



**Four Seasons**  
HEALTH CARE

# Mum enjoys a Victoria sponge with extra jam.

Some things might change  
when living with dementia,  
but not everything has to.



## **Dementia Care Framework**

Special care for our residents  
and those who love them.

# Life with dementia

When a person lives with dementia some things might change, but not everything has to.

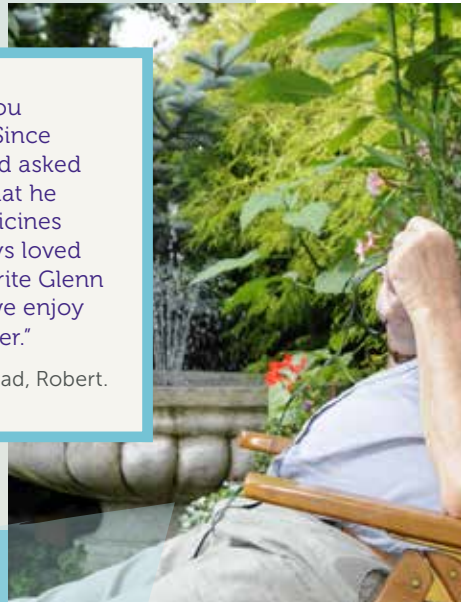
That's why, instead of focusing on the things a person can no longer do, we support them to do as much as they can themselves. After all, we want them to do the things that still make them smile.

It begins by getting to know the individual behind the dementia. We take time to listen to them and their families about their stories, understanding their likes and their dislikes and finding out what they have in common with other residents and our colleagues to build relationships, shared moments and shared stories. Instead of being 'in a home' they feel 'at home'.

"Before Dad moved here he was often tired and you couldn't have much of a conversation with him. Since moving here they looked at all his medication and asked us a lot of questions about what he's like, and what he does in his spare time. Dad now takes fewer medicines and does more of what he likes to do - he's always loved swing music and we now sing along to his favourite Glenn Miller tracks - and when we visit it's more fun - we enjoy our visits more now. He seems to be much happier."

Martin talking about his dad, Robert.

To find out more email: [dementiacare@fshc.co.uk](mailto:dementiacare@fshc.co.uk)  
or visit our website: [www.fshc.co.uk](http://www.fshc.co.uk)



## Our technology gives our teams more time with residents

Using a unique iPad- based system developed by our own team, we maintain a constantly updated record of each resident's experience in our home. This complements the normal face-to-face conversations we have each day.

As well as monitoring residents' basic care such as medication dosage, dietary needs and mobility, the system also captures their wants, wishes and preferences. And if a resident or their friends and family would like anything done differently, they only have to enter their comments on the system and the Home Manager will be alerted.

Then, while the technology works hard in the background, our teams have the chance to do what they love most – getting to know each resident and what makes them happy.

## Our teams understand how living with dementia can feel

Sometimes caring for a person living with dementia can be challenging. Dealing with those occasions with understanding and patience is second nature to those in our Dementia Care Framework accredited homes.

Those who deliver care in these homes have all received specialist support and learning. In addition, everyone in Four Seasons from our Chief Executive to those you'll meet every day has undertaken our specially designed 'Dementia Experience'.

This involves reducing the trainee's sensory perception and ability to concentrate and then asking them to carry out everyday tasks. The difficulties they experience help them to better understand the frustration and upset that those living with dementia so often feel.

To find out more about our 'Dementia Experience' email [dementiacare@fshc.co.uk](mailto:dementiacare@fshc.co.uk)

## In our homes, residents can enjoy a better life with dementia

Through the warm human relationships our teams build, many residents feel more relaxed and secure – and their increased happiness is always a real pleasure to see.

And that's also the time when family and friends can breathe a small sigh of relief, knowing that their loved one is settling into a new life stage in a place with kindness, patience and respect right at its heart.



## Dementia Care Framework

Special care for our residents and those who love them.

The key elements of the Dementia Care Framework

1. The Resident and Family Charters showing our commitment and the actions we will take to provide special resident experiences.
2. On going personal care reviews using advanced technology.
3. Colleague support and learning for everyone in the home including our 'Dementia Experience'.
4. Accreditation for homes only once they have reached all our key dementia standards.



To find out more about our award winning care visit [www.fshc.co.uk](http://www.fshc.co.uk), email [dementiacare@fshc.co.uk](mailto:dementiacare@fshc.co.uk) or talk to a member of the team.



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