



**June 2012**

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### **Introduction**

June has been a big month on every sort of level. It saw the Jubilee weekend, Euro 2012 ('nuff said!) as well as the 6<sup>th</sup> Eden International Conference in Grand Rapids, Michigan and multiple successes for Sacred Heart, Roscommon who became the first Irish home on the Eden UK & Ireland Register of Homes. Kingston House in Derry Hill has also made it on to the Register in spite of their implementation occurring concurrently with a major refurbishment and enlargement of the home. Finally, there is a royal trip for residents of Avante homes and an inspiring story from Hillside in Swansea where a 'test case' for Eden was a dramatic success.

### **Eden Associate Course**

The next National Eden Associate course will be held in Chessington on the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> October 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.

### **The 6<sup>th</sup> Eden International Conference**

I attended the 6<sup>th</sup> Eden International Conference held in Grand Rapids, Michigan on the 31<sup>st</sup> and 1<sup>st</sup> of June with Karin Dahl the Eden Coordinator from Denmark. The theme for the conference was 'Navigating the Way Home - Guiding Change Along the Continuum of Care' and the opening ceremony, which is always spectacular, invited the audience to partake in the journey with a torch for everyone as the lights were dimmed and continuous green and blue ribbons which joined us all as we travelled the symbolic river of life home.

Topics covered in the break-out sessions included a talk and debate on 'Surplus Safety' by Dr Bill Thomas, Eden in a Hospice, Tools for measuring Well-being and many more.

The high spot for us was the plenary session where all the International Coordinators presented Eden innovations in their own countries including Eastern and Western

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provinces of Canada, Denmark, Australia and Zealand, the Netherlands, the UK and Ireland and South Africa. I talked about the use of technology in the UK and Irish homes and presented the challenges facing the South African Coordinator as he introduces the Eden philosophy into his country. I was told that there was not a dry eye in the room after hearing about South Africa and the whole presentation got a standing ovation.



Enhancing this high spot was the International Booth where we displayed information about our homes and promoted the countries we came from (see picture above). A big thank you to all of you who sent material for the Booth. It was a great success.

The outcome of raising the profile of the Eden International community is that future conferences will now be planned to take place outside the United States in order to give more Eden Associates and staff from Edenising homes the opportunity to take part in what was and I am sure will continue to be a great and uplifting experience.

June Burgess

Missing from June's report above is mention of her success in being presented with the Eden Alternative Champion Award for 2012. The award recognises her efforts over the last seven years in promoting the Eden Alternative in the UK and Ireland and also in supporting the Eden Alternative Coordinators in Europe, Scandinavia, Iceland and South Africa.



## Triple Success for Sacred Heart Hospital, Roscommon, Ireland

Sacred Heart Hospital commenced their Eden journey in September 2010 with an Associate course and a series of one day courses. Since then the home has been transformed. Blank clinical walls have been papered, gardens have been made more attractive and interesting, and animals have been introduced, including a couple of sheep and chickens which strut around the lawns. At all stages the residents have played a fundamental role in the planning process. The Sacred Heart team's work, particularly with residents with dementia was recognised on the 21<sup>st</sup> June with the presentation of the Taoiseach's Public Service Excellence Award for 2012, by the Taoiseach (Irish Prime Minister) himself, Mr Enda Kenny, at Dublin Castle. Sacred Heart was one of 20 award winners from across the Irish public sector, including the universities and armed forces.



Julie Silke-Daly & Mr Enda Kenny TD



The Sacred Heart Team at Dublin Castle

The following day we visited Sacred Heart to validate their self-assessment prior to their inclusion on the Eden UK & Ireland Register of Homes. The difference we noted after nearly two years is remarkable. Apart from the changes to the physical environment noted above, which have significantly reduced the clinical, institutional feel of the home it was evident throughout that residents are more involved and engaged in everything that is going on. The home has seen a reduction in aggressive and/or challenging behaviour; a significant reduction in the use of psychotropic and sedative medications; increased multi-disciplinary, flexibility and team working amongst staff, and a reduction in staff sickness and absenteeism from 14% to 4.5%. The lessons they learnt along the way include the recognition that it's not 'easy' - it's sometimes hard to let go of old ways of doing things. Leadership at management and clinical level is critical, but the power of resident and staff empowerment is essential; and there are huge benefits to be gained from inter-generational contact and collaborative links with the community.



Some of the Sacred Heart Associates



Ten minutes after the Ice cream van called

Finally on the day we were there they received notification of their registration as a care facility for Older Persons with accommodation for 95 residents, 80 for on-going care and 15 rehabilitation/respite/palliative care places. This has removed a high level of anxiety and uncertainty about the future of the home.

Julie Silke-Daly, Director of Nursing ([julie.silke@hse.ie](mailto:julie.silke@hse.ie))

## Kingston House, Derry Hill

Congratulations to Kingston House, a Greensleeves Homes Trust home in the pleasant and peaceful village of Derry Hill in Wiltshire. They were added to the Eden Alternative UK Register of Homes on the 9<sup>th</sup> May 2012. Kingston House has been on its Eden journey since late 2008 during which time the home has been extended, refurbished and renovated. Kingston House has developed strong links with the local primary school and is an active member of the Derry Hill community. It is a vibrant and busy home with a committed and enthusiastic staff.



Janette, Carol & Lynda



Residents and friends at the Lansdowne Arms

Excellent leadership has overcome one of the most significant barriers that the staff have found introducing the Eden Alternative – managing the expectations of relatives. Small social meetings have enabled the staff to educate the relatives and explain the benefits to the residents of the Eden philosophy. The results have meant relatives becoming very much involved and supportive of activities and care given, and less critical of what might at first appear surprising initiatives.

Carol Grainger ([kingston@greensleeves.org.uk](mailto:kingston@greensleeves.org.uk))

## The Hillside Piano Player

Sandra Wood, the activity coordinator for Hillside Residential Care Home in Swansea attended the Eden Associate course in Oldbury in 2011. This is what happened when she returned to work.

“After spending a few days with June and Paul learning about the Eden Alternative I was full of enthusiasm and couldn’t wait to get back and try and put it into practice and see if it really does make a difference. I had a lady in our home that I had in mind that I wanted to try and break down the barriers. This lady was already starting to be labelled as having behavioural problems. She would not allow us to have any interaction with her at all. She would hardly speak, just saying yes, no to questions like ‘would you like a cup of tea’. Her personal hygiene was non-existent. She would push you away and sometimes would get aggressive towards the carers. She would sit all day slumped in the chair sitting in her own urine and faeces, refusing assistance, and on several

occasions refusing to go to bed. Other residents would move away from her because of the smell. The more we tried with her the more she would block us out. Her son's visits would be very upsetting for him. His Mum wouldn't even look at him. It would be just silence. So this lady was going to be my experiment to see if the Eden Alternative, as they say, really did what it says on the tin.

My starting point was to find out more about this lady. I spoke to her son who told me that his Mum had been a concert pianist and that music was a big part of her childhood and adult life. One morning after breakfast I sat next to this lady and started talking to her; the usual good morning, how are you, have you had enough to eat, etc. I had no response. I then started talking to her about the piano we had at the home and how it was a shame that it wasn't played enough and that I had been told that she plays and how her Dad and brother also played musical instruments. She instantly responded to me. She sat up looked at me and said 'I haven't played for years and I've heard that one and it's out of tune.' Which made me smile and for the first time since she'd been in our home I saw her smile. We carried on chatting and I asked her if she would be so kind as to teach me to play the piano. Her reply was that it will cost you and you will have to practice your scales for two years. She then showed me on the table in front of her how to place my fingers to do the scales. I copied her and when I did it wrong she let me know.

We carried on like this for several days so I asked her if she would show me on the piano, which she did. It progressed from there to her playing short pieces of music and Christmas carols for which she always had a round of applause from the other residents, which pleased her very much. She is now a different lady. She will allow us to assist her with her personal hygiene, she chooses her own clothes and chats to carers, asks for the toilet – a complete turnaround.

Her son is delighted. He was a little puzzled when I told him that his mother needed a new pair of glasses. What for, he asked, she doesn't read, she doesn't do anything. I said she needed them to be able to read music. He was astonished that after many years she had started playing the piano again.

We now have a friendship and she talks to me about her childhood and some funny stories about what she and her brother got up to. There are some days when she wants to be left alone and seems to be a bit grumpy, but hey, don't we all? I've had my proof that the Eden Alternative is the way forward."

Sandra Wood ([sandra.wood@jupitercare.com](mailto:sandra.wood@jupitercare.com))

## **A Royal Day Out for Avante Residents**

'Whilst the sun was shining gloriously on Thursday 24<sup>th</sup> May some of our residents from Court Regis and other Avante Care and Support homes, including Honeyfield and Barton Court, had the honour of attending a garden party at Buckingham Palace in partnership with The Not Forgotten Association - a national tri-service charity which provides entertainment, leisure and recreation for serving and ex-service personnel. Invites for the event had been previously sent out by the Association to all those who had served in the military and their families.



Residents dressed for the occasion, proudly displaying their medals whilst mingling with Royal Personnel including HRH The Duchess of Gloucester as well as a host of celebrities from the world of entertainment and sport.

The Band of The Scots Guards played whilst our residents enjoyed gourmet food and took in the glorious surroundings of the gardens.

Resident William aged 92, from Court Regis, who served in the RAF during the Second World War, said 'It was the best day of my life.'

Ashley Roberts, Activities Co-ordinator at Court Regis said, 'It was an amazing day and I felt very honoured and proud to be attending the event with our residents, we thoroughly enjoyed ourselves'

Avante Care and Support would like to thank the Not Forgotten Association for inviting our residents to this truly amazing experience.'

Ashley Roberts ([ash-roberts@hotmail.co.uk](mailto: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