



January 2012

Introduction

Happy New Year to all our Eden friends and Associates. 2011 was a bumper year for Eden UK and 2012 looks like being equally as successful. We now have over 500 Eden Associates, seven Mentors, eight homes on the UK Register, our first Edenising home in South Wales and in November we helped to train 120 Eden Associates in South Africa. This year we look forward to welcoming on to the Register many more homes who are well on their Eden journey, forming strategic partnerships with organisations interested in helping to growing Eden further and a trip to the States to represent the UK and Ireland at the Eden International Conference. We would welcome anyone who wants to join us!

We enjoyed all the stories you sent us for the newsletter last year so please keep them coming, Eden is about stories and the best way to celebrate and share your success. Thank you all for the wonderful work you are doing to ensure your residents have a life worth living.

Eden Associate Course

The next National Eden Associate course will be held in Chessington on the 1st, 2nd, 3rd May 2012 at the Holiday Inn, Chessington, which is 10 minutes north of Junction 9 on the M25.

Booking forms for the course are available through the website.

A discount of 20% of the full price of the course is available to organisations or homes sending three or more staff on the course. The cost per participant under these arrangements is therefore £400, a reduction of £100 from the full price.

Information Technology

In 2005 when we began visiting and training staff in nursing and residential homes it was unusual to find a computer accessible to residents. Often there was an old 'retired' machine tucked away in a corner with some software loaded, but nobody used as it was too slow or just not user friendly. It certainly was not connected to the Internet. In a relatively short time that situation has been reversed and most homes that we visit have an accessible computer which is fully connected to the Internet. In our May 2011 we had a story from The Briars on the Isle of Wight and

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their experience in sharing the Royal Wedding celebrations with West Ridge Care Centre in Cedar Rapids, Iowa. This is a relationship that has continued to blossom with regular contact via Skype.

The use of Skype in long term care is one of the best value for money initiatives of recent times. The software is free and the additional equipment required is minimal and it allows residents to contact their children and grandchildren, wherever they are in the world, effectively free. The following story comes from Bennett House, an Accord Housing Association Home in Telford, and is a good example of what is being done in many homes.

Bennett House

Bennett House decided to install Skype to help residents stay in touch with their loved ones more easily. The first resident to use this technology was Gwynne Hall, a 97-year-old former school secretary who has lived at Bennett House for over two years. She used the opportunity to chat to her daughter Jonquil Warbuton and son-in-law Dave, who live 1,900 miles away in Greece.

Lisa Johnson, who manages Bennett House, said: "We think it's really important for residents, especially those with dementia, to have as much interaction with their family and friends as possible.

"However, we understand that face-to-face contact isn't always possible which is why we decided to start using Skype, so that residents whose families or friends live further afield can still stay in touch."

Gwynne Hall said: "It's marvellous to see my daughter on screen and talk to her every Sunday. I can't believe it sometimes."

Jonquil Warbuton said: "I try to come to England as often as possible and Skype is a wonderful alternative in between visits."

Following this success Bennett House is hoping to help other residents use video conferencing technology to stay in touch with their families and friends, abroad and at home.

Lisa Johnson (lisaj@accordha.org.uk)

But Information Technology is not just Skype; the following story illustrates another way in which a home is maintaining the contacts between residents and their relatives. Mount Ephraim House is a Greensleeves Trust home in Tunbridge Wells. We came across this story when we visited the home in November to validate their inclusion on the Eden Register of Homes. The following account is provided by Marilyn Bridger, the Home's Activity Coordinator.

The Mount Ephraim blog (<http://mountephrain.blogspot.com>)

The blog started last year as a way of keeping an 'on line' diary – I take photos during the day at the home and load them onto my laptop when I get home. I used to keep a computer log of the events of the day but it was very time consuming and I didn't add photos so it was not very exciting.

One day while loading the photos onto Picasa (it's a free service from Google for keeping photo albums stored on line) I noticed a button called 'blog it' and pressed it out of curiosity – and the Mount Ephraim blog was born.

I just followed the simple set up instructions and after a couple of attempts I had created the first Mount Ephraim blog entry. I sent a link to a couple of relatives of our residents for their feedback – I wanted to check that they didn't mind their loved ones going 'live 'on the 'world wide web' – but they were delighted and very encouraging – giving me a few useful tips to make it more user friendly.

I checked with Karen and head office, no objections, so from then on I strived to update the blog each day when I got home, by loading the photos onto Picasa and then pressing blog – it is so easy and quick but the benefits are huge. Relatives can access the blog from wherever they are in the world and keep up to date with what's going on back at Mount Ephraim House. Residents like to see themselves featured on the blog and staff also check it regularly to see how everyone is doing. Its useful as a record to show people, whether they are care professionals, prospective new residents or staff from other homes, what we do at Mount Ephraim House. We are proud to share our stories with them.

Tuesday, 18 January 2011

patty is checking the blog..



Patty was answering her emails today; including one from Canada - her niece checks the blog regularly, so Patty decided to have a look to see what she has been up to lately!! Hollie, one of the new carers at MEH, is reading along with Patty...



Posted by marigold at [6:25 PM](#) ✎

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We get a lot of feedback from relatives and friends, and it helps initiate conversations when they meet up or phone.

I have used *blogspot* – (there are many other companies to use) it is free and very easy to use. You can nominate other people as 'authors' or contributors to the blog so that you can share the responsibility of keeping it up to date.

From time to time, I change the format, the backgrounds or colours and styles, just to keep it more interesting and fun – all done with the touch of a button.

I have also started a Facebook page for Mount Ephraim House but its not 'live' at the moment – not really sure if its appropriate for this situation... likewise with twitter, don't think its appropriate at the moment but I'm sure If any of the residents wanted their own Facebook page it could be arranged !!

Marilyn Bridger (meh@greensleeves.org.uk)

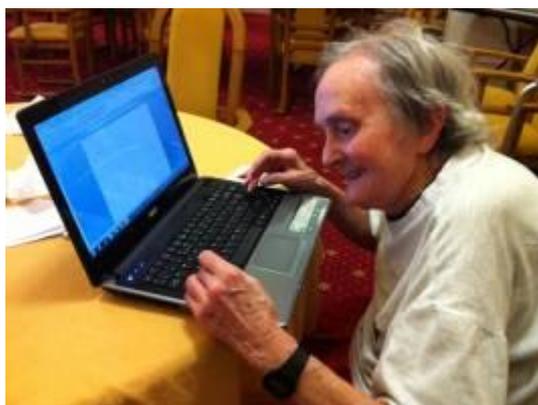
Finally the following story comes from Torkington House, a Greensleeves Homes Trust home in Acton where Rosemary Arnot, a resident, has been very active with the internet since she learned how to use it. She uses it primarily for emailing distant relatives and businesses in Australia. Her efforts to bring new technology within her activities of daily living were acknowledged by AGE UK who awarded her a Certificate of Recognition.

Information Technology in Rosemary's Activity of Daily Living



"It was an unexpected surprise to find that this facility was to be made available to residents of Torkington House (Greensleeves Homes Trust) and that we would be given instruction on its use, firstly on exchanging emails with people with similar facilities elsewhere and then on communicating with a wider population, not necessarily in mimicry of letter exchange between known individuals, i.e. a wider application of the internet, such as ordering goods from an advertisement directly "**on line**". So far emailing has been of unforeseen benefit to me in the possibility of rapidly contacting friends and family, either locally or overseas, with immediate delivery and if the recipient is aware an immediate reply almost as good as a phone call.

Photographs, from prints or slides can form part of an email. I recently experienced these in the case of a family bereavement, with the event and a ceremony and wake, with news and photos of several generations sent to me. This can only be described as a change in my life, very welcome and thanks to coincidentally being introduced to and shown how to use emails. I have just begun to learn how to start on "**on line**" work. I look forward to that and hope I can progress OK.



I foresee that, shopping being difficult without a carer and/or transport. "**On line**" shopping may help. My self-imposed exercise on the care needed between customer and provider made me realise that it's not all a piece of cake. I hope I'll get some feedback on my attempts Jomar!

I was helped to start using the internet by my curiosity in computers and word processors, and greatly by encouragement of Jomar to get going. Just which button to press is enough but you need to make a note of which and when.

People wanting to start using the internet but are hesitant not bold enough to first take this important step, may take courage from reading my own experiences above and talk to some who have already done so.

I feel that help from me could be to try to compile a list of steps to take which button to press etc. from switching on through troubles that inevitably occur, to sending your first successful email."

Rosemary Arnot, Torkington House
Nominee for AGE UK Internet Champions 2011-2012

Implementing Eden Alternative philosophy at CLS

A major thrust of the Eden Alternative implementation at The Hawthorns, a CLS care home, in Wilmslow, Cheshire is the encouragement of all staff to personalise the care of each individual resident and use creativity in the care they provide.

The manager, Julie Lawrence and The Hawthorns' dedicated activity co-ordinator, Janet Dewar, implement a range of exciting and diverse activities at the home to prevent loneliness and boredom, seeking out opportunities for engagement with the wider community, as social inclusion is key to maintaining residents' positive experience in the home and keeping them mentally and physically stimulated. Everything is discussed with residents to ensure that activities are consistent with their interests and ideas. As the purpose of the activities is to get residents involved and enjoying themselves, this is much more likely to be achieved if it is led by the residents themselves.

Activities range from entertainers and animal visits to handicrafts and games. Other successful activities include intergenerational work, intellectual exercises and encouragement of everyday skills.

Animal-assisted care

The therapeutic use of animals is becoming increasingly well known for its positive effects on residents' health and wellbeing through the unique form of companionship and comfort they provide. For this reason, 'Molly the donkey' has visited and captured the hearts of many residents at The Hawthorns, and whilst Julie was the Home Manager, New Milton House residents even adopted a donkey from the Elisabeth Svendsen Trust, Manchester, a donkey sanctuary in Abbey Hey.



Intergenerational work

The home has also put an emphasis on breaking down the age barrier between children and older people which is important to maintaining a natural home environment. New faces are a source of new conversations for residents, and

interacting with children helps them to reminisce and evokes their nurturing instincts.

New Milton House has demonstrated the benefits of uniting different generations as well as people from different cultures. Residents joined forces with primary school pupils to learn how to play the African drums in a series of lively workshops arranged by African music tribe, Mbolou Music.



The residents and pupils, with ages ranging from 7 to 95, wore traditional African clothing as they practised their percussion skills and learned the art of African beadwork to make colourful jewellery and bracelets.

(Images courtesy of Staffordshire Sentinel Newspapers)



Resident-led care

In addition to creating active and stimulating environments for residents, person centred care and support is placed at the heart of care and service at The Hawthorns. As each resident is different, with different needs, opinions, likes and dislikes, residents are provided with a greater choice and control over how they receive this care and support. Through creating individual life plans for each resident, the Hawthorns team are able to personalise care to each resident's own needs to encourage their development and growth.

Julie Lawrence (julie.lawrence@clsgroup.org.uk)

Dreams Come True at Court Regis

Court Regis is an Avante Care and Support Home in Sittingbourne and is an Eden Registered Home.

On Wednesday 26th October Tracy Creasey and Ashley Roberts, staff from Court Regis Care home helped to make a dream come true for one resident.

They all went to see Sir Cliff Richard in concert at the 02.

The resident had spoken on many occasions of her dream to see Sir Cliff in concert and would often be heard throughout Court Regis humming or singing along to her

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favourite tunes. So when the concert was advertised Ashley decided a visit to see Sir Cliff was a must!



Ashley says; 'We all had such a great evening and the positive emotional connection it has had on the resident during and after the concert is just incredible. The resident is living with a dementia that affects her memory yet since she has come back from the concert she has spoken about her concert trip on several occasions and is often seen showing her concert souvenir programme and exclusive Cliff Richard cushion to other residents and staff in the home. I am not one of the biggest Cliff Richard fans but I am so pleased that I went and was part of this great night out!'

Ashley Roberts (ash-roberts@hotmail.co.uk)

In conclusion

We hope you have enjoyed this newsletter and will share it with your friends and colleagues and if you have a story about culture change in your home to share let us have it for the next edition we would love to hear from you. If you have photographs that illustrate your story, so much the better; a picture may or may not be worth a thousand words, but it does make for a more balanced newsletter.

June Burgess

Eden Alternative Regional Coordinator,
UK and Ireland

Paul Bailey

Eden Mentor and Trainer