

Belong Villages

Tracy Paine, Deputy Chief Executive



Your life, your pace, your way.

Belong - a unique lifestyle concept for older people.

- A concept where people can feel at home in their own private space whilst being in close proximity to a range of facilities and activities that are available within a vibrant community.
- Flexible services and accommodation that adapt to the changing needs of older people along their life journey.
- A 'Home for Life'



Your life, your pace, your way.

A growing alternative



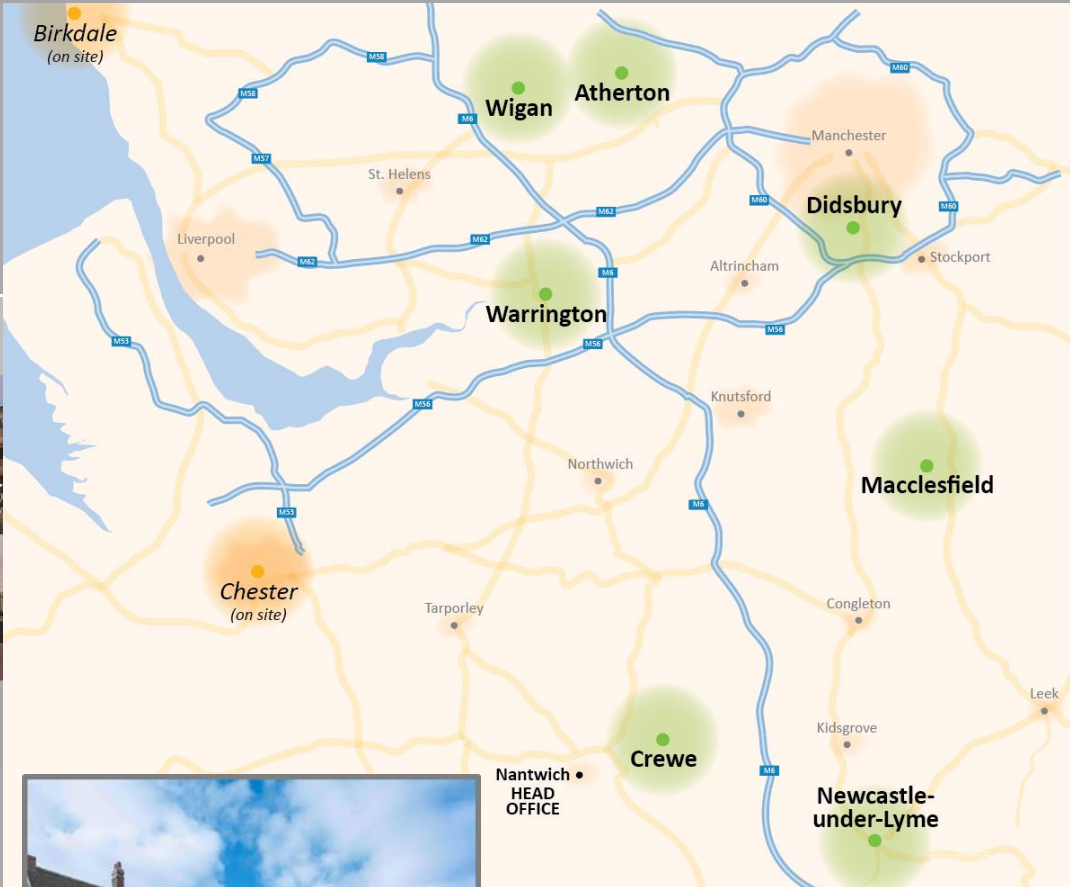
Macclesfield 2007



Wigan 2009



Crewe 2010



Newcastle-under-Lyme 2018



Atherton 2011



Warrington 2014



Didsbury 2017



At the heart of the community



Your life, your pace, your way.

The Belong village design



Belong villages

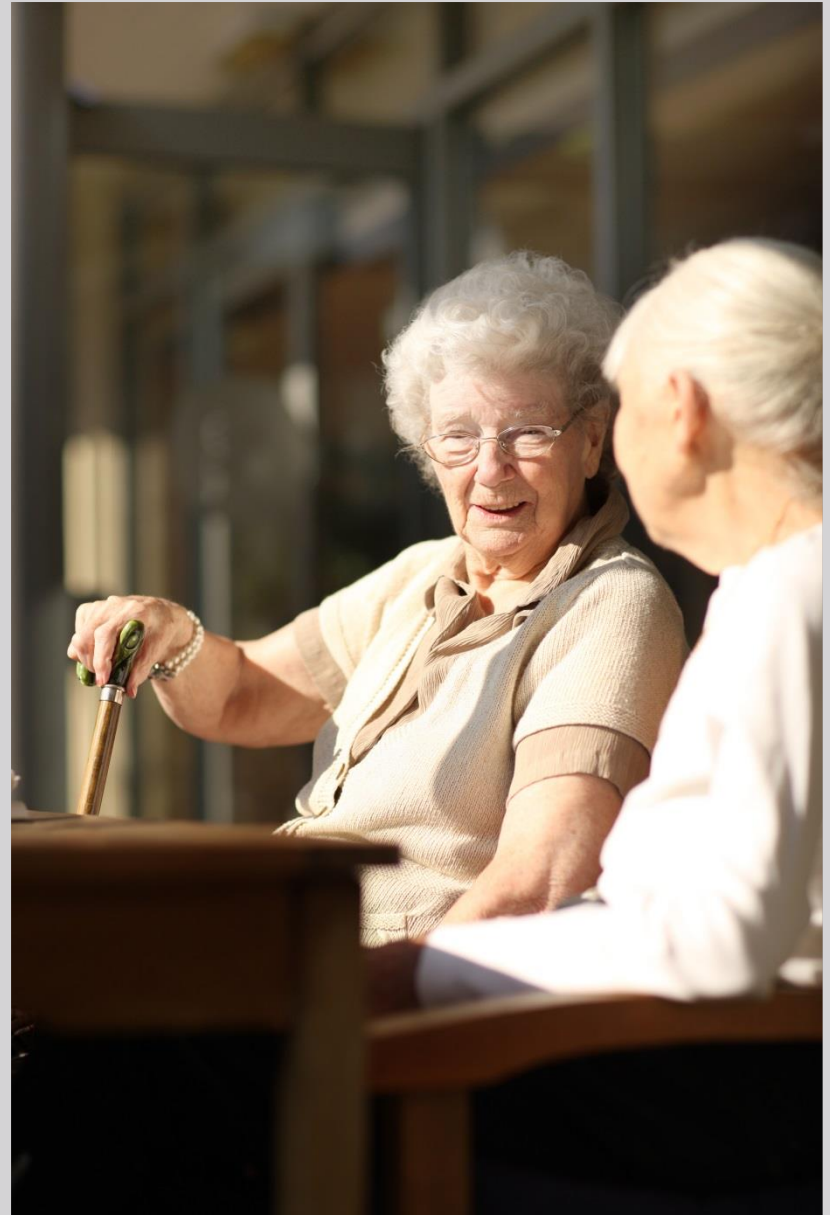
Village centre

Households

Apartments

Belong at Home

Experience Days



Belong Vibrant Communities



Exercise studio



Relaxing



Hair salon



Bistro



Meetings



Library



The Venue



Spa



Special events

Household living



Open plan



Meaningful occupation



- Living/living space, patio/balcony area
- Large private bedrooms with en-suite shower rooms
- Domestic kitchen and dining area



Spacious Bedrooms



A Room for Life



Heart of the Household

- Extended family living
- 24 hour specialist care
- Relationship centred care



Gardens & balconies

Community Services



Experience days

Events programme

Belong at Home



The Bistro
New steak night menu

Live entertainment
With singer Jack Cane



What's On

August / September 2013

Your bi-monthly guide to what's on at your local Belong village

Flexible day care from Belong

Belong is continuing to expand its 'Experience Days' service to give members of the local community the opportunity to access support, activities and facilities at Belong Atherton on a flexible day basis.

Experience Days are co-ordinated by a member of our support team and customers enjoy meals in the Bistro, activities in the Venue and the opportunity to take advantage of amenities such as the hair and beauty Salon or Exercise Studio. We also offer a bathing service.

To find out more, please contact the village on 01942 316 556.



Friendship day



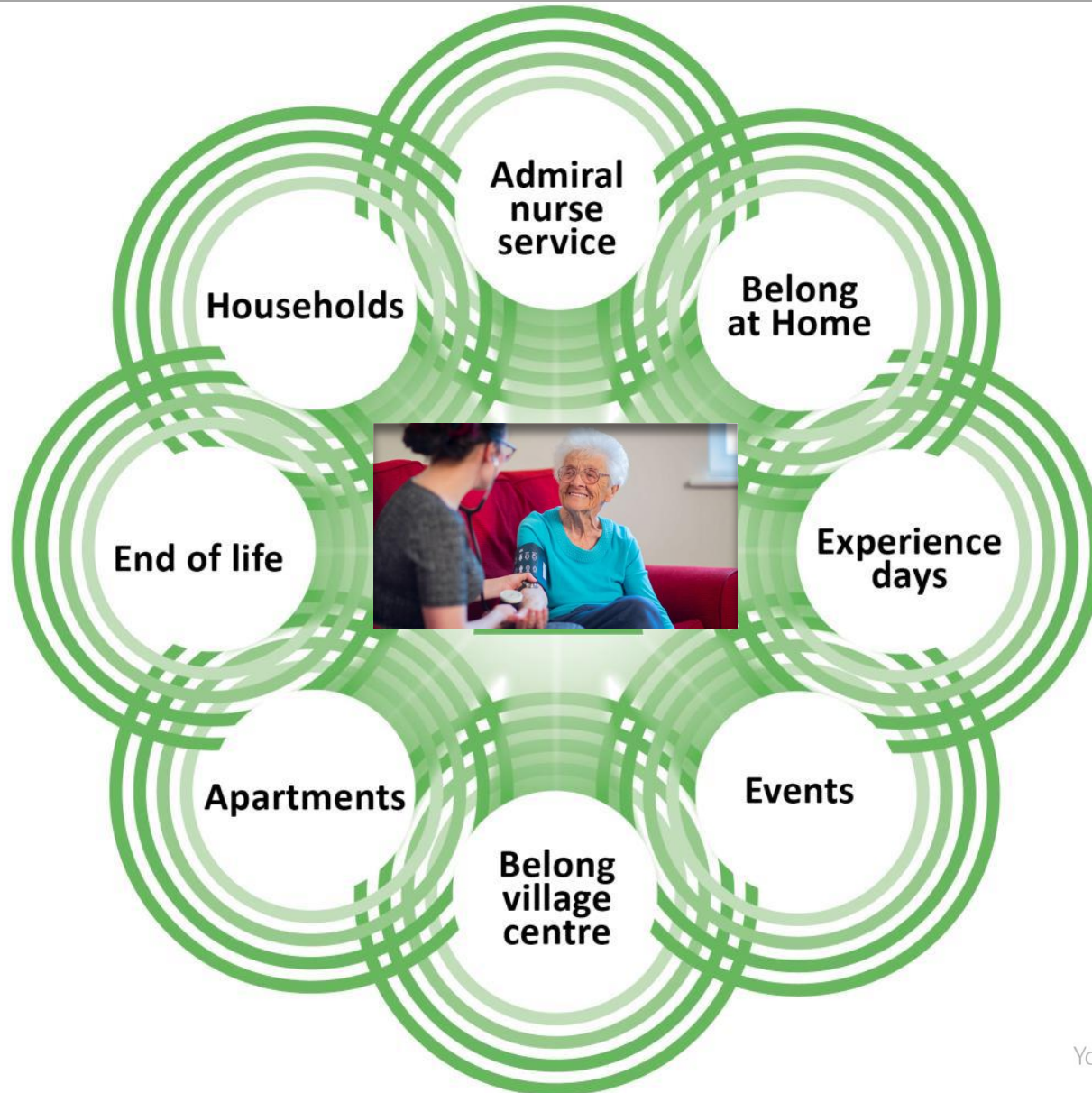
International friendship day is a day for celebrating friendships, so here's a great friendly offer from the Bistro. Visit with a



Village facilities open to everyone



A Home for Life



Your life, your pace, your way.

Belong Philosophy

Approaches:

- Enabling and restoring
- Rehabilitative
- Person-centred
- Relationship centred

Concepts:

- 'Natural Living'
- 'Home for Life'
- Vibrant communities
- A sense of Belonging



A move away from the 'medical' model and reliance on antipsychotic medication

Our Customer Commitments

B

Belonging to a vibrant community

E

Enjoying a home for life

L

Living an active lifestyle

O

Offering choices & independence

N

Nurturing relationships

G

Gaining peace of mind



Developing the brand and values

Our values are who we are and what we stand for.
They're at the heart of everything we do.



Components to success

- Belong Village **Design** Brief
- Belong **Champions**
- Brand **Values**
- Open and participative **leadership**
- 1:4 staff ratio
- Staff skill mix determined by the **needs of the customers/mix**
- Assess staff competence against **customer outcomes- Cognisco**
- Resources meet the changing needs of customers to the '**End of Life**'
- **Village nurse** role differs from traditional care home
- Proving **care in situ**- taking support to the person thus preventing moves
- More akin to **community** nursing
- Empowered to provide leadership within teams, supervisions and delegation of tasks



Organisation culture and operating style

- Customer focused and person centred
- Dementia care mapping
- Household quality audits and meetings
- Open and participative leadership that seeks commitment and involvement of staff and customers
- GM leads on the delivery of policies, practices and processes to enable Brand values to be lived out
- Empower people to make decisions



People Management and Leadership

- Invest in People to meet customers needs
- Promote continuous learning, service improvements and service development
- Recognise, support and reward staff
- Promote individual and group supervision linked back to the customer
- Effective and self managing team work
- Staff participation and feedback at all levels of the organisation
- Induction and mentors
- Employ the right people



Staff and Care practice

- 1:4 staff ratio is considered to be optimum
- Staff skill mix determined by the needs of the customers/mix
- Assess competence against customer outcomes

***Care practice is not just about what we do; it's about how we think as well.
Training should involve;***

- Promoting appropriate attitudes
- Developing skills
- Enhancing knowledge
- Encouraging reflection
- Lowering of defensive barriers
- Opportunities for staff to develop expertise and share with others.



Select Staff who...



- ✓ enjoy working with people with dementia
- ✓ can encompass the idea of doing 'with' rather than 'for'
- ✓ are able to bear the burden that comes from 'attachment' and are comfortable with intimacy
- ✓ are 'in touch' with their inner child and can demonstrate the ability to be 'playful'
- ✓ are 'in touch' with their own concerns, fears, anxieties and vulnerabilities
- ✓ bring an open and unprejudiced attitude, free from the tendencies to stereotype
- ✓ are prepared to set aside the assumptions of others about 'what is to be done', and dare to ask, consult and listen to the person with dementia
- ✓ are motivated to learn
- ✓ are creative and who can recognise and respond to the creativity in persons with dementia



Dementia Skills Training

Care practice is not just about what we do; it's about how we think as well.

- Promoting appropriate attitudes
- Developing skills
- Enhancing knowledge
- Encouraging reflection
- Lowering of defensive barriers
- Opportunities for staff to develop expertise and share with others



Use of Cognisco

- Being confident that our training is delivering the right results for customers
- Having a benchmark to build on as we continue to develop and innovate our services
- Impact that our learning programmes and dementia training have on customer outcomes
- Staff having the right attitude, skills and knowledge to deliver person centred care
- Improve our recruitment & retention, sickness, customer feedback

It did grow beyond this though; we produced a framework for what we saw as Best Practice dementia care



Dementia Care Assessment Modules

Module 1: Care Strategies

Topic 1: Meaningful Occupation

"Meaningful Occupation" looks at Carers' level of understanding of the principles of Meaningful Occupation and the importance of enrichment and wellbeing.

Topic 2: Person-Centred Care

"Person Centred Care" looks at Carers level of understanding of Person Centred Care and how Person Centred Care applies to someone living with dementia, their families and other Carers.

Topic 3: Resident Relationships

"Resident Relationships" is intended to assess understanding and appreciation of the intimate and sexual relationships a person living with dementia might have with other residents or non-residents while in care.

Module 2: Resident Health and Experience

Topic 4: Later Life Experience

"Later Life Experience" assesses Carers' understanding of the changing needs of someone living with dementia as they get older.

Topic 5: Lived Experience

"Lived Experience" focuses on the importance of understanding the history of the individual living with dementia so as Carers can better understand the individual and how they saw the world around them before they were living with dementia.

Topic 6: Physical Health

"Physical Health" looks at the level of understanding of the physical and emotional reactions and needs of someone living with dementia and how emotional and physical distress might be the symptom of less obvious problems.

Module 3: Understanding Dementia:

Topic 7: Communication

"Communication" is intended to assess Carers understanding of the different verbal and non-verbal ways to communicate with someone living with dementia appropriately.

Topic 8: Responsible Leadership

"Responsible Leadership" looks at the level of understanding Carers have around 'doing the right thing' and how confident they are to change something that is no longer working. "Responsible Leadership" focuses on how Carers take ownership and responsibility for a problem and how they might address the issue.

Topic 9: What is Dementia

"What is Dementia?" is intended to assess a high level understanding of what dementia is and also what it is not.

What each employee:

UNDERSTANDS

DOES NOT UNDERSTAND

MISUNDERSTANDS

What each employee's:

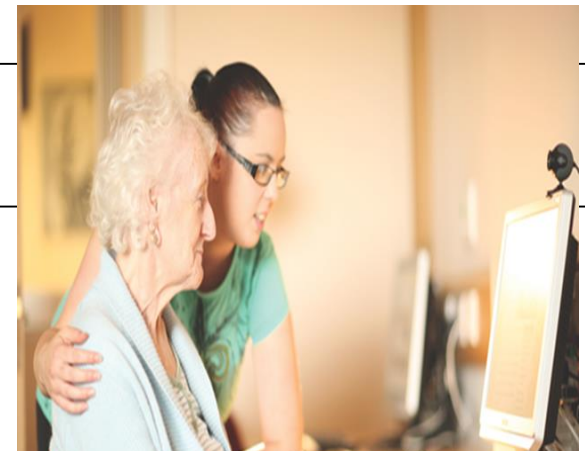
CONFIDENCE is in what they think they understand

Which employees are going to:

Apply what is **RIGHT**

Which employees are going to:

Apply what is **WRONG**



Scenario Questions

(Difference between Multiple Choice v Multiple Response)

? Please consider these statements about engaging people in tasks and activities when they're living with a dementia, and indicate whether you agree (select the 'tick') or disagree (select the 'cross') with each one.

Show Instructions

> When engaging someone in any form of meaningful occupation, it's critical that you make it failure proof to ensure they succeed. ☐

> When someone starts to lose interest in an activity and begins to drift towards something else, it's important that you maintain their focus on the original activity in order for them to have a sense of fulfilment upon completion. ☐

> In order to understand the sorts of tasks and activities that may provide someone with meaningful occupation, you must first understand their life history. ☒

> As long as someone is enjoying what they're doing, it doesn't matter if that activity has no perceived outcome. ☐

> As a care provider, you should, wherever possible, involve residents in your own everyday tasks, such as making their beds or preparing their meals, irrespective of how their relatives may feel about this. ☐

Team Level Reporting

Care Strategies			Dementia Care Assessments			Understanding Dementia		
Meaningful Occupation	Person Centred Care	Resident Relationships	Resident Health and Experience					
			Later Life Experience	Lived Experience	Physical Health	Communication	Responsible Leadership	What is Dementia?
40	60	80	100	100	60	100	20	100
60	40	100	60	80	60	40	80	100
60	60	80	40	100	60	80	60	80
60	60	100	0	100	80	80	80	60
-	-	-	80	80	20	40	80	100
100	20	80	-	-	-	-	-	-
60	40	60	80	100	70	20	80	80
80	20	40	20	80	80	80	80	80
60	20	-20	40	100	100	100	80	80
40	80	20	40	100	80	40	70	80
80	100	-10	80	100	50	50	20	60
60	80	20	0	100	80	60	60	60
60	0	60	60	80	20	100	60	60
20	40	40	40	100	40	80	20	100
80	60	20	20	90	50	80	60	30
60	60	60	80	80	90	50	30	60
60	60	60	60	60	40	100	20	40
0	30	100	90	90	40	40	20	40
0	0	100	70	40	40	20	20	50
40	40	60	60	60	60	60	0	40
40	40	80	60	60	60	0	20	40
44	90	63	62	48	67			

Current Understanding At Topic Level

Care Strategies			Dementia Care Assessments			Understanding Dementia		
Meaningful Occupation	Person Centred Care	Resident Relationships	Resident Health and Experience					
			Later Life Experience	Lived Experience	Physical Health	Communication	Responsible Leadership	What is Dementia?
80	100	100	100	80	80	80	80	40
50	50	90	50	90	50	90	40	80
60	60	-20	60	100	100	100	40	40
80	40	60	20	100	60	20	60	40
60	40	60	0	60	20	100	40	80
20	20	40	40	100	80	80	60	20
50	40	40	20	100	60	80	20	40
60	-40	-20	60	100	100	60	40	60
40	-10	60	30	80	60	40	10	40
-20	60	20	20	100	40	20	60	40
30	-10	0	40	80	60	70	30	20
20	-20	40	20	40	20	100	40	60
0	-20	100	40	40	0	40	-20	100
40	10	-30	-10	60	70	50	40	30
20	-20	80	80	60	0	20	20	20
30	-20	20	30	40	40	40	40	0
39	18	36	38	77	52	62	38	44

Learning so far

- Current training not impacting in all areas
- Bite sized targeted learning rather than one size fits all
- Barriers to delivering best outcomes –
 - Culture
 - Policy
 - Resources
 - Staffing levels and skill mix



A continuous journey

- ✓ Rolling out across all villages to front line staff inc. managers
- ✓ Competency observations – knowledge/confidence vs behaviour
- ✓ Planned learning interventions –
 - ✓ Learning links
 - ✓ Coaching
 - ✓ Group supervision/ team development
 - ✓ 1 to 1
- ✓ Assessment of all staff and new starters within next 12 months
- ✓ Investors in People
- ✓ Succession development- Level 5 and projects
- ✓ Diplomas
- ✓ Apprenticeships
- ✓ Nurse Students
- ✓ **Plan and prepare for our next village!**





Belong 2019



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