

Care Home Visits – Round 1

Feedback and Comments

This report provides a summary of activity in delivering the Capital Programme Care Home Improvements Grants Round 1 2020/21. The grants have helped to support our care homes to help make the home more dementia friendly and improve outcomes for care home residents.



Care Home Improvements Round 1 2020/21

In 2020, Sefton Council launched Round 1 of a Care Home Improvement Grants Programme as part of its continued commitment to support the local residential and nursing care home sector, to further improve the quality of services and outcomes for our residents. The focus of the Care Home Improvement Grants Programme is to both make care homes more dementia friendly and to increase positive living experiences for service users and their families/advocates.

Criteria:

- Improvements to gardens/outdoor spaces/communal areas to afford residents and their families improved opportunities to access outdoor spaces and use areas for improved social interaction and activities.
- Improvements to communal areas within the care home to support greater social interaction.
- Improvements to areas within the care home, making them more dementia friendly and to provide an environment which reduces Service User anxiety/distress.
- The purchasing of technological solutions/equipment (for example Interactive Tables and Robotic Pets) for use by Service Users in order to improve their quality of life.
- Make physical improvements to care home environments which may support Covid safe environments

The Council received a total of 38 applications for round 1 of the Care Home Improvement Grants from Sefton Care Homes. These applications were reviewed and considered using the criteria above by an independent Panel.

Of the 38 applications, 26 applications included requests for dementia friendly technology: interactive touch tables.

Interactive Touch Tables

Soft market testing was completed with suppliers of touch tables on behalf of the care homes to ensure equity in price and to achieve optimum spend and value for money for Sefton Care homes wishing to purchase such items. Three suppliers were identified, and care homes were invited to supplier presentations and they were then invited to select their preferred supplier.

Grants were awarded to providers and they were directed to go directly to their preferred supplier to purchase directly from them. 26 homes received awards for the purchase of the tables in 2021.

Outcomes and Recommendations

Feedback has been very positive regarding the support, guidance and advice offered by Sefton Council around the scoping, market testing and consultation that took place between Sefton council, suppliers and care home providers to source the most suitable products for purchase. Our care home providers have successfully implemented a wide range of projects, which have improved their environment.

Projects included the installation of sensory spaces both indoors and outdoors, artwork, summer house and conservatory refurbishments, cool touch radiators, and dementia friendly technology such as interactive tables.

In Round 1 there were 11 requests for Electronic Care Management Systems. There was consideration from the Panel of how prepared providers are for digital care management system installations and the criterion for future rounds has been amended to ensure that dementia friendly digital solutions in care home settings are more broadly acknowledged.

Thornton Lodge – Garden Improvements

New seating installations and raised flower beds. New paved areas and water features and large artificial turfed bowling green for residents. Bandstand and water features provide a lovely experience as residents walk around the circular path providing a sensory experience which brings you back to the back entrance of the home which leads into a large dining and lounge area. Residents were keen to tell us about their garden and how they love to go out for a bit of fresh air and a walk on a daily basis.

One seating area will have technology installed that, upon sitting down, will play music and sounds and will tell residents a story too. The Manager pointed out an area that she wants Sefton Veterans to cultivate in the spring while they tell stories about their veteran life to resident. The bandstand has proved to be very popular with resident and they held a garden/tea party in the summer for all residents, staff and visitors to enjoy the Queen's Jubilee. The bandstand is lit up at night as are other seating areas.

New sleeper raised beds provide the opportunity to plant and the Man Shed is in situ to offer a space for the male residents to do planting and potting and to also create garden ornaments and paint them.



Cambridge Court – Sensory Garden and hair salon

The space is private and secure with a number of raised planters to grow vegetables such as tomatoes and strawberries in the summer. There is a wildflower raised bed and there is a swing seat in situ for residents to sit and swing whilst they take in the perfumes given off by the different flowers and plants.

It is a really lovely space to sit with family members and other residents and there are a number of garden ornaments that have been created using recycled materials, such as wind chimes created from old Zimmer frame piping and a bird table from a trolley wheel. There is a lovely water feature and, at the end of the garden, there is a memorial space with a memorial bench dedicated to a resident who recently passed.

The cabins at the back of the car park and next to the garden are going to be cladded and decorated next year and these accommodate a pub room and cinema space for all residents. These are also used for resident and local school children to meet and do art and craft activities.



“We love our garden and I love to do my morning exercise in the garden while listening to the birds sing.”

- Resident

“I feel very reassured that the garden is safe and secure and that all residents are safe.”

- Family Member

“I love the smells of the plants and sitting in the swing chair with my friend.”

- Resident

We then went indoors to see their newly installed hair salon. It is bright and modern and three residents said that they get their hair done once a week, and another resident said that he had been in the salon that morning to get his weekly shave.

The Glade Care Home – Conservatory and decking

On walking through the communal living room, it now opens out into a large conservatory where residents were sitting and chatting, interacting with visiting children and participating in crafts. The space is bright and spacious with tables and chairs for residents to sit with their families and visitors to the home. During the visit some residents were building with brightly coloured stickle bricks and enjoying the garden view

outside. The conservatory opens out onto a newly decked area with balcony and a ramp for easy access by wheelchair into the large back garden area.

The Manager presented an album of pictures and events that they have held in the conservatory including Halloween party, Christmas dinner and residents' birthday parties. The album shows the journey from beginning of works to completion. The Home Director shared with us that the residents had been involved in all aspects of project development choosing the décor and the flooring. We spoke to some of the residents sitting in the conservatory during our visit and they told us how happy and pleased they were to be able to enjoy such a lovely, bright space.



Picture 1 shows the area before the grant, with the following pictures showing the new conservatory.

“The conservatory structure is fully built and is agree the conservatory is looking fabulous. We are all delighted with it as are the residents. Our Residents absolutely love it!”

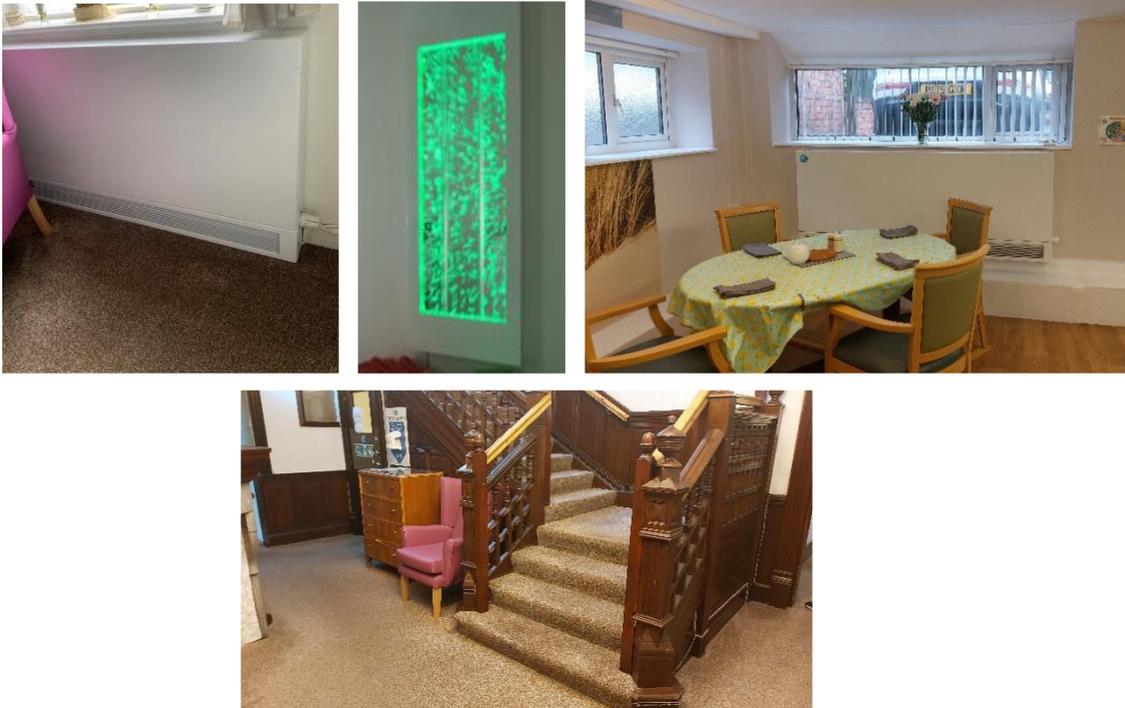
“Some of our Service Users took a great interest in the project, choosing the furniture and décor. They are really pleased with the finished project and we use this space for daytime activities, birthdays, visitors and we have had our first residents' Christmas dinner in the conservatory. We have had Halloween and bonfire night parties and the residents have sat outside on the decking area watching the fireworks and holding sparklers.”

“They enjoy the space that has been created at all times throughout the year the decking area overlooks the garden and is a beautiful space for them to relax and enjoy with family and friends who visit.”

The Hollies – Cold touch radiators, new carpets

On arriving at the Hollies, we were greeted by the Home Manager who showed us around the home highlighting the new cold touch radiators in situ in all communal spaces and fitted in residents' bedrooms. She commented at the amount of space that had been saved with these installations and emphasised the energy efficiency they have provided.

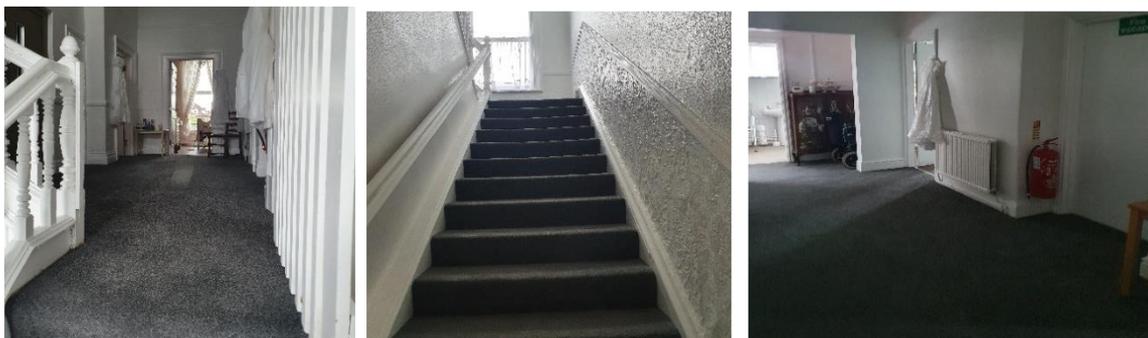
The new carpet has been replaced for a dementia friendly plain coloured carpet throughout the hallways, stairs and landing areas at the home. This has greatly improved the appearance of the home and has helped resident with dementia to move through the home with more ease and confidence. We met a resident who was participating in a tea and biscuit run pushing the tea trolley through the corridors and she greeted us with a smile as she went past.



Holly Bank Care Home – New carpets

“All walls have been repainted and patterned carpeting replaced. The areas are now brighter and less “fussy.” Residents and families have commented on how lighter the areas are and the plain colours lessen the risk of those with dementia from perceiving the patterns as actual objects. The plain colours and difference in light have promoted a calmer atmosphere.”

- Home Manager



St Vincent's – Single storey external lift to improve better access to garden

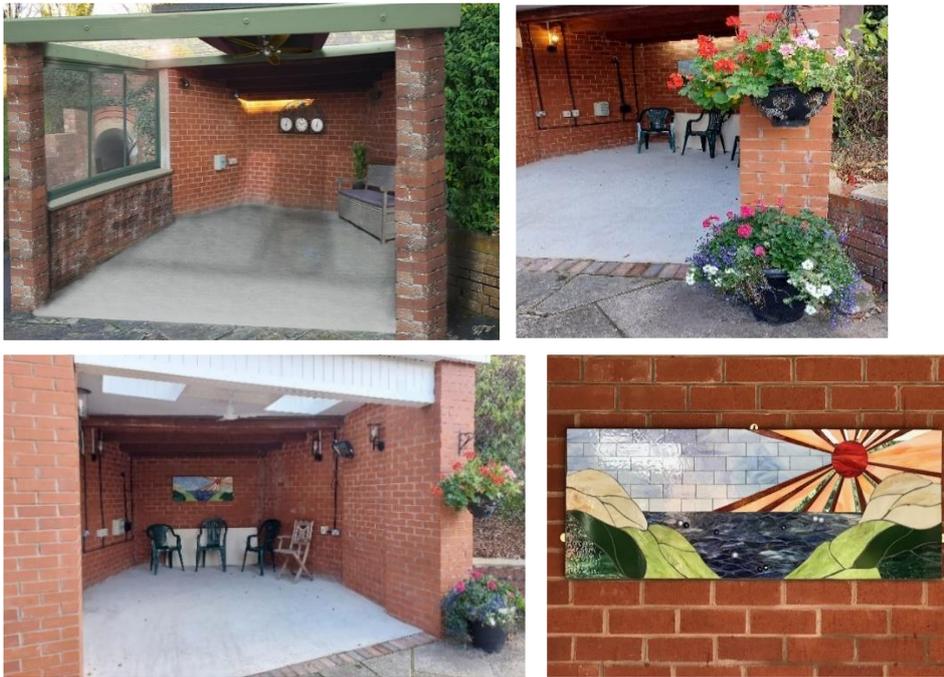


Spinal Action Group - Refurbished Summer House

Good visit and works completed. Mosaic on wall was created by one of the residents. Have had Wi-Fi installed in the summer house and, during the spring and summer months, the residents have enjoyed this space with family and staff. Jubilee garden party for residents among one of the activities where Summerhouse has been utilised. Resident and family member comments:

“We would like to say thanks you for your generosity in aiding 6 Weld Road to build a sheltered outdoor area for the garden. The garden at Weld has always been a special place for us as a family, but it also allows residents who are able to do some gardening. We have seen how much this means to them as they can plant and grow flowers, fruits and vegetables for the whole house to enjoy. This is an integral part to maintaining their sense of purpose and mental health. This can now be enjoyed and maintained despite the weather conditions.”

“This sheltered area with a fan for summer and a heater for winter allows us to enjoy family time outdoors together despite the elements, especially when mum hasn't felt up to going very far off the grounds. We are also thankful of the addition of a music system. Music means a lot to my mum, especially now she is blind. It means we can play her favourite songs in the fresh air which cheers her up and puts a smile on her face. Thank you once again for your generosity.”



Benridge and Good Companions – Multiple projects

These two homes have incorporated interactive tables, robotic pets and therapy dolls into their homes. They have also provided dementia friendly garden furniture, sensory items, raised flower beds, bedroom furniture and an interactive family portal and hardware.



Locharwoods, Birkdale – Sensory Garden and Summer House



“All the residents have been involved in the project and they have been planting tomatoes and flowers throughout the year. They have painted the planters and they have made ornaments to decorate the spaces under the trees.”

Home Manager

“The work that has been done to improve the outdoor space has really made a difference to everyone. I sit outside with my mum, and we talk about the garden, the colourful flowers and the fantastic smells from so many plants is lovely. We love this space and the difference it has made. The garden draws people from inside to want to sit outside during the summer.”

Family member

“I love our garden and I call the section with the arch way our Rainbow Garden. We have lovely new garden furniture, and we feel very safe and happy. Thank you so much. I am going to paint the bench in rainbow colours ready to sit on next summer!”

Home Resident

Additional Comments:

“There is a noticeable difference already in the amount of service users that are spending longer periods of time in the dining areas due to the increase suitability and comfort of the chairs. Staff have found it easier to serve meals to the residents and assist those who need help during mealtimes. We have begun to gather evidence of the effectiveness of

the project in increasing engagement during mealtimes and increasing diet and fluid intake. The resident's feedback has been great, they are all very happy with the new furniture and find it much easier to mobilise into the dining area."

"We have continued to monitor the effectiveness of the project which was fully completed in June 21. We have noticed a significant improvement in service users using the dining room at mealtimes which has greatly improved socialisation at meal times.

Additionally, we have confirmed through falls audits that there have been no falls recorded in the dining areas since the project was implemented demonstrating that the new furniture has improve the safety of the environment. Additionally, we have also audited food and fluid records and have noted that 6 of our service users diet intakes has improved since more suitable and dementia friendly furniture has been put in place. This is showing that the project has been successful."

Ann Slade Care Home

"I would like to thank Sefton Council for providing us the opportunity and the grant to make the Home more Dementia-friendly. I think our council is heading in the right direction in terms of offering support to people with dementia - well done!"

Manager, Glade Residential

Green Heys Care Home – Dementia friendly décor and upgraded Wi-Fi



"We have installed a full coverage wi-fi system that eliminates dead spots within the home and enables families to have video calls with their loved ones in their own rooms. We have also integrated a full Wi-Fi voip system that means that phone calls can also be facilitated, whereas previously, there were range limits with cordless phones.

There are plans to develop this further and to install a data point in each bedroom to enable service users to hard wire their own devices to the internet and reduce the

burden on the Wi-Fi networks. This is in response to families and service users requesting features such as smart tv's to be configured in their rooms.

We have also been able to install “Alexa” devices around the home which allow service users to request music to listen to as we have also purchased an amazon music subscription.”

Home Manager