



Chestnut View Care Home

Your Future Matters

Part of the Future Care Group

Dementia Care at Chestnut View Care Home

If you're looking at care homes in Surrey, why not consider our Haslemere care home, Chestnut View? Our purpose-built nursing home enjoys beautiful views over the Lion Green park and its own well-maintained gardens.

We specialise in caring for people living with Dementia at all stages of their journey.

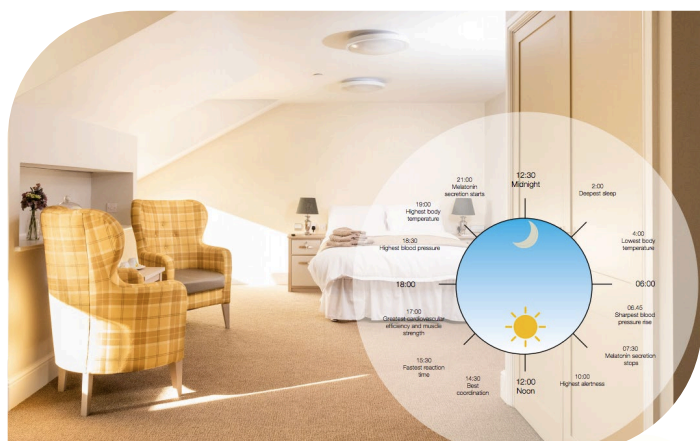
At Chestnut View we believe that we need to understand each resident's life history as we can

only deliver truly person-centred care when we know about our residents, what is important to them and what their specific needs, wishes and preferences are.

We have a Dementia Champion in the home who has undergone a course with Worchester University. The team is thus supported to deliver excellent dementia care to our residents and to also support their families and friends.



Technology to support the residents



We have installed a SmartCore circadian lighting system at the unit which provides artificial light that supports human biological cycles in the same way as natural light. The SmartCore solution delivers sophisticated lighting through the colour, intensity and location of light without complex programming. We are all governed, to some degree, by an internal body clock – a 'circadian cycle'. Light is one of the biggest synchronisers, and the timing, intensity, and colour of light are key factors in regulating human circadian cycles.

Disturbances in human circadian rhythms can have a physiological and mental impact and often causes poor sleep patterns. This is heightened when a person suffers from some sort of cognitive condition, such as dementia or another severe memory problem.

We use Nourish Care Recording to build up a suite of care plans and risk assessments that are individual to the resident. We work with the residents and their loved ones to understand how they would like their care delivered, this includes a Life History where we ask for important information which includes social, spiritual, and cultural needs.





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PainChek

Intelligent Pain Assessment

indicates if someone is in pain or not. It links directly to our electronic care records and gives an objective assessment of the degree of pain or discomfort the resident is experiencing. This then allows our Nursing Team to offer analgesia and then rescan to make sure the medication has been effective.

We also use a system called MYO which is an electronic interface where residents can communicate with their loved ones and share what activities they have been engaged with. Families can also send photographs and messages to their loved one and can speak directly to the resident using electronic devices that all care staff carry with them. This greatly enhances the wellbeing of the resident and reduces episodes of distressed or expressed behaviour as contact with their loved one can be facilitated immediately.



If pets have been important to the resident, we can enable pet visits or can use robotic cats and dogs that can help to settle residents if they become distressed. We also have access to Doll therapy if this is something that gives the resident comfort.

Our 2022 Dementia Strategy – LIFE is built around 5 pillars

Pillar 1 – Our Residents – understanding the individual and their specific needs and wishes

Pillar 2 – Our People – the support we give to our colleagues to enable them to deliver excellent care to people living with dementia

Pillar 3 – Our Relatives / Stakeholders – the support we give to families and friends and how we engage with the external healthcare professionals

Pillar 4 – Our Environment – Our residents will be cared for in comfortable surroundings that provides our residents with the freedom to move around safely

Pillar 5 – Our Activities and Lifestyle – Our residents will be supported to engage with activities that are meaningful and person-centred which enhances wellbeing



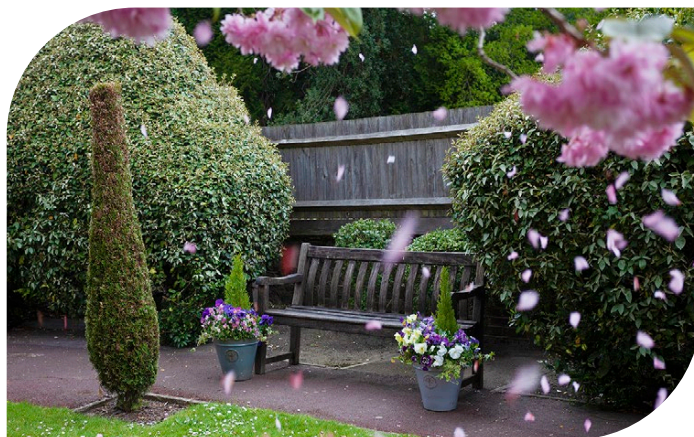
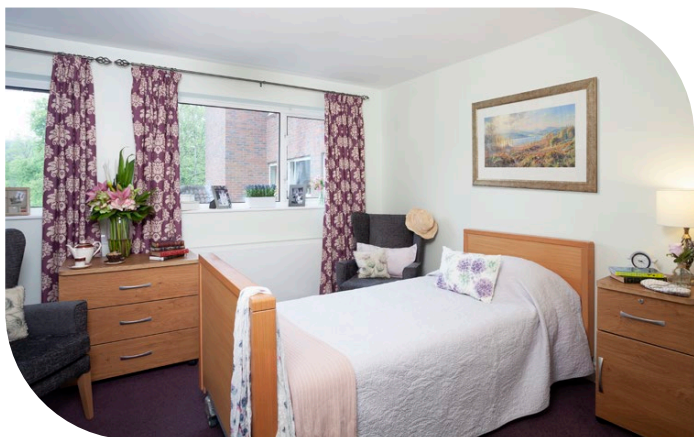
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Environment

We have recently enhanced our environment to ensure our residents living with Dementia are cared for in comfortable safe surroundings.



Our dining rooms are spacious, and our staff really focus on providing our residents with a pleasant mealtime experience, our menus have been created to ensure our residents have nutritious meals, snacks, and drinks. We know that people living with dementia can experience weight loss, so we make sure mealtimes are enjoyable. To underpin the importance of mealtimes we encourage all staff from all departments in the home to come to the dining rooms to support our residents.

We also have a 'Night Bite' menu in place for those residents who wake up hungry during the evening and night.



We have also introduced LIFE – our theme that links to our vision and values and threads through all our strategies and approach. LIFE is an acronym for:

L – Listen

I – Interact

F – Freedom

E – Engagement

We feel that LIFE will speak to our colleagues at all levels and will help them understand person-centredness and will support them in delivering care and support that is meaningful and enhances the lives of their residents and loved ones.



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Quality – LIFE approach

L

Listen

- Residents
- Staff
- Relatives
- Stakeholders Involvement - CQC I & We statements
- External Healthcare Professionals
- Learn what is important to our residents
- Act on feedback
- Wellbeing – make someone feel better when you listen to them
- Accessible Standards
- Feedback from Staff
- Feedback from Residents / Relatives by Survey
- Care Home.co.uk

I

Interact

- Talk to or do things with residents / unite them with others
- Understand what is important and entwine into daily life and activities
- Socialize with the residents
- Providing the right environment
- Access to family and friends
- Build relationships within the communities
- Resident Ambassador for new residents / interviews

F

Freedom

- For residents to be free to love whom they want
- Residents will be able to go where they wish
- Residents will be able to do what they choose
- Management of risk – Risk Aware as opposed to Risk Averse
- Provision of the correct environment
- LGBTQ+
- Celebrating diversity
- Taxi Cards / bus passes/ etc where appropriate

E

Engage

- Meaningful involvement with the residents / relatives
- Activity provision
- Teamwork
- Advance Directives
- Engage with any services that improve wellbeing
- Use of grumbles and gratitude books – so we are listening earlier to address concerns
- Wish upon a dream – bucket lists
- Promote the family bond
- Surveys – Residents/ Professional / Relatives / Staff

Namaste Care

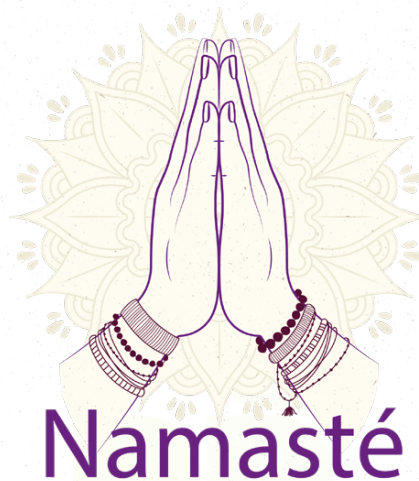
The Namaste Care programme is motivated by the intention to 'honour the spirit within' for people living with dementia at the stage when they are no longer able to communicate their thoughts and feelings.

The Namaste care approach is about seeing the 'ME' in DeMENTia.

We all need stimulation to understand the world around us. We learn about our surroundings through our senses: sight, touch, smell, taste, sound, and movement. People on their dementia journey need this stimulation for holistic wellbeing.

Good dementia care involves loving-kindness. It is about the person Living with dementia keeping an identity rather than just having a physical body and being understood as a person.

Namaste helps to give residents with advanced dementia, who are socially withdrawn and no longer able to benefit from group activities, a positive experience and sense of wellbeing. The programme incorporates stimulation of the five senses (touch, hearing, sight, smell, taste). Music, Colour therapy, therapeutic touch and Hand massage and Feet massage and throughout the sessions snacks and drinks are also offered. Music is a cornerstone of the Namaste Care programme; it has the power to unlock memories and emotions in all of us. Namaste sessions are usually carried out in a group setting so our residents benefit from the company of others. However, we can provide one on one Namaste sessions for those residents who are unable to join in with the group or those who prefer to stay in their room.





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Everyone wins with the positive feelings Namaste Care brings especially to those living with Advanced Dementia, their loved ones, and the care team. We have seen residents become much more engaged in their surroundings and a reduction in episodes of distressed behaviour.

Our Lifestyle Team work closely with the resident and their loved ones to find out how that person has lived their life and what hobbies and interests they have.

Our Lifestyle Team use this information to provide the resident with a programme of activities that would be meaningful and of interest.



Future Care Your Future Matters						
August 2022						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 st 10am - 11am Gentle Exercise 11am - 12pm Trip To The Shop 3pm - 4.30pm Arts and Crafts	2 nd 10am - 11am Pamper Nails 11am - 12pm Namaste 3pm - 4.30pm Film Afternoon	3 rd 10am - 11am Trip To Methodist Church 11am - 12pm Flower Arranging 3pm - 4.30pm Giant Sockies	4 th 10am - 11am Gentle Exercise 11am - 12pm One to One - Namaste 3pm - 4.30pm Mini Bus Trip	5 th 10am - 11am One to One 11am - 12pm Board Games 3pm - 4.30pm GM Happy Hour	6 th 10am - 11am Gentle Exercise 11am - 12pm All about the Letter 3pm - 4.30pm Sounds of Music	7 th 10am - 11am Bible and Names 11am - 12pm One to One 3pm - 4.30pm Mobil Projector
8 th 10am - 11am Gentle Exercise 11am - 12pm Noise around the shop 3pm - 4.30pm Painting Class	9 th 10am - 11am Pamper Nails 11am - 12pm Namaste 3pm - 4.30pm Baking Afternoon	10 th 10am - 11am Gentle Exercise 11am - 12pm Flower Arranging 3pm - 5pm Cream Tea Afternoon	11 th 10am - 11am Trip To Methodist Church 11am - 12pm One to One - Namaste 3pm - 4.30pm Mini Bus Trip	12 th 10am - 11am Gentle Exercise 11am - 12pm Out & Coffee 3pm - 4.30pm GM Happy Hour	13 th 10am - 11pm Guess the word 2pm - 5pm Summer Fete 3pm - 4.30pm Mobil Projector	14 th 10am - 11am Gentle Exercise 11am - 12pm Pamper Nails 3pm - 4.30pm Mobil Projector
15 th 10am - 11am Gentle Exercise 11am - 12pm Trip To The Shop 3pm - 4.30pm Jewellery Making	16 th 10am - 11am J & Celebration 11am - 12pm Pamper Nails 11am - 12pm Namaste 3pm - 4.30pm Film Afternoon	17 th 10am - 11am Trip To Methodist Church 11am - 12pm Flower Arranging 3pm - 4.30pm Balloon Tennis	18 th 10am - 11am Gentle Exercise 11am - 12pm One to One - Namaste 3pm - 4.30pm Mini Bus Trip	19 th 10am - 11am One to One 11am - 12pm Board Games 3pm - 4.30pm GM Happy Hour	20 th 10am - 11am Gentle Exercise 11am - 12pm All about the Letter 3pm - 4.30pm Sounds of Music	21 st 10am - 11am One to One 11am - 12pm Pamper Nails 3pm - 4.30pm Mobil Projector
22 nd 10am - 11am Gentle Exercise 11am - 12pm Noise around the shop 3pm - 4.30pm Salt Dough Crafts	23 rd 10am - 11am Pamper Nails 11am - 12pm Namaste 3pm - 4.30pm Baking Afternoon	24 th 10am - 11am Gentle Exercise 11am - 12pm Flower Arranging 3pm - 5pm Bag 5 Questions	25 th 10am - 11am Trip To Methodist Church 11am - 12pm One to One - Namaste 3pm - 4.30pm Mini Bus Trip	26 th 10am - 11am Gentle Exercise 11am - 12pm Out & Coffee 3pm - 4.30pm GM Happy Hour	27 th 10am - 11pm Guess the word 11am - 12pm One to One 3pm - 4.30pm Giant Sockies	28 th 10am - 11am Gentle Exercise 11am - 12pm Spirituality One to One 3pm - 4.30pm Mobil Projector
29 th 10am - 11am Gentle Exercise 11am - 12pm Trip To The Shop 3pm - 4.30pm Handprint Pictures	30 th 10am - 11am Pamper Nails 11am - 12pm Namaste 3pm - 4.30pm Film Afternoon	31 st 10am - 11am Trip To Methodist Church 11am - 12pm Flower Arranging 3pm - 4.30pm Indevs Breads				

Care ♥ Comfort ♥ Compassion ♥ Credibility

If you would like to find out more about Dementia Care at Chestnut View Care Home, please contact:

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Chestnut View Care Home

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