



## The Boynes Care Centre

Your Future Matters

Part of the Future Care Group

### Dementia Care at The Boynes Care Centre

The Boynes Care Centre is a beautiful country house situated near the Malvern Hills with lovely views and grounds surrounding it. We specialise in caring for people living with Dementia at all stages of their journey.



#### Dementia Café

We would like to offer you the opportunity to visit our Dementia Café and to come and have a coffee or tea and sample our home-made cakes and biscuits. It would also give you the chance to come and visit the home meet the team and have a look around. Staff will be on hand to answer any questions you have and to support you during your visit.



At The Boynes 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 Worcester University. The team is thus supported to deliver excellent dementia care to our residents and to also support their families and friends.

We invest in technology to support the residents; 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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It is sometimes difficult to understand if someone living with dementia has pain or is in discomfort. We have invested in a technological solution to this - Pain Check. The system uses a handset to scan the residents face to pick up on minute changes that 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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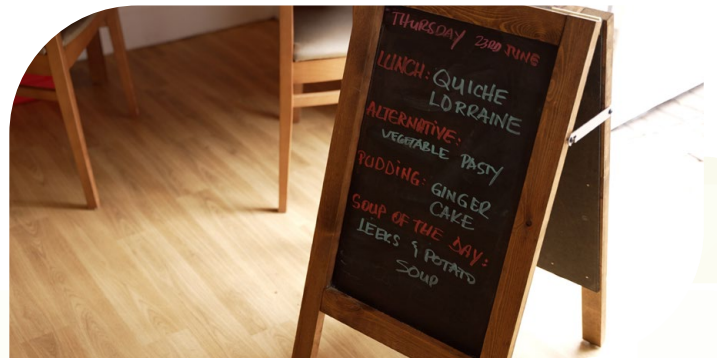
## Environment

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

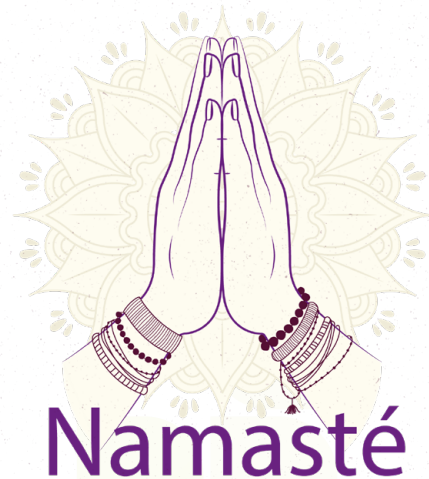
The Namaste Care programme is motivated by the intention to ‘honour the spirit within’ for people living with dementia at the stage when they are no longer able to communicate their thoughts and feelings.

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.



**May 2022**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
23 <sup>rd</sup> AM – <u>IN CEDARS LOUNGE</u>    PM – SINGING WITH SAM  	24 <sup>th</sup> AM – <u>IN CEDARS LOUNGE</u> FLOWER ARRANGING FOR THE CHELSEA FLOWER SHOW    PM – THE WALKING CHALLENGE FOR NATIONAL WALKING MONTH  	25 <sup>th</sup> AM – <u>IN CEDARS LOUNGE</u> PUB LUNCH TRIP    PM – NAMASTE RELAXATION AFTERNOON  	26 <sup>th</sup> AM – <u>IN CEDARS LOUNGE</u> MANICURES AND HAND MESSAGES    PM – ROOM VISITS  	27 <sup>th</sup> AM – <u>IN CEDARS LOUNGE</u> WALKS IN THE GARDEN    PM – ROOM VISITS  	28 <sup>th</sup> AM – <u>IN CEDARS LOUNGE</u> ARTS AND CRAFTS    PM – ROOM VISITS  	29 <sup>th</sup> AM – COFFEE AND NEWSPAPERS    PM – <u>IN CEDARS LOUNGE</u> KARAOKE FUN ON YOUTUBE  

Care ♥ Comfort ♥ Compassion ♥ Credibility

If you would like to find out more about Dementia Care at The Boynes Care Centre, please contact:

## The Boynes Care Centre

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## The Boynes Care Centre

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