

Happy to be here! Its my Birthday!!



Old Centre/ Large impersonal rooms



Remodelling

- ▶ Strength Based Care / Personalised care
- ▶ Life Skills Centre / Building upgrades
- ▶ New roles inc. OT, Linkworker, Activities coordinator, Fundraiser etc.
- ▶ Training and development (Shared Leadership) Inc. Board
- ▶ Capturing Evidence / PDSA'S / Percci / Wemweb's / Recovery Star
- ▶ Home Companionship model / Consistency of support WITH Home Care providers
- ▶ On line sessions and uploading of activities (Support for Outer Hebrides)
- ▶ Student placements including Allied Health Professionals
- ▶ Secondments from NHS
- ▶ Professional Marketing and Advertising
- ▶ New activities as well as maintaining links to past
- ▶ Research Opportunities (Living Lab?)

Life Skills Assessment Suit



Dark Sensory Room



Light Sensory / Magic Table Room

► The Magic Table is an interactive light projector that is a specialist piece of technology designed to support residents living with Dementia and help with stimulation through specialised games. These games improve the wellbeing of elderly people with Dementia while also helping to conquer apathy, reduce restless and tense behaviour, and increase positive emotions. These can also help to promote physical activity.



KOMP/Online

- ▶ Simple to use, ONE BUTTON instant communication with your family and support network. This device provides an effective means of communication between the users. All messages and images are projected onto the screen instantly. This is a NO FUSS form of communication just simply turn your device on and you are good to go.
- ▶ All sessions we deliver are uploaded so individuals can access sessions outside of days they attend



Capturing Evidence



These questions are designed to show whether your care and support is person-centred.

For each statement, please tick one box to show how often you feel that each quality is shown.

The first six statements are about care workers that support you

		Never or rarely	Sometimes	Often	Always
1	My care workers take what I have to say seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	They treat me with kindness, as though I matter to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	They can tell my good days from my bad days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	I have developed a close connection with them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	They understand the areas of life that I need help with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	I am given enough time to say the things I want to say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The final six statements are about your care and support overall

		Never or rarely	Sometimes	Often	Always
7	My care and support helps me to feel optimistic about what I can still do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	I have a say in decisions taken about my care and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	I am helped to stay in touch with my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	I get help with the things that are most important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	My opinions about my care and support are respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	My care and support helps me to build confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For enquiries about PERCCI please contact Mark Wilberforce at mark.wilberforce@york.ac.uk, or visit percci.org

Criteria for assessing Service Quality

- ▶ Tangible features – physical facilities (are they fit for purpose), available resources, staff, learning environment, progression opportunities
- ▶ Reliability – the ability to perform the service dependably and accurately, shared leadership, Innovation
- ▶ Responsiveness – Knowledge, courtesy and confidence of the staff providing the service, recognising levels of need and personal strengths
- ▶ Empathy – Working with, rather than doing for. Highest levels of Care.

Being Flexible is Key for Survival



Contact Details

Please contact us for more information or if you would like to share experiences

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