



FROM FREE FALL TO FLYING IN LESS THAN A YEAR

DESIGN REVAMP LED BY THE CARE HOME DESIGNER BREATHES NEW LIFE INTO FAILING CARE HOME.



Above & right: how The Care Home Designer transformed the home's garden and corridors



When Peter Rose of The Care Home Designer was brought into

help a failing care home, its future looked grim. The modern property, which accommodated more than 70 residents with a broad spectrum of needs, including dementia care, was rated 'requires improvement' in all areas and had been put under embargo with the threat of closure.

Peter was invited to come in and work with the home's new manager and their team in the spring of 2018.

"We embarked on a plan to develop the staff's awareness and understanding of dementia and what a supportive

environment means and at all times coaxed families and residents into the decision making process," Peter said.

"Our ambition was to create a community within a supportive environment in the context of residents' relationship with their surroundings and the locality."

Under Peter's guidance, the home introduced menu and orientation boards and then progressively began adding personalised signage to develop an engaging environment with a real sense of place.

Pictures and memory boxes were used to associate the home with its locality, landmarks and industry.

A room overlooking the garden was

converted into a relaxation room with appropriate lighting, furniture, music, visuals, trinkets and even a small water feature. Another large but little-used lounge was fitted out as the home's own cinema.

The team ensured staff, residents and families were involved every step of the six-month transformation with a 'Decision Tree' introduced to invite people's comments.

The redesign also included the addition of a post office, café and illuminated shop units. Street name signs and an old bicycle were introduced along with further items of locally relevant artwork.

A year after the redesign, the



Below & right: how The Care Home Designer transformed the home's garden and cafe



dramatically improved environment has helped turn around the home, which now boasts: greater staff engagement and reduced turnover; zero use of agency staff; 100% occupancy; zero use of anti-psychotics; zero use of sleeping pills and general reduction in medication;

increased food uptake; an 80% reduction in falls; good regulation of sleep patterns; annual financial targets achieved first time since opening; and revenue up by £1.3m per annum.

A carer at the home commented: "This home works like a machine with

all the parts working together and everyone is listened to.

"The garden has been a great addition. The relaxation room and the cinema have been a great success too."

A senior carer added: "Everything we've done has been really positive. Residents have more to do and boredom isn't the factor it was. People are calmer and less agitated because we have things to engage them. Residents are more active and eat better. The morning handovers are different because everyone sleeps properly."

The home's deputy manager said: "We thought the shops would be just decorative, not something 'real' that people would use. One resident collects her pension then waits in the cafe by the shop until it opens so she can buy things. She buys the same things every week whether she needs them or not, but that doesn't matter. The changes have been enormous and the quality of care we deliver now is so much better. We all want this to continue." **CHD**



The Care Home Designer Changing environments from challenging to supportive

Inside and out, the Care Home environment is full of opportunities to support residents better



Before - a concrete space



After - a multi-sensory dementia garden

New Pamper Trolleys loaded and ready to deliver hand hygiene as a pampering experience



Effective signage • Meaningful pictorial content • Places to go and things to do
Just some of the aspects we can help you improve

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