

Dementia care

A more personalised approach to care



Our services at a glance

- Individualised care plans structured around the person
- Flexible residential and 24 hour nursing care tailored to the needs of the individual
- Specialised dementia care delivered in a homely environment
- Service user and family involvement initiatives
- Flexible day care services to support people to maintain independence in their own homes
- High quality, comprehensive end of life care in a comfortable environment
- Respite care and reablement packages



Our specialist dementia care

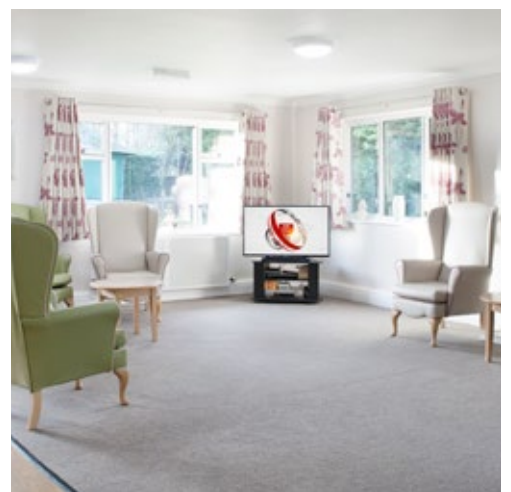
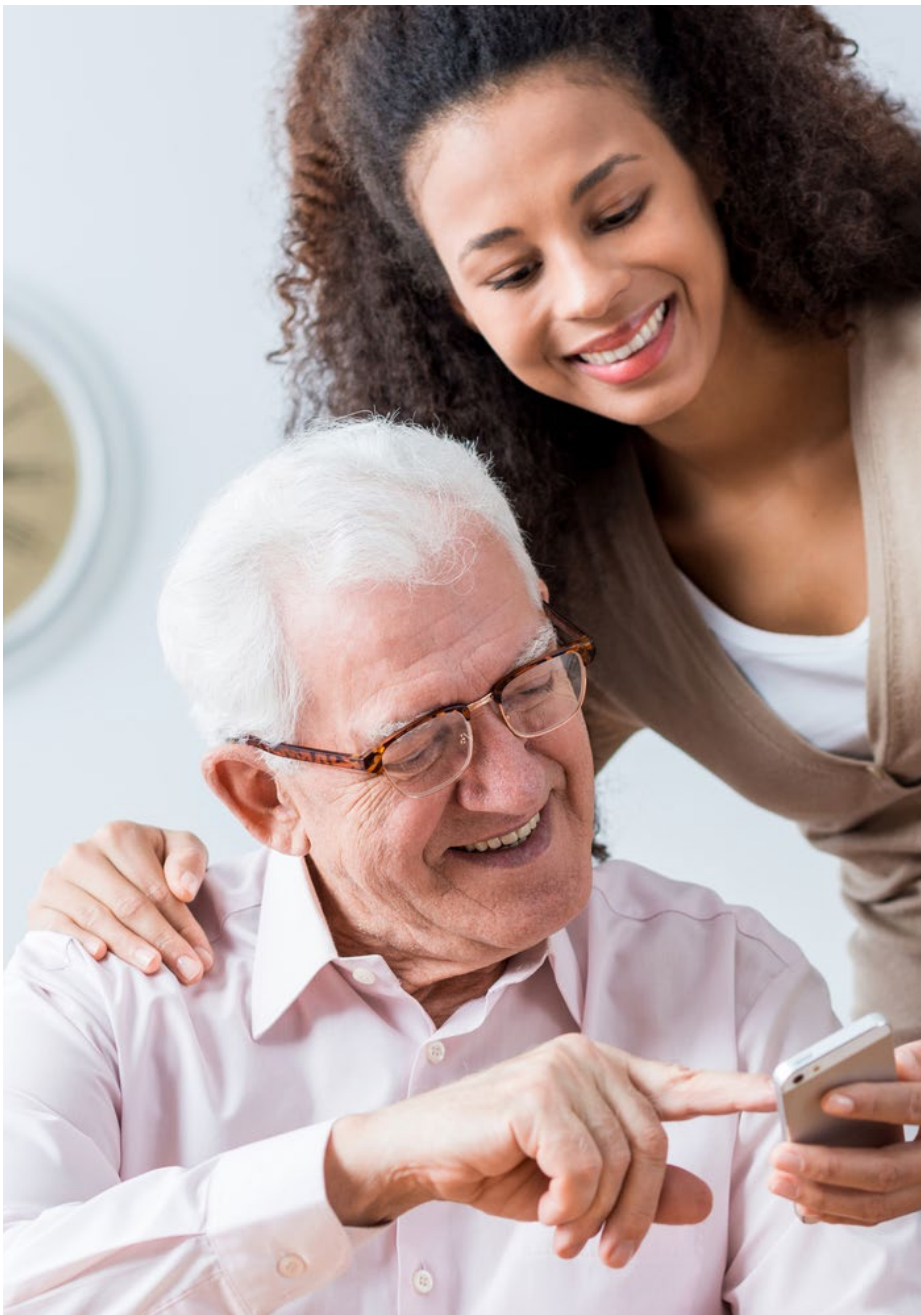
At our homes, dementia care is provided within specialist environments, which have been developed and adapted to the needs of residents with dementia. We offer as much independence and stimulation as possible, whilst ensuring the focus is always on the safety of the resident.

The expertise of our caring team is to recognise and enable each resident to continue to do the things they enjoy for as long as they are able to do so. Our programme is based on the theories of 'person-centred care', all of our care plans are tailored around the residents' needs and capabilities and are adjusted to provide additional support over time. Every aspect of our care homes contribute to the quality of daily life for residents. Layout and decoration are used to enable residents to exercise choice, help orientation and to provide interest and mental stimulation. This includes

themed corridors and sensory rooms, as well as rummage boxes and a variety of activities.

Residents are always encouraged to bring personal belongings and small items of furniture which can help to retain a sense of identity and provide reassuring links with the past. Our overall aim is to continuously improve the individual experience of people with dementia through engagement with staff and through partnership with external specialised organisations, such as Dementia Action Alliance and the All-Party Parliamentary Group on Dementia.

Our Dementia Strategy is unique to Priory Adult Care. We have a full time Dementia Lead who is supported by Dementia Coaches who are in turn supported by Dementia Coordinators within each home. This is to ensure our strategy is well embedded into everyday



“ Our overall aim is to continuously improve the individual experience of people with dementia. ”

Living well with dementia

The wellbeing of residents is of paramount importance. Meeting emotional, intellectual, spiritual and social needs is as important as meeting every other aspect of physical care.

Our residents have a full and active life within their home, making choices and decisions about how they want to live. We strive to find out what our resident's routines of life were before they come to us and replicate this. This helps the person to feel a sense of value and belonging. Keeping these structures of life in place is key to their wellbeing.

Family and friends

One of the aims in our Dementia Strategy is to develop stronger relationships with families, whereby they become our care partners.

We view the families and friends of residents as key partners. Working with them is important to ensure that they are supported and actively engaged in all that we do. We create and facilitate a partnership which encourages involvement in our homes.



Person-centred care

Our person-centred care approach ensures that each resident is treated as an individual and with respect and dignity. Each resident has a named key worker and an individual care plan. This will cover their personal and medical history, as well as a record of the particular activities they enjoy and any cultural or religious aspects of their care.

Life histories, to which relatives' contributions are welcomed, are used to help us get to know the personalities and backgrounds of our residents.

Understanding the reasons behind responses is important in providing high quality care. Changes in response are often an expression of communication and not intentional.



“

Our residents have a full and active life within our homes. ”

Caring environment and facilities

We create homely, purpose designed facilities where every detail has been researched to ensure we achieve an environment that will enable the residents to maintain the highest possible level of independence and freedom of choice. We refer to best practice such as the Design School at the University of Stirling and the Kings Fund dementia friendly audits to ensure our environments meet the need of people with dementia.

Experienced and specially trained staff

Our experienced and trained staff are committed to providing the highest quality of care and have a detailed understanding of the unique nature of dementia.

Our Registered Nurses and Carers have additional specialised training in dementia care and in each region we have a Dementia Coach who supports our national Dementia Lead with the implementation of our Dementia Strategy.

Other staff also contribute to the care we provide. Our Chefs understand the special dietary and nutritional needs of people with dementia and create innovative menus and serving methods. Our housekeeping and maintenance staff contribute daily to the care and dignity of our residents.

Our “all staff” approach ensures all staff within the home are trained and competent to work with people who have dementia. We have developed our own unique learning and development program called ‘Creative Minds’. This is a five session program that brings a modern and creative approach to providing care and support to our residents. Using our ethos of the whole care team, all staff go through this program including Cleaners, Chefs, Nurses and the Managers.



Protecting and safeguarding our residents

Priory Adult Care is committed to protecting all our service users and ensuring safeguarding best practice is followed at all times. We strive to maintain a transparent and open culture where everyone feels safe and able to share any issues.

Concerns relating to safeguarding are always listened to and taken seriously, and we work in partnership with the relevant agencies across a full range of services.

All of our services are regulated by independent authorities and we also have rigorous internal audits to monitor quality in our documentation and care planning, staff training and competence, medications management and service provision.



Activities

Activities are a key part of the daily life at Priory Adult Care homes. Our Activities Coordinators assist in developing individual activity schedules tailored to the personal lives and interests of residents in each home. With our staff on hand at all times, each activity is designed to not only mentally stimulate and physically motivate our residents, but to enhance their quality of life and wellbeing.

The Activities Coordinators work alongside care staff to get to know each and every resident, and take pride in listening, understanding and responding to their needs. All our activities and care staff encourage residents to engage in meaningful and varied activities. We recognise that all of our staff have to take responsibility for day to day or formal activities.

Residents often enjoy listening to and participating in musical activities. We have music playing in communal areas and often hold concerts and invite community groups to entertain residents and visitors who wish to join them.



Home cooked food

All of our in-house Chefs consult with residents and staff to ensure they provide high quality and varied menus every day. We provide nutritious and wholesome food and always ensure there is a choice of meals, taking into account the dietary requirements and preferences of residents.

We have developed our own unique nutrition and diet policy which promotes choice throughout the day. Snack boxes and drinks are on offer throughout the day and night to ensure a balanced diet and good hydration.

Working in partnership

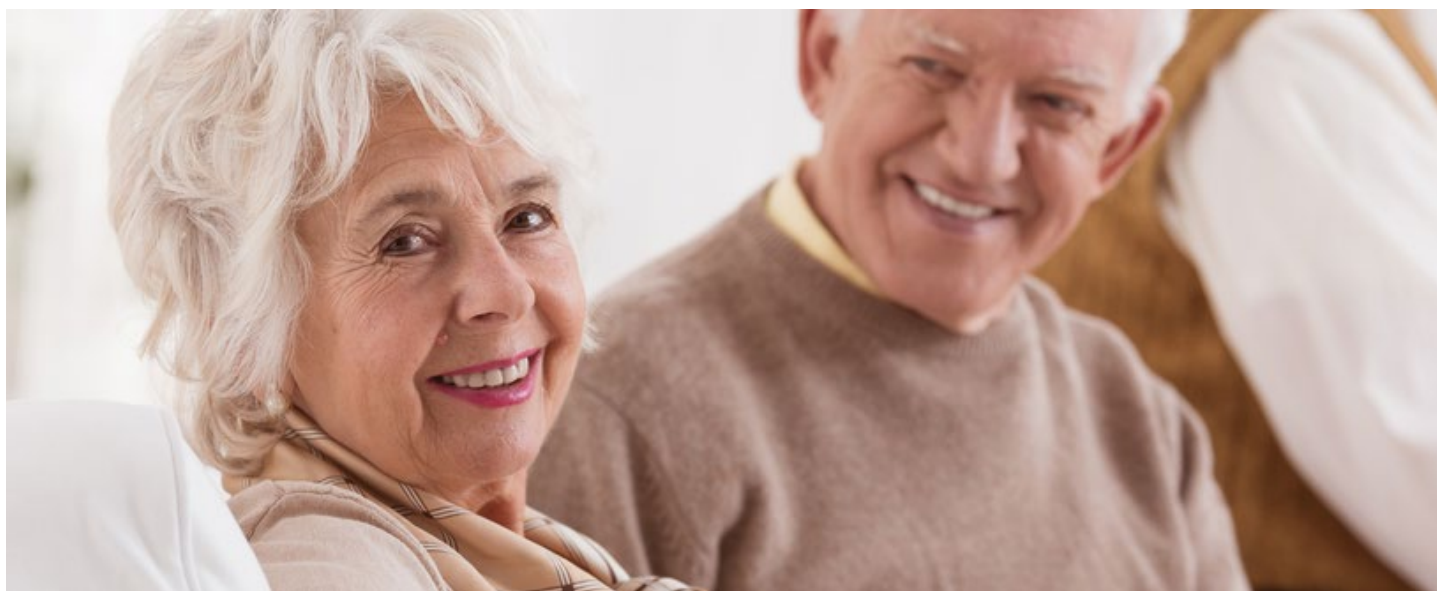
Priory Adult Care homes operate across England, Northern Ireland, Scotland and Wales. Within the local area of each home we build strong relationships with Local Authorities, Regulatory Bodies, Health Trusts and GPs to ensure that we provide the best continuity of care possible.

We work very closely with a number of other organisations, including Alzheimer's and Age UK.

Priory Adult Care strives to develop strong links with community groups and this has seen excellent results working in partnership with schools, youth groups and voluntary groups.

“

Residents often enjoy listening to and participating in musical activities.”



Fees and funding

Every Priory Adult Care home gives high quality care and support to people with varying levels of need. Each home has its own individual style and range of facilities and therefore pricing varies across the homes. They will be discussed on an individual basis.

Some people may be eligible for financial help towards the cost of care, however, individual circumstances and care needs will determine the level of funding and further advice can be given on this matter.



Quality and assurance statement

As part of the Priory Group of Companies, Priory Adult Care aspires to deliver the highest quality of care across our services in residential, nursing and dementia care homes.

Our clinical teams within the Priory Group are supported by an arms-length Corporate Assurance function that includes an internal inspection team. This enables our services to be safe and effectively regulated and enhances the effectiveness of services and care provided.

This approach ensures that the high levels of treatment, care, intervention and education that we expect are delivered. Achieving positive outcomes, coupled with the experience of our service users and staff, defines the quality of our service and is at the heart of everything we do. This approach is also reflective of the national agenda for quality.

Our priorities for driving quality within the Priory Group are to:

- **Exceed national standards of care**
- **Improve outcomes for both our adult and adolescent service users**
- **Deliver safe and secure services**
- **Ensure a positive experience of care from all who use our services**
- **Invest in our staff through education and training**

We will measure our success by providing objective, quantitative and auditable data that measures outcomes, effectiveness and user experience to continuously drive improvement. The Priory Group fosters an open and transparent culture that promotes evidence-based practice, continuous learning and improvement. We aspire to be world class and a beacon of good practice for other health and social care providers.

About our Group

Priory Adult Care is part of the Priory Group of Companies, the leading independent provider of behavioural care in the UK. We have established an unrivalled reputation for providing individual care, innovative services and positive outcomes for our patients, residents and service users.

From education to hospitals, care homes and secure facilities, the Priory Group of Companies offers individually tailored, multidisciplinary treatment programmes for those with complex educational needs or requiring acute, long-term and respite mental healthcare.

The integrated strength of each service provides a seamless transition for the individual as they progress between higher and lower dependency care and across services. This unique approach ensures that every individual has the opportunity to achieve the best possible outcomes and quality of life.

At the Priory Group 85% of our services are funded by the NHS and other public bodies, our clinical teams work closely with commissioners across the country to provide transparent pricing models and evidence-based care packages along every stage of the service user's journey with us.



Contact us

To make a referral or for enquiries and further information, call us on **0808 231 9425**, send an email to **adultcare@priorygroup.com** or visit our website at **www.prioryadultcare.co.uk**

PRIORY
ADULT CARE