



Merry Christmas from Eden UK & Ireland



December 2015

Introduction

As we come to the end of another year it is gratifying to see how Eden has grown and become 'the way we do it here' in so many homes who have fully embedded the culture change into their daily life. Adopting the Eden philosophy as the foundation for care and the basis on which to build other good practice is proving to be successful in gaining high CQC ratings as the articles in this edition show and Eden is being cited in many CQC and CCIW (Wales) reports.

"The provider has successfully introduced the 'Eden Alternative'. This is an approach to providing care devised by the Eden Alternative UK CIC to improve the experience of aging and disability. The benefits of this approach were particularly evident in the way people engaged with and responded to activities arranged at the service."

CQC Report Mt Ephraim 2015

We have completed 22 validation and revalidation visits this year and the trend is definitely moving towards including the community as part of the home and making the home part of the community.

"The service implemented national initiatives to review the quality of their service and provide an individually tailored service. This included 'dementia care mapping' and the Eden Alternative principles. The principles of the Eden Alternative helped staff to empower people and to deliver timely, individualised care."

CQC Report Amy Woodgate 2015

Taking this a step further we have been successfully training staff who are working with those needing care and support in the community including those in assisted living and sheltered accommodation, learning disabled, those living in their own homes and many more.

Plans for 2016 include helping more homes to become Eden registered by making the Self- Assessment and validation process more user friendly, so we hope to see more of you applying; breaking the Eden Associate training into two and one days with time in between to start implementing your action plans; working to help you answer the KLOE requirements using Eden and providing literature for all staff to become proficient at explaining Eden and how they are using it.

"We (CSSIW) found that people living in Hillside Care Home can expect good quality care as we found that people felt stimulated by the quality of the care they experienced. The service applies the theories of the Eden Alternative; which is a tool which aims to improve the quality of life for people living in the service by striving to reduce loneliness, helplessness and boredom."

CSSIW Report Hillside Residential and Nursing Care Home 2015

On behalf of the Eden Alternative UK Board, Paul and myself I would like to thank you for all your great work in 2015, and to wish you a happy Christmas. We look forward to working again with you all in 2016.

Eden Alternative UK Registered Homes and CQC Ratings

In October we congratulated Amherst Court, an Avante Care & Support home in Chatham, Kent, on the achievement of an overall **Outstanding Rating** at their recent CQC inspection. CQC inspectors gave an 'Outstanding' after examining the home's responsiveness and leadership and a 'Good' for safety, caring and effectiveness, setting an overall rating of 'Outstanding' for the home.

Relatives spoke about their peace of mind as they felt their family members were well cared for and safe. One relative said, "I know when I leave Amherst Court after visiting my mother that she is safe and that I need not worry about her."

A resident who spoke with one of the CQC Inspectors said, "It's a lovely place to live." "The staff are kind and care for me."

The success of Amherst Court in achieving a rating of Outstanding, the first for an Eden registered home, led us to wonder how the rest of the homes on the Eden Alternative UK Register of Homes were doing. The results are interesting and worth sharing. However, it should be noted that our numbers are very small.

According to [The state of health care and adult social care in England 2014/15 Report](#), up till May 2015, 0.5% of residential and nursing homes inspected by CQC were Outstanding, 57% Good, 35% Require Improvement and 7% inadequate.

To date, 13 homes on the Eden UK Register have been inspected under the new format; 1 was rated *Outstanding* (Amherst Court), 10 *Good* and 2 *Requiring Improvement*. Of the 10 homes rated 'Good' 4 have an area where they are rated *Outstanding* (The Briars on the Isle of Wight, Mt Ephraim in Tunbridge Wells, Kingston House in Derry Hill, and Amy Woodgate in Chessington).

Grouping the *Outstanding* figures with the *Good* gives us the following: National figures from the CQC 58% of homes rated *Good* or better; Eden Alternative UK Registered Homes 85% rated *Good* or better. While accepting that the Eden Alternative is unlikely to be the sole reason for these results they do support our view that an effective implementation of the Eden Alternative care philosophy that places the individual at the heart of everything ensures the highest standards of care delivery are achieved.

Amherst Court and the Police

"At Amherst court we actively involve trainee police officers as part of their equality and diversity studies. They come to Amherst Court for 2 day, 4 day and week-long placements. The police officers learn vital skills in recognising and empathising with someone who is living with dementia out in the community. We show them different ways of communicating with people and how to be sensitive to the individual with dementia; and what support and



help they could offer to individuals in the community and their families.

As well as police students we also have our regular PCSO's come into Amherst. It is so important for us to continue to have community links and for our elders to actively engage with services like the police. The PCSO's have befriended our residents and regularly attend fetes and celebrations as well as pop in for a cup of tea and chat to our residents. These relationships that are formed are clearly very meaningful on both sides."

Amanda Odd(aodd@avantecare.org.uk)

Penylan House and Devon, the Shetland Pony

"We have our wish trees placed around the home and staff regularly ask Elders, if they could have any wish, what would it be?

One Elder (who lives in bed) wished to see horses! We assumed the horses that may once have belonged to her were no more, but immediately thought of a way of granting this lady's wish.

I know someone who owns a horse riding school (happens to be my daughter) and asked her if she could help.

In no time at all a horse box was arranged and after a 15 mile trip, an 8 year old Shetland pony called Devon arrived at PH. Devon had never been indoors in his 8 year life and was extremely well behaved, allowing all Elders to groom and stroke him. Devon went to each floor via the lift and visited every single Elder, whether in communal lounges or living in bed in their individual rooms.



The moment we entered Mrs B's room will remain with us forever. Initially the head of the bed was facing the wall and Mrs B lying on the wrong side to see Devon. Care staff quickly jumped into action and turned her bed so she could see Devon enter the room and go up alongside her so she could pat him and talk to him – there wasn't a dry eye in the house.

I captured the moment on video and use it when delivering our Eden presentation and usually you can hear a pin drop during the 15 seconds it is played.

That moment captured choice, spontaneity, companionship (no doubt brought back to Mrs B), the connection between people and animals – to name but a few. Emotions were happy and sad at the same time.

Who in their wildest dreams would expect any who continually lives in bed, on the second floor to be able to have a pony visit and make their wish come true!"

Kay Griffiths(kay.griffiths@linc-cymru.co.uk)

Cartlidge House Christmas Garland

“As part of the Christmas decorating at Cartlidge House, the night staff have spent the last few weeks creating a beautiful garland which features photographs of residents past and present. As soon as you enter the main reception at the scheme, it pulls your focus, and highlights, that the elders within the scheme are the at the centre of all of the Christmas celebrations.”



Sophie Meredith (Sophie.meredith@accordgroup.org.uk)

Harleston House Dreams Come True Project

“Harleston House care home in Lowestoft brought festive season early for two of its residents by making their wishes come true as part of the home’s “Dreams Come True” project, which aims to fulfil the wishes of its residents.

Marcella Bird, aged 83, ran a fish and chip shop in Lowestoft with her husband for 40 years until both retired. Food has always been her passion and from early school years she wanted to be a cook or a chef. However, her father who was a fishermen got her to become a braider at the Lowestoft docks instead, where she made the nets for the fishing boats.

Marcella had a few other jobs but after she married Stanley Bird they decided to buy a fish and chips shop, Birds, now called Mr Chips, on Stradbroke Road, Lowestoft. She was excited about being her own boss and it made her father happy about having a profession linked to a fishing industry.

When asked what would make her happy, she replied without hesitation: *“Back serving my old customers in the chip shop”*. She was very happy when her wish came true and she worked for one day in her old fish and chip shop, serving customers and having a friendly banter with staff and customers. The experience brought a lasting happy memory and Marcella still talks about this special day.

Marcella commented: *“I thoroughly enjoyed going back to my fish and chip shop and had a great time. It was lovely to see my old customers and to catch up with them. I feel that I want to work again. The prices have changed since my day but the quality is still good. People who run the shop now are very nice and they treated me with kindness”*.



Doreen Doyle, aged 79, moved to Lowestoft from Essex with her husband and two children. Doreen loved to drive in her earlier years and when asked what wish she would like to fulfil as part of the 'Dreams Come True' project she said that she longed to get behind a wheel again. When she found out that this was possible Doreen became thrilled at the thought of driving a car again.

A driving instructor from Pro-drive was on hand to ensure of her safety and Doreen completed an hour of driving off road giving her an opportunity to reverse park, reverse around a corner, emergency stop and dodge in and out of the cones.

Doreen said of her experience: *"I found driving lovely, I have not driven for years and did not think I would ever drive again. The car I drove was nice and the day brought back some fond memories"*.



Both stories show that it's not too late to try something new or experience something that brings a lasting memory."

Sue Graham (susan.graham@greensleeves.org.uk)

Eden Associate Courses

There are usually a small number of places available on Eden Associate courses around the country. Further details are on the Eden UK website www.eden-alternative.co.uk. If you would like to be contacted regarding courses as they arise please let call June on 01225 309 238.

The 8th Eden Alternative International Conference

The next Eden International Conference is scheduled for 3rd, 4th, and 5th May in Little Rock, Arkansas with a theme ***It's about time!*** Currently representing the UK with be Paul and June and Maureen Bradley from New Outlook who, with June, is presenting a workshop ***New Outlook: Adapting The Eden Alternative to Different Ages and Life Challenges.*** If you are interested in joining us or will be in the USA around the time please let us know. Further details are available from the [Eden USA website](#)

In Conclusion

Thanks to everyone who sent material for this newsletter. If you have never sent us a story, or even if you have, make it a New Year's resolution to send at least one during the year. It doesn't have to be grand or world shattering, just something you tried and which worked for you. Remember, it's not just the big events (stones) that fill a life but all the small things (pebbles) and the spontaneous things you do (sand), all held together by the relationships you have with your residents and clients. All we need is a paragraph or two and a photo to go with it.

Once again, we wish you a very Merry Christmas and a Happy New Year..

June Burgess
Eden Alternative Regional Coordinator,
UK and Ireland

Paul Bailey
Eden Mentor and Trainer