



from Eden UK & Ireland

December 2014

Introduction

As I look back on 2014 I realise what a busy year it has been for Eden UK & Ireland with the formation of a Community Interest Company the major achievement. Eden International has become stronger by the appointment of an international committee, Eden UK included, to create and develop a global strategic plan. The Festival of Aging in South Africa in October, attended by many Eden Associates and Country Coordinators gave us the opportunity to discuss issues that are occurring globally and how we can address them.

One of the major issues is that of wellbeing. Eden advocates wellbeing for all and has introduced seven domains of wellbeing (*Independence, Growth, Security, Connectedness, Autonomy, Meaning and Joy*) against which we measure the outcomes from implementing the philosophy. The ten Principles remain the foundation of the philosophy and these domains will be a welcome addition and will be strongly featured in our future training. If you regard Eden as a vehicle for culture change towards person-directed care, the Principles drive the personal, organisational and physical changes and the destination is wellbeing for all the care partners, resident, staff and family alike.

Looking towards 2015 Regulatory bodies in the UK such as CQC and local Authorities will be looking for evidence of wellbeing and compliance with the new fundamental standards. Implementing the Eden philosophy and completing the Self-Assessment to become part of the Eden UK Register of Homes has been proven to be a great help in providing this evidence.

We would like to thank all of you for being part of the Eden Alternative UK & Ireland. So many of you are now saying 'it is no longer Alternative but the way we do it here' and that is great. Warm wishes for a happy Christmas and a prosperous New Year and we look forward to working with you all again in 2015.

Eden Associate Courses

There are a small number of places available on an Eden Associate course in Newport, Wales on the 14th to the 16th January and in Box Wiltshire on the 30 January to 1 February (includes the weekend). If you are interested in a place on either of these courses please call 01225 309 238.

Eden Alternative UK CIC

Eden Alternative UK & Ireland has made a major step in its own journey by changing its status from a partnership to a Community Interest Company. It was incorporated by Companies House on 5th June and began operating under the new arrangements as Eden Alternative UK CIC from 1st July.

Community Interest Companies are a new type of limited company for people wishing to establish businesses which trade with a social purpose (social enterprises), or to carry on other activities for the benefit of the community.

The founding directors of the CIC are June and Paul, Des Kelly, Executive Director, NCF, Steve Battley from Steve Battley & Associates, and Joanne Robertson, Magistrate.

For most people the change will be transparent. The main impact will be to enhance support to June and Paul and to ensure the long term sustainability of Eden Alternative in the UK.

Eden in the Community

New Outlook Home Heroes

New Outlook were the first organisation to pilot the new Eden in the Community course with their 'Home Heroes' who provide care and support for clients in residential care, sheltered housing and domiciliary care & support to people living in the midlands. Although known for their specialist care for people with sensory impairments they also provide care and support to people with a range of disabilities and complex needs. The course was further developed over the first months of 2014 and is now delivered by Maureen Bradley on a regular basis to all staff. One of their aims was to support individual clients by putting them in control of their care and support and empowering them to feel at the heart of the service rather than simply a recipient.

There are many stories that demonstrate the change that implementing Eden in the Community – Home Heroes is having. Here are a couple.

Lily's Story

New Outlook support & care for many people with visual impairments in varying degree, Lilly has Macular Degeneration which over the years has worsened considerably. Lilly still has some sight & is able to live quite independently in her own home as long as people do not move things.

Lilly has recently needed more aids to support her, including a frame to support her mobility following a fall, when the OT came to assess Lilly her family and the staff members were told to remove all the mats & rugs Lilly has about the flat as these were the cause of the fall & the risk of another was too great. Her family and the staff were able to point out that Lilly fell as a result of a towel she had left on the floor. Lilly has a 'falls pendant' on her at all times and was able to call for help and only needed a check up at the hospital. But most importantly she uses the mats & rugs to navigate about the flat feeling the different textures beneath her feet, counting steps between rooms including the bathroom. We supported Lilly and her family to reclaim her rugs, we all just made sure they were secure on the carpet and that Lilly used her frame correctly. Care partners are not all professionals; everyone who cares for or about a person is a partner ensuring the best outcome is achieved. Lilly has new rugs now, in exactly the same place.....just as she wants them.



May's Story

May, our oldest and wisest client at a spritely 99 years receives a small package of domestic support from our first 'Edenised' hero, Amanda, who has established a relationship with May over many years, spending 2 hours a week mopping & dusting.

Amanda attended the very 1st Eden training with New Outlook and took on the mantle of Eden Hero from the outset. May really missed her little Yorkshire terrier Pippin and Amanda had recently rescued an abandoned puppy. So...on her weekend off & having weighed up all the risks Amanda bought Charlie into meet May, just for a few minutes on her way home. May was delighted and thrilled that after hearing Amanda talk about the puppy she had met him.



The outcome for May is that now she regularly looks after Charlie whilst Amanda is being a Hero to others and for Amanda.....she knows that May is better and happier in so many ways, as a member of staff she has been empowered to be more spontaneous, more engaged with customers and to be recognised as a positive example of what the Eden approach can achieve. And for Charlie.....more tasty treats than he should have!!

Accord Group

The Accord Group comprises seven organisations providing 13,000 affordable homes and services, including health and social care, to 80,000 people in the West Midlands and beyond. They are not-for-profit and one of the largest housing groups in the region. Early in 2014 they made a decision to implement Eden Alternative across their whole range of services, building on the success of the implementation at the residential homes, particularly Bennett House. The implementation was kicked off by three Eden in the Community Associate courses in the middle of the year and has been progressing since then. Here are some of their stories.

Showell Court Wishing Tree

Clients came together and discussed some of their wishes they would like to achieve. Some of these have included;

- Going on canal trips
- Skyping family who live abroad
- Having my own tea cosy
- To have a copy of my exam results from many years ago



We have managed to fulfil all of the above wishes for our clients along with many more.

These are just three of the comments from clients

- 'WOW!!!'
- 'I'm so happy I can now see and speak to my family'
- 'I never thought I would see my exam results again'

The only way to find out what is important for clients is to ask them

Carlidge House - Combatting Boredom and Isolation

A resident I work with was previously a watch maker. His wife has recently passed away, and as a result he had become very depressed. The resident has dementia.

Through engaging with the resident, I realised that his personal strengths lie in building and crafting items made of wood and metal; this is due to his working background. I consulted with the resident separately, as staff had highlighted that he was becoming increasingly low in mood, and they believed that as a result of this, he was showing behaviours that challenge. Through consultation I found that aside from feeling bored, he was also very lonely due to a lack of male company (the resident is the only male on his household). When I asked him what he used to do with his time, he explained that he'd worked as a watch maker and that his 'brain was in his hands'. After identifying these issues, I spoke with David Nicholls (facilities manager) about whether client would be able to use tools on the household with the assistance of staff. David was fully supportive of this and the resident has been given a clock to repair. David and I have also come up with a way of involving him in day to day maintenance tasks, such as the health and safety checklists carried out by staff. I have created a pictorial checklist for him and he is now supporting staff on a daily and weekly basis to carry out this task. Alan (maintenance) has been very supportive in encouraging the resident to engage in these activities. By encouraging all members of staff to advocate the Eden Alternative we are creating a more person centred environment and positive culture. I also supported the resident to attend the Safeguarding Event at BVT to try and encourage him to meet new people and socialise with other men. The event was fantastic for the resident as he happened to bump into people he recognised from his time living in the local Telford area. They shared memories of trips together and time spent at their local pubs!

Silver Birches - 'Post Office'

Silver Birches completed an assessment with a lady that lived at home, there were concerns raised as this lady was leaving her home and was becoming increasingly unsettled. This lady was living with dementia and was quite pleasant in her approach, at the assessment stage, her family were present and we discussed life history, where we discovered the lady used to work in a post office and was very enthusiastic about it. The family said she would often walk around her flat with letters sorting them into piles.

When the assessor returned to the home this information was relayed to the lifestyle coordinator and suggestion made for something temporary to be put into place with some written envelopes which she may or may not use and a sorting system. When the lady arrived she was a little unsettled but soon settled down when she started carrying around the letters and sorting them, it gave her a purpose and was familiar to her. The family and the social worker were really pleased how she had settled in and that she had made friends and thought the sorting office was a great idea.

This has now been developed and something more permanent has been put into place, we have reviewed this and will be developing it even further as this lady will walk around the household with the letters but is looking for somewhere to post them, so numbers are going to be put on the envelopes and post boxes put on the walls so they can be delivered.

Amherst Court (Avante Care & Support)

Amherst Court in Chatham, held the opening of their Sensory Garden last Friday and 15 volunteers from the local Barclays Bank branch helped to create the 'community' project.

The idea of the garden being to make a space where residents could sit and have a variety of things to look at, as well as triggering other senses like smell with the use of fragranced flowers and hearing with the

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sound of wind chimes. Already the area contained a crazy golf course alongside herbs and vegetables.

An appeal was posted on Facebook for donations for this project and soon the care home was receiving items such as; decking, paving slabs, seeds, plants as well as an amazing amount of advice.

Amanda Odd, Home Manager at Amherst Court said; *“People have been so generous and kind and it’s lovely to see that people are so willing to help to try and enhance the lives of the elders in our community. This project has truly been a labour of love from the staff at Amherst, mainly the Activities Co-Ordinators and the Maintenance team, but also shows the importance of community life and how the whole community can get involved to ensure this is a sustained lifelong project.”*

Kent Police, have also been involved with this project. Police students attend the home on equality and diversity placements, which helps the student officers gain more of an understanding of Dementia and how it affects people.

As well as the 15 volunteers coming along to; dig, plant, sew, build and paint, Barclays also donated £1,000 with contributions from other local sources too. Items such as two arbours, that were constructed by a father and son team, (the father having Dementia), cost only the price of the wood and one of the Barclays volunteers made the seating covers. A donation was also made by St Stephens Church of Flanders poppy seeds to commemorate the First World War.



Residents from Amherst were taken to choose a statue and water feature, the “winter boy” figurine was chosen and duly named Oliver. This was then painted by one of the volunteers and he now takes pride of place in the garden.

Recently after being on a waiting list for over a year, Amherst Court also attained an allotment plot and thanks to the involvement of the ‘Community Payback Team’, youth offenders have helped to clear the allotment.

Amanda continued; “There is still a lot of work to do, but we are so grateful to Barclays Bank for their generosity and their sheer hard work and also Kent Police. This has been a real community project and without their support none of this would have been possible.”

Greensleeves Homes Trust

Borovere

Borovere have sent in lots of photos and stories through the year so we are spoilt for choice. Like many homes this year there was a particular focus on the anniversary of the D-Day landings and the beginning of the First World War. The two photos below are from their major commemorative event which included a visit from the Army cadets and a spectacular D-Day Cake.



Another fun day for everyone was the Borovere Dog show



Thornbank

Thornbank Care Home in Ipswich has been selected by the National Institute for Health and Care Excellence as a beacon of excellence in tackling health and mental wellbeing. NICE is publishing new Standards to help address loneliness, depression and low self-esteem in older people. It filmed activities at Thornbank to show meaningful and uplifting activities that can be adopted to improve the quality and experience of care.

In a film to accompany the launch of the new standards, NICE shows residents at Thornbank hooking up with American friends in Washington DC. This activity has also been picked up by the media in the USA. Homes in New York and in Wales are also contacted in this way. Lyn Andrews, Activities Co-ordinator, Thornbank, said: "Skypeing is great as the residents talk with people they would never meet in everyday life, exchange ideas and keep up to date on what they have been doing."

Skypeing is only part of the engaging and stimulating activities carried out by the dedicated team at Thornbank. The home focuses on the needs and wishes of individuals to enable a positive impact on their sense of identity and to help to make them happy. Ever wanted to drive a steam train? Well resident Joyce did, so the home arranged for her to have a go along the track. Other incredible feats include a tour of the Houses of Parliament with local MP Ben Gummer, teaching a resident to drive, visits to the Speedway and arranging for a 94 year old to attend her first ever football match.

Thornbank was recommended to NICE by Stephen Goulder, Social Care Institute of Excellence, following a visit to the home's open day in the summer.

Other activities throughout Greensleeves Homes include gardening, visits to swimming pools and their own version of the marathon – walking a mile, Zimmer frames at the ready!



South Africa

Carol Ende, our very good friend and colleague from the Eden USA Home Office recently returned from South Africa, where she met a very determined nun named Sister Lucia. Sr. Lucia oversees St. Antonine's Old Age Home in KwaZulu Natal, South Africa. At St. Antonine's, they provide laundry services for 60 Elders every day *by hand*. Imagine trying to provide laundry services for 60 Elders with no washer or dryer....

Carol learned that Sr. Lucia has long had a dream to provide St. Antonine's with commercial washers and a dryer for the Elders and their care partners. This inspired us to create a [fundraiser on Indiegogo](#). Together, we can bring this dream to life this holiday season.

Each donation, however small or large, will go directly to purchasing 2 commercial washing machines, a commercial dryer, and laundry supplies. This is a great way, as members of our

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global Eden Alternative family, to change the lives of these honored Elders. Engage the Elders you support, their family members, employees, and volunteers – shine your organizational pride!

Join us.... We have from now until Dec. 31st to raise \$11,500.00 for St. Antonine's. Let's make it happen.

In Conclusion

We would like to distribute a special edition of the Eden UK Newsletter early in the New Year focussing on the innovative and inspiring things that you do for your residents and/or clients to celebrate Christmas. So if you had a special event or even something that was special for just one person, please tell us about it. A paragraph or two would be good, a photo to go with it would be excellent.

Finally, we would like to thank all those individuals and their organisations who have supported us through the year and wish everyone, their families and their residents a very Merry Christmas and a happy and successful 2015.

June Burgess
Eden Alternative Regional Coordinator,
UK and Ireland

Paul Bailey
Eden Mentor and Trainer

Post Script:

As part of our application for endorsement as a training provider by the National Skills Academy we included a list of all the awards achieved by Homes that are on the Eden Register of Homes or working towards registration. We thought it was a list worth sharing with everyone.

If your home has won an award and you think you should be on this list please let me know.

Congratulations to all the residents and staff.

- 2012 Taoiseach (Irish Prime Minister) Public Service Excellence Award for Innovation in Dementia Care – **Sacred Heart, Roscommon, Ireland**
- 2013 Bromley Best Customer Business Award - **Queen Elizabeth House** also a finalist at the Great British Care Awards.
Mountbatten Award for Innovation in the Home – **Court Regis, Sittingbourne**
Lang & Buisson Independent Healthcare Awards – Residential care Provider of the Year - **Broadlands Residential Home, Lowestoft**
- 2014 NAPA National Challenge – Around the World
Highly Commended – **Broadlands Residential Home, Lowestoft**
Also included in top 20; **Kingston House, Derry Hill; Pelsall Hall, Walsall**

NAPA Best Practice Awards
Best Tea Party Ever – **Tickford Abbey**
Grow Old Disgracefully – **Mt Ephraim**
Best Use of IT – **The Briars, Isle of Wight**
Hair and Care Award – **Mt Ephraim**
Best Photograph – **Pelsall Hall**

Lang & Buisson Independent Healthcare Awards - Residential Care Provider of the Year – **Mt Ephraim, Tunbridge Wells**