Nightingale Hammerson

• Charity organisation that provides elderly care for Jewish residents

• Nightingale House based located in South London has bed capacity for 215 residents

• Hammerson House situated in North London has a bed capacity for 90 residents

• Belmont Lodge located in Bushey offers sheltered accommodation for up to 12 people
Background

- 856,700 people live with dementia in the UK
- There will be 1 million people with dementia in the UK by 2025
- The cost of care and treatment is £23 billion per annum and will treble within the same time period.
- 60,000 deaths a year are directly attributable to dementia
- 80% of people living in care homes have a form of dementia or severe memory problems
Where our journey began

National Dementia Strategy 2010

• Improve quality care and dementia standards
• Improve end of life care
• Develop a effective workforce
• Facilitate early diagnosis and access to treatment
• Provide access to information for both residents and family members
• Create a suitable environment for dementia care
• Build a dementia community at Nightingale Hammerson

Prime Ministers’ Dementia Challenge 2012

• Speeding up improvement in health and care
• Creating dementia friendly communities that understand how to help
• Improving dementia research
Our first step

• Assessed our current position and created a road map
• Set our vision to be come a centre of excellence in dementia care. We aspired to become a teaching care home
• Redefined our mission and values as an organisation
• We wanted to develop a philosophy of care which was person centred
What did excellent dementia care look like?

• Researched on models, trainers, philosophers and writers
• Commissioned Bradford university to take us thorough the person centred care journey
• Used the Tom Kitwood model of PCC
What is Person Centred care

• Tom Kitwood was a psychologist and founder of the Bradford Dementia Group. His model of person centred care focussed on improving the quality of life and quality of care provided for people living in the care settings.

• Person centred care is a philosophy and a care practice which involves valuing each person as a full member of society, respecting their individuality and appreciating that their perspective may be different.

• Our daily experiences of life are influenced by our life history, our personality and our physical and intellectual health together with our interactions with the environment.

• As a combination of all of these elements is unique to every individual so too must care and approach be tailored in this very unique way.

• Only understanding of all these elements as best as possible, subsequently ensuring that the carer meets those unique wants and needs of each individual.
Our second step

• Challenged the culture of our organisation, methodology, ethos and care model
• Realigned our resources to support and empower the key staff on the ground
• Remodelled our training and development strategy
• Reviewed our recruitment strategy
• Focused on creating a learning environment which allowed staff to be creative and explore ideas and practice autonomously
• Reviewed our policies and procedures to align with our new philosophy of care
• Redefined job descriptions, aligned working patterns to meet the new model of care
Our third step

• Changed the way we completed pre-assessments to actively focus on dementia care outcomes centred on life history work
• Introduced a home to home project to support residents and relatives through the dementia journey
• Created an admission pathway that facilitated therapeutic relationships and better collaboration between the resident, family, staff and Multidisciplinary team
• Provided dementia training and workshops for residents and relatives
• Introduced Enriched care planning system
• Commenced the GSF pathway
• Reviewed each unit’s structure and skill mix of each unit, uniforms and
• Reviewed medication management systems
So what changed?
So what changed?
How did things change?
The final stage

- Reviewed the whole project and evaluated achievements
- Used the Dementia care mapping system to monitor progress
- Included person centred care as part of our Care Governance
- Introduced research as part of our organisational learning and development support structure