

GOOD PRACTICE HANDBOOK



Happy living for the years ahead

Introduction

Anchor, England's largest provider of care and housing for older people, runs about 120 care homes which embody many examples of good practice.

Anchor has repeatedly performed above the national average in the Your Care Rating survey of residents about the care they receive.

Many of our homes are rated good by regulator the Care Quality Commission (CQC) and four of our homes are rated outstanding: St Anne's in Saltash, Cornwall; Manor Court in Plymouth, Devon; West Hall in West Byfleet, Surrey, and Silk Court in Bethnal Green, London.

This handbook gives some examples of good practice which exemplifies the quality care in our care homes and enables our residents to enjoy happy living for the years ahead.

This is not an exhaustive list of good practice in our care homes but highlights many examples across Anchor's care homes.

All activities are meaningful and tailored to the aspirations of our residents, whether it's football nights for male residents at Manor Court or taking a resident from Silk Court who was in the merchant navy to walk round HMS Belfast on the Thames.

Anchor actively encourages intergenerational activities in our care homes. Clayburn Court in Peterborough and Augusta Court in Chichester organise meaningful activities with children from their respective local nursery while St Anne's is one of several Anchor homes piloting the Archie Project where schoolchildren visit care homes once a week to do activities with older people, make friends with them and learn about their life stories. This helps de-stigmatise dementia and enables children to understand more about old age and this condition while building bridges between the generations.

Our care homes embrace technology to increase the range of activities offered to residents. All of our care homes have iPads which residents use to watch videos, listen to music or skype relatives living abroad. West Hall residents love using virtual reality headsets – one resident who was a flight engineer during the Second World War has been able to enjoy flying in a Shackleton plane again thanks to this technology.



Tovertafel at Borrage House

Some of our care homes are piloting Tovertafel which is a fun and interactive innovation which projects shapes and designs onto a table. This is particularly popular with residents living with dementia. Tovertafel has been well received by residents at Borrage House in Ripon with many of them playing the games with their grandchildren.

Residents are often involved in the design chosen in their corridors but Kimberley Court in Newquay went one step further turning the first floor of the home into Prosecco Place with shops, a bank and a railway station – all of which is used for reminiscence sessions.

Many of our care homes invite other organisations into the home to help with activities. Greenhive in Peckham worked with Punchdrunk to turn an activities room into a village green with shops. The team used the space to organise village-themed activities. And several homes have worked with Magic Me to organise cocktail parties for residents. Meanwhile a local artist moved into Northbourne care home in Gateshead to work with residents on an immersive arts project.

Mealtimes are a milestone in our residents' days so all of our nutritious meals are made from fresh, seasonal ingredients. Staff have been trained how to cater for all residents' needs, particularly those with swallowing difficulties. Training in fine dining enables modified food to be appetising and visually appealing for those living with dysphagia. West Hall is one of the homes where this has been adopted.

Care homes are not islands. Many good homes are part of their local community whether it is hosting meetings with local dementia groups, speaking to school leavers about career opportunities in the care sector or hosting breakfast meetings for local professionals.

The following pages give some examples of the good practice at Anchor's four care homes which are rated outstanding by the CQC.



Railway station at Kimberley Court



Fine dining meals for residents with dysphagia at West Hall

Good practice from Outstanding care home **St Anne's**

1) Person-centred activities

Providing activities that meet the demands and aspirations of older residents is key to life at St Anne's.

Staff provided a greenhouse so that a resident who used to grow his own tomatoes could continue to do this hobby. And to help with reminiscence sessions for a former ambulance driver, staff contacted an ambulance museum who sent him a book of photos of old ambulances and the control room.

The home bought a pool table so that one resident, who used to be a pub landlord, could play again. The table has been popular with other residents, too.

Thanks to St Anne's own minibus, staff can take residents on weekly day trips to local places of interest, beaches, and moorlands. These trips are tailored to the mobility of each person.

A carer organises weekly pamper sessions for residents and every Tuesday a hairdresser visits.

2) Intergenerational work

Activities involving children are always well received by residents at St Anne's – such events benefit both children and older people.

Every Thursday children from Flying Start Nursery, aged between two and four, visit residents in the home to take part in activities, such as colouring games or playing musical instruments.

St Anne's is part of the Archie Project with children from Brunel Academy, aged between six and eight, joining in activities with the residents, such as playing Boccia (armchair bowls) or decorating buns, which help the children learn important life skills.

Brownies have also made Easter bonnets with residents and members of the Girl Guides have visited the home to play board games with the residents.

3) Technology

The home has its own iPad which is a great resource for staff to use during activities with residents.

Residents have used the iPad to watch videos of their favourite singers on Youtube while some download the Our Yesterday app to use historical resources, such as news articles from a particular date or history quizzes.

The introduction of an iPad in the home has enabled residents to contact their relatives who live abroad – one used Skype to speak to a relative in Portugal while another contacts a family member in South America.

The home also set up Skype sessions with a local secondary school so that pupils and residents could chat to each other. And two other Anchor homes – Selkirk House and Manor Court – joined up on Skype with St Anne's so that their residents could challenge each other to quiz competitions.

4) Catering

All meals are made from fresh, seasonal ingredients which are locally sourced. Tables are laid with the same crockery and cutlery with runners on the table to enhance the restaurant experience. The dining room is also decorated with enamel adverts from previous eras which encourages conversation.

5) Local community groups using the care home

St Anne’s is keen to build on its community links: the home hosts the local Macular Degeneration Society every month and the meetings for the Dementia Voice PL12 Group – for people who run services associated with this condition.

6) Dementia care and design

Having received its Anchor Inspires accreditation, the home has decorated its corridors with a different theme so that residents could easily find their room.



Seaside-themed murals decorate this corridor at St Anne’s

Themes include the nautical world, a seaside resort and Cornwall with each corridor having different memorabilia on display which also offer opportunities for reminiscence sessions.

Areas are painted using dementia-friendly colours and dementia signage is used so that residents with the condition can navigate their way around the home easily.



1950s living room at St Anne’s care home

Staff at St Anne’s have decorated one of the lounges to become a 1950s retro room which includes a bakelite radiogram and sewing machine and an original fire place with the kitchen and dining room areas being equipped with products from that era.

Good practice from Outstanding care home **Manor Court**

1) Person-centred activities

Staff encourage the residents to treat Manor Court as their home and activities reflect this whether it is helping them to continue doing activities they would have done in their own home, such as gardening with the home introducing raised flower beds and a sensory garden, or baking cakes for residents as they would have done for their family.

Looking after their own home was something they would have done before moving into Manor Court so one resident enjoys spring cleaning while others were responsible for choosing which murals to have on their corridors and then painting them with help from a local artist.

Residents are keen to help prepare meals as they would have done in their own home and they are pleased to point out the work they have done to other residents and their families.

Many of the residents are proud of their heritage so one hallway is decorated with landmarks from around the Plymouth area, such as the lighthouse and the Two Bridges. There is information about each landmark opposite each mural which creates opportunities for reminiscence sessions.

There is a growing number of men now needing care so staff at Manor Court have introduced men-only Football Nights in the bar area. Female staff have also organised a Champagne and Hats night for the female residents with an array of hats available for the residents to wear at this ladies-only event.

Formal drinks events are organised at the home so that the male residents can don their dinner jackets and bowties while the female residents can dress up, too.

All members of staff are encouraged to organise events if they would like to. The new deputy chef is a salsa dance trainer so will be holding dance classes for the residents.

2) Intergenerational work

Many of the activities at Manor Court involve working with local schools. As part of the Archie project, children from a local primary school bring stories and poems to read with the residents, or they sing to them.

The children love to sit and chat with residents who also enjoy it. It was during these visits that the residents and staff heard that one pupil raised money for the local owl sanctuary so he and a friend were invited to the home when the sanctuary visited Manor Court's residents.

Residents also take part in intergenerational activities outside of Manor Court. Residents visit a secondary school to play the pupils at Boccia (indoor bowls).

Two other school choirs sing to residents in the home and the last time they visited the staff hired a magician to thank the children.

Following a visit to see the memorial poppies to mark those who lost their lives in previous wars, the residents worked with schoolchildren to make clay poppies which the schoolchildren presented to the residents.

3) Technology

Embracing new technology is key at Manor Court. The residents use the iPad to access the Our Yesterday app which provides resources to help with reminiscence sessions or they might want to listen to old songs, watch videos of pets or people doing humorous things.

The iPad has enabled one resident to keep in regular contact with her family in Spain using Skype.

4) Catering

As with all Anchor's homes, the food at Manor Court is made from fresh, seasonal ingredients. Feedback is sought from residents regularly so they help shape which meals are offered in the home. The Chef Manager and the Home Manager regularly sit in the dining rooms so that residents can give their immediate feedback.

Flexibility is key to providing person-centred care; it might be that the residents are keen to make Cornish pasties or cakes as one of the day's activities and then have them for dinner that evening.

5) Dementia care and design

Manor Court is an Anchor Inspires accredited care home with the home decorated in dementia-friendly colours so that residents can find their way around the home easily.

One corridor called the Woodland Walk has been decorated with wallpaper of trees and residents have made flowers which have been stuck on the walls so that residents are mentally stimulated by different textures.

The lifts use icons, such as a knife and fork to depict the floor for the dining room, alongside the words, and soft music is played inside the lift to make it a more relaxing experience.

The home has been praised by the Care Quality Commission for its end of life care, for supporting the families as well as residents. The home has previously put up people in the resident's room so they could spend time with their relatives before they pass away.

This support for the relatives was also extended to one relative whose husband is receiving care at Manor Court. So the couple wouldn't be separated for the first time at Christmas in the 50 years they had been married, the home enabled her to move into his bedroom for a few days so they could be together for the big day.

The home's environment is important but so too is recruiting the right kind of person to care for the residents. The manager says she selects candidates who have warmth and empathy for older people and the home provides them with ongoing training.

6) Local community groups

The manager says any good care home needs to be part of the community so that as well as groups coming into the home, staff should go out into the community. The manager, for example, has spoken to school leavers about apprenticeships and employment opportunities in the care sector.

Good practice from Outstanding care home **Silk Court**

1) Person-centred activities

Residents rightfully treat Silk Court as their home and activities reflect this, helping them to continue doing activities they would have done in their own home, such as baking cakes for residents as they would have done for their family.

Looking after their own home was something they would have done before moving into care so some residents enjoy laying the tables for mealtimes and helping with the washing up as these are opportunities to have a proper catch up with staff over a purposeful activity.

Social interaction is key to older people's well-being so simple activities, like playing Scrabble with other residents and staff, is an opportunity to interact with friends at Silk Court – something they wouldn't have been able to do if they were living alone in their own home.

Staff at Silk Court offer the residents a packed programme of stimulating activities, such as day trips which reflect their interests. Ballet fans were taken to the Royal Opera House in Covent Garden while one resident who was formerly in the merchant navy visited HMS Belfast with a carer. And staff took residents who like watching tennis to the Wheelchair Tennis championship at the Olympic Park.

All activities are targeted to meet residents' likes and aspirations. Many of the residents like to write so the staff held a poetry and short stories competition and one resident, who likes to write about the history of East London, has a regular column in the home's newsletter.

The home invites other organisations to work with the residents in addition to the activities organised by the activity co-ordinator. As part of the Streetwise Project, residents were photographed by road names in different parts of London which featured their first names. The published book featured a short life story of each resident alongside their photos.

Members of activity organisation Upswing held an eight-week circus workshop at Silk Court so residents could try out a few circus tricks which boosted their physical as well as mental well-being.



Upswing at Silk Court

Magic Me, which regularly visits the home, organises cocktail parties for the residents which are popular social occasions.

The manager is keen to ensure Silk Court is inclusive for all residents so was keen to take part in the Middlesex University pilot to see how to make care homes across the country more welcoming for members of the LGBT community.

2) Intergenerational work

Working with younger generations is also important at Silk Court. Students from the London College of Fashion and residents designed hats and a favourite item of clothing which they then modelled for a photoshoot. The residents enjoyed every aspect of this project.

Teenagers with the National Citizen Service also took part in activities with residents, such as reading, painting, gardening and helping out at tea parties.

Pupils from the local primary school visit every Friday to sing to residents and chat with them.

3) Technology

Silk Court has an iPad which is used for group and individual sessions, researching photos and stories of where the residents were born, or listening to music from when they were younger.

4) Catering

As with other Anchor homes, all the meals are made from fresh, seasonal ingredients. Residents are involved in menu planning at regular meetings, providing feedback on the meals at the home.

5) Working with local community groups

Staff at the home have embraced new ways of engaging with different volunteers from the local community. Runners with the Good Gym initiative jog to Silk Court and then they sit and chat with residents before running back home again.

6) Dementia care and design

Silk Court is Anchor Inspires accredited and one of the facilities which was introduced as part of this was an internal garden space on first floor, the walls of which are decorated in wallpaper of a garden. Plants and artificial grass have been put in pots and there's a garden bench where residents can sit in a peaceful environment or have one-to-one reminiscence sessions with a carer. For added effect, handmade butterflies have been pinned to the walls and a clock uses birdsong when it chimes on the hour.

All the corridors are decorated using dementia-friendly colours and personal items have been attached on residents' doors which helps them recognise their room.

Some corridors have photos of what Bethnal Green looked like many years ago alongside more recent photos to show how the area has changed.

There are also large murals of a post box and phone box at the end of two different corridors which are used to encourage residents with dementia to exercise with a purpose – so carers accompany residents to walk to the post box and back.

Good practice from Outstanding care home **West Hall**

1) Person-centred activities

Staff help residents continue hobbies they have previously enjoyed so they remain stimulated and it's a smooth transition from home to care home. One male resident, who can no longer paint by himself following a stroke, is helped by the receptionist to continue this pastime as she has an art background.

Using the home's raised flower beds, residents either garden themselves or direct carers as to where to plant shrubs and bulbs while the well-being manager organises one-to-one sessions with the residents who like playing boardgames or he reads out newspaper articles and spends time discussing current affairs with them.

The residents have an active role in deciding which activities and events are organised at the home.

There are more women in care across the country than men and this is true at West Hall. The well-being manager has organised activities for just men so they get a chance to socialise together. One resident particularly likes crosswords so he and other male residents meet so they can use their joint knowledge to complete these challenges.

Male staff have also organised a Gentlemen's Breakfast Club once a week where the men can meet friends and have a chat over a meal.

Staff organise day trips so that residents can continue visiting places of interest or just going to the local café as they have done for years previously for a coffee and a chat with their carer.

There are other activities organised by the staff at West Hall which they couldn't do in their own homes.

A room is turned into a café during the afternoon for residents and relatives and a bar - called the Boathouse Tavern in reference to the boathouse in the grounds - with a small cinema screen after 4.30pm so residents and their families can watch a film over a drink.

Tea dances at West Hall organised for the residents are also open to members of community which helps residents and isolated people living alone meet new friends.

2) Using technology

Virtual reality (VR) has been embraced by West Hall to boost activities at the home with staff, for example, downloading an old Shackleton flight film from the war for a resident who was a flight engineer during WWII. He watched it on a virtual reality headset so felt like he was flying again after years. Other residents have experienced deep sea diving and climbing mountains again thanks to the home's VR headsets.

Staff also use their iPads for activities with groups of residents and for one-to-one sessions.

3) Intergenerational work

The staff at West Hall have built partnerships with different educational institutions to boost the variety of activities at the home.

Young people studying engineering at Brooklands College are building a car engine on a plinth so that residents, who used to own their own car, can take it apart and put it together in a safe way, and the students will also be building half the shell of a car for residents to work on.

Beauty students from the college hold pampering sessions for residents while catering students work with residents to bake cakes.

Other innovative ways the home is working with students to expand the types of activities offered at the home include a project with Southbank University where students are creating a device where staff can change the environment of a room using projectors. So if seaside scenes are projected onto the walls, the home will add deckchairs so residents can sit with their carer and reminisce about previous holidays they have enjoyed. Or big city scenes or rugby stadiums could be projected onto the wall depending on the background and interests of the residents. Staff at the home are talking with residents to see what scenes they want included as part of this project.

Interaction with younger children is also important for care home residents so pupils from the local nursery put on plays and shows for the residents or come in to chat with them. They have also attended the home's garden fair and heritage days.

Children from West Byfleet Junior School and staff from West Hall have also held nativity plays for the residents.

4) Catering

The bistro, which offers high quality a la carte menus, can be used by residents and relatives as well as members of the public. The Redwood Suite, the home's private dining room, can be booked by the residents for special occasion with their families.

5) Local community groups

Building links with local community groups and individuals are important for staff at West Hall. People with disabilities who belong to Surrey Care Choices help with gardening in the care home's extensive grounds and residents enjoy chatting with them.

Once a month unpaid carers who look after a loved one are invited to attend join other unpaid carers at a support café at West Hall. During these events, the unpaid carers can have pamper sessions, listen to speakers and have a free lunch in the bistro. They can bring the person who they care for with them and while they enjoy 'me time', the older relative is cared for by care home staff.

Older people living by themselves can come to the bistro for a free meal any day of the week. This is in a bid to reduce loneliness faced by many older people living alone.

The home also holds breakfast meetings every two months for professionals in the area, listening to speakers on a wide variety of subjects and enabling attendees to share good practice.

6) Dementia care and design

West Hall won the Best Interior Dementia Design category at the National Dementia Care Awards 2012. For example, memory boxes where residents can place personal items and different textured panels are by their door so that residents can easily identify their room.

The home is Anchor Inspires accredited and many of the carers are Dementia Friends. West Hall is part of Woking Dementia Action Alliance (DAA) and in partnership with Surrey Action Alliance, the home will hold the largest Dementia Friends meeting at the Woking Football Park ground. The aim is to raise awareness of dementia and tell people about the help they can get as well as being a fun event. Staff regularly attend the DAA meetings aimed at supporting people and signposting them to organisations which provide the support and advice they and their older relatives need.



About Anchor

Anchor is England's largest not-for-profit provider of housing and care for the over 55s, working with over 40,000 older people each week, our aim is very simply - to help people get the best out of life.

If you would like further information about our range of residential and dementia care homes and respite care service, please get in touch.

Call: **0808 731 2020**

www.anchor.org.uk

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