help – for example, in the kitchen, why not put the teaspoon, mugs and teabags together so that it is easier to make a cup of tea.

Forgetting how to use items

If your loved one has an item such as an iron or a kettle that they've had for years then it may still be easy to operate, but newer items can look like the most complicated of gadgets. It can be extremely upsetting to realise suddenly that they are unable to operate an iron, a washing machine or even a home phone.

Not having the strength

Cooking can become more challenging, with heavy saucepans and even the kettle. Carrying piles of washing down the stairs may not be as easy as it once was, since the person living with dementia may experience difficulties with balance. Using knives and even scissors requires precision that may not be there any more, and whilst opening jars and tins sometimes can be challenging for the best of us it may pose more of a challenge for those older in age. There are several tools and gadgets that are ergonomically designed and can be used to help with dexterity problems, tools that make opening cans with ring pulls easier, kettle tippers, cooking baskets and plate holders are all available, however learning to use these new tools can be difficult.



5 things you should know about dementia

Dementia is something that affects families all over the UK, and the number of families is expected to rise over the next few years. By 2025, more than a million people will have been diagnosed with the condition, which can have a considerable impact on the lives of the individuals and their families.

1. Nearly half of people with dementia go undiagnosed

The symptoms of dementia can often be mistaken for other conditions, especially in young people because it is often thought to be something that only affects the elderly. The term dementia describes a wide range of symptoms that steadily worsen over time, but early intervention can ensure people get the support that they need to plan and prepare for the future.

As dementia is caused by damage to the brain, it's not possible to reverse the effects, however, there are a number of treatments that can slow down the disease progression. Healthy lifestyle and keeping active can reduce the risk of developing dementia.

2. You can still lead a full life with dementia

Dementia care has come a long way in the past few years and there are a variety of treatment options available for those who want support. This involves medication to slow the progression of symptoms, lifestyle changes and help or advice for family members.

People living with the condition can live active and independent lives for a long time, so it can be helpful to know what support and dementia care is available.

3. Younger people can be diagnosed with dementia

Although most people with dementia are older (over 65), more than 40,000 individuals have an early-onset version of the condition. This is usually caused by Alzheimer's disease but is often misdiagnosed as something else like mental health problems because of their age.

4. It's more than just memory loss

People often think dementia is just about memory loss, which can lead to misunderstandings about what is 'just old age' and what may be more serious. The symptoms a person experiences depends on what part of the brain is affected by the condition but there are a few that are common:

- Day-to-day memory loss
- Problems concentrating or planning
- Difficulty keeping up with conversations or finding the right word
- Problems judging distances
- Becoming confused about the day/date or about where they are
- Sudden mood changes



Experiencing one or more of the above symptoms doesn't mean you have dementia but it's best to consult a doctor as it may be a sign of something else. Depression, chest and urinary tract infections, vitamin and thyroid deficiencies and brain tumours can all cause similar problems.

5. You're not alone

It can be difficult discussing this sort of topic with a loved one, especially if they have been experiencing changes in mood or dislike visiting the doctor. There are lots of charities like the Alzheimer's Society that can help you talk to your relative about dementia and encourage them to see their GP. Reaching out to these support networks can make all the difference should you get a dementia diagnosis as they can advise you on the best type of care and treatment to get. Here at OSJCT our homes run regular events across Wiltshire that offer support and guidance in many forms. You will read more about these later on in this booklet.

Holidays for those living with dementia



Visit www.osjet.co.uk/respite to learn more about our respite care

One size doesn't fit all for a holiday, that's why there are so many different holiday options to choose from.

When planning a holiday with or for someone who is living with dementia, there are extra factors to consider in addition to interests, personal preferences and budget. For example, it's important to think about how a person's dementia affects daily activities and any additional requirements they might have. How will they react to unfamiliar surroundings? Would it be better to find accommodation that is smaller in size in order to minimise confusion? These are the types of questions to consider when choosing a trip for those living with dementia.

Advice for staying with relatives

Travelling to familiar places such as the home of a relative is often the best option for a trip away, especially those in the later stages of the illness. This is because it offers the most comfort, reducing anxiety and confusion. When planning a trip to stay with relatives or a family holiday, it's important to speak openly about what to expect and what each family member can do to make the trip a success. If a person has a regular carer then consider whether they too need a break.

How to stay safe

Staying safe when travelling relies upon good preparation and foresight. Ensure that the carer has a bag of essentials with them at all times to include medications, a change of clothes, water, snacks and a travel itinerary. Create an itinerary with information about the destination and your activities and distribute these to emergency contacts back at home. It's a good idea for the person with dementia to wear an identification bracelet and carry contact information, as wandering can be triggered by a change in environment.

When staying in a hotel or similar serviced accommodation, it's often a good idea to inform the staff in advance of any specific needs so they can be well prepared – never be afraid to ask for assistance.

Consider a respite care break

Sometimes, travelling abroad or staying with relatives is not an option. In such situations, one of the best alternatives to consider is respite care. Respite care is a short-term break in a residential home, allowing for carers and those living with dementia to recharge their batteries. Caring is rewarding, yet demanding, and all carers need some time to themselves to ensure they do the best job possible of caring for an older person.

Take a day of relaxation, for all of you

Day care services often provide significant benefits; from providing a day of practical support for people who are caring for or have a relative or friend living with them, a day to help relieve the isolation and loneliness of those living on their own and also for those being cared for; it can provide a safe environment in which to relax and enjoy different activities or to pursue a hobby.

A little relaxation... and fun!

Day centres and day care services can be wholly tailored around you, what you would like to do and what you enjoy. A few activities that are on offer include:



Quizzes and bingo



Arts and crafts



Exercise sessions



Singing and music sessions



Day trips

If you choose to attend one of our day care centres, you will also be served a hot lunch and refreshments throughout the day. In many care homes, you can also make use of a room for the day in which to relax between activities or you may wish to use the facilities, such as assisted bathing, hairdressing or foot care.

For a person looking after someone with dementia, a day of practical support has been proven to have significant benefits for all; whether you are looking for an opportunity to socialise and meet others, get a little help or just have a bit of a break to nip out to run errands. Day services offer some respite and the peace of mind that your relative is being well looked after. Additionally, this time also means that you have the opportunity to ask for help and advice from trained staff and volunteers.



You can speak to us about our day care and day centres. Go to:
osjct.co.uk/care-services/day-care

No commitment required...

You don't have to make a big commitment – many day centres are very flexible, and you can vary times from week to week or month to month. Day centre and day care services are available for all older

people – as a one off or on a regular basis and ultimately provide a warm and comfortable environment committed to providing the best of care and a chance for you to relax, have fun and enjoy taking part in activities with others.

Our commitment to those with dementia

The OSJCT team have worked hard to develop a unique Framework for Dementia Care, implemented in all our homes and schemes specialising in caring for those with dementia.

The Dementia Care Framework draws on learnings from OSJCT with input from colleagues, volunteers and families, collaborating partners and includes published best practice. The Framework provides guidance for our employees, detailing the knowledge and skills that they should aspire to achieve in relation to their specific role and specially designed environments that maximise a person's independence and support their well-being.

The Framework has been designed to recognise the existence of various sector specific standards; the principles of the National Dementia Declaration, The National Dementia Strategy and NICE Dementia Quality Standards, which describe what good dementia care should look like.

We understand that living with dementia brings its own challenges and each person's experience is unique. However, we are committed to ensuring that everyone can still enjoy an independent and fulfilling life.

Our dementia specialist care homes offer care in safe, supportive, specially designed environments that maximise a person's independence and enhance their well-being. Residents have the opportunity to move around safely and enjoy their home to the full, utilising themed destination areas, the use of colour contrasting and appropriate signage that is worded and pictorially illustrated.

Additionally, OSJCT are proud to be one of the few care providers to employ our own Admiral Nurses, supported by Dementia UK who are specifically trained to support people living with dementia, their friends, families and carers.



We focus on what people can do rather than what they can't, providing what is needed at that moment in time.

Living at OSJCT

The importance of providing a well-designed environment for people living with dementia is well supported by research. Evidence suggests that quality of life for older people is influenced by the environment in which they live, with good design increasingly recognised as an important aid in the care of people living with dementia.

Here at OSJCT we design our new homes into small households to ensure the environment is familiar and cosy and so that people see the same individuals most days just like in a traditional home. Utilising signage and tactile decoration assists residents with finding their way around the home.

Reinforced by various studies suggesting a small 'home like' environment is beneficial for older people living with dementia,

the 'household' model developed for OSJCT's new care homes incorporates these design features.

A maximum capacity of 16 rooms was established for the new household model. However, a central domestic kitchen allows the household to be broken down further into two smaller households of eight people – creating a smaller and more intimate care setting. The kitchen is designed to create a safe environment to actively encourage resident participation in activities of daily life such as baking, cooking, washing-up, etc. In addition to en-suite bedrooms and other ancillary areas, each household has its own dining room, lounge and separate sitting room. Residents are also provided with direct barrier free access to a safe and secure garden on the ground floor and external balconies on upper floors.

Features included in homes designed for residents with dementia



Small households



Familiar, domestic, homely in style



Plenty of scope for daily life
(e.g. kitchens, washing lines, garden sheds, etc.)



Unobtrusive concern for safety



Different rooms for different functions



Age appropriate furniture and fittings



Safe and secure outside space



Single rooms big enough for lots of personal belongings



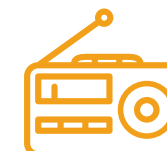
Good signage and multiple cues where possible
(i.e. sight, sound)



Use of objects rather than colour for orientation



Enhancement of visual access



Controlled stimuli, especially noise

Why not visit one of our homes to see these principles in action. Goodson Lodge in Trowbridge is a fantastic example.

Evidence suggests that quality of life for older people is influenced by the environment in which they live, with good design increasingly recognised as an important aid in the care of people living with dementia.



With advancing dementia, people may encounter difficulties in retrieving a mental image of a place they cannot see. Therefore, the household design adopts the concept of 'total visual access'. For example, the dining room and lounge are designed with a combination of solid walls, half-height walls and timber screening, providing maximum visual access into the rooms whilst maintaining both privacy and the mitigating noise transfer.

The small-scale environment not only encourages residents with limited mobility to walk and maintain independence, but also assists with orientation.



Careful consideration is given to the interior design, with the inclusion of themed areas and variances in décor further assisting orientation and way-finding.

In our older homes, we have adapted and refurbished different areas in specific themes, for example an old-fashioned tea room, an indoor potting shed or a beach scene. This not only provides greater variety but also helps bring back fond memories. The use of colour and other visual cues, with signage and tactile decoration helps residents to find their way around the home.

Therapeutic Approaches to Care

Moving to a new home can be quite a big change for someone of any age but particularly for people living with dementia.

We support individuals in keeping their identity and interests, by helping them continue with daily living skills such as baking, sandwich making and household skills such as dusting and polishing enabling people to be the domestic god or goddess that they may have always been.

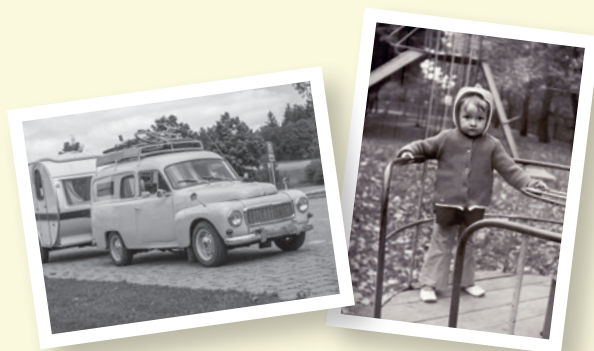
We use objects of attachment such as dolls, blankets, soft toys and other items. Attachment Therapy is another way for us to help provide comfort to people living with dementia.

We have visiting Therapy Dogs in most of our homes; some homes have their own pets such as dogs, cats, rabbits and chickens. There may also be an option for people to bring their own pet to come and live with them.

To enable a smoother transition and help people feel more comfortable in their new environment we've created an approach to help the care team get to know people better based on the principles of Life Story work from Dementia UK.

- Life Story work is an on-going activity where we work together to review an individual's past life events, developing a biography for that person. The life stories shape the delivery of care to provide person-centred, individualised care.
- We use it to help develop an understanding of a person's past experiences and how they coped with changes in their life.
- Life Story work is a shared activity between the person, their family and care home employees as appropriate.

To find out more about
Life Story work visit
www.dementiauk.org



Life Story Work

Our life experiences shape us as individuals and this helps others to understand who we are as a person.

People living with dementia sometimes need help to communicate important aspects of who they are and what they like. It is important to understand what interests them, what their hobbies are and what is important to them. The greatest benefit of Life Story work is that it can lift a person's mood – enabling them to talk about the 'good old days' and share their experiences of growing up, working, holidays and family get-togethers.

At OSJCT, Life Story work is an activity in which the person living with dementia is

supported by the care team and family members to gather and review their past life events and build a personal biography. It is used to help the person understand their past experiences and how they have coped with events in their life. It can help people living with dementia share their stories and enhance their sense of identity. This is especially useful when they are having difficulty in sharing this information themselves. Life Story work can help encourage better communication and an understanding of the person's needs and wishes. This will inform their care and ensure that it is provided in a positive and person-centered way. It will also help the person develop closer relationships with family, carers and the care team through sharing stories.



The support network at OSJCT

All of our employees – from carers to cooks – have dementia specific training, to help them understand the needs of a person living with dementia. This means our teams are well equipped to understand and support people's individual situations.

The majority of homes have a Dementia Lead whose responsibility it is to make sure everyone is up to date with the latest learning on dementia and they consistently champion the best quality care. Dementia Leads attend regular meetings with OSJCT Admiral Nurses in order to keep them up to date with current best practice.

Our care is centred around each individual, and their unique likes and dislikes. We do this by discovering people's life story and tailoring their care plans. This also means we really get to know everyone so we can chat and help them feel reassured.

Everyone can carry on enjoying their favourite interests and social activities. Wherever possible, we encourage reminiscence to relive happy memories and events.

Some of our homes specialise in caring for people with the advanced stages of dementia, where we employ managers with a special interest and expertise in this area to help enhance people's lives.

We will always make time for you, to speak about your or your loved one's care requirements.

Call: 0800 988 8133 if you would like to book in advance to meet our teams.



Admiral Nurse Service

At OSJCT we have Admiral Nurses who are trained by Dementia UK. They are Registered Nurses who specialise in dementia care and are supported by Dementia UK. The role has four main functions:

- Nursing interventions to support families and carers based on specialist assessment and complex problem-solving skills
- Emotional support through reflective support and practice
- Dementia specific training and education
- Consultancy work with other health and social care professionals

The Admiral Nursing Service aims to support and empower families of people living with dementia or employees working in an OSJCT care setting by providing:

- Emotional support through the transitional process of entering long-term care
- Emotional and educational support around disease progression
- Expert guidance throughout the journey of dementia

The Admiral Nurse Service operates an open referral system and welcomes discussions with and referrals from, Home Managers, Care Home employees, Operational Teams, Care Quality Teams and external professionals.

The community-based Admiral Nurses operate an open referral system and welcome referrals from healthcare professionals and self-referrals from family carers.



Dementia Leads

Dementia Leads support residents living with dementia, care teams and relatives by:

- Role modelling care and leading by example
- Having a positive attitude
- Being motivated and proactive
- Having good values and a passion for improving life for residents living with dementia
- Being assertive and acting as an advocate for people who may be unable to speak up for themselves
- Having an open mind, respecting people's choices and values
- Implementing best practice techniques
- Being excellent communicators
- Being involved in influencing positive change
- Having empathy and understanding
- Attending quarterly county meetings facilitated by OSJCT Admiral Nurses
- Having opportunities to develop knowledge and skills

