

# My World



CARING HOMES



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# Welcome to Coppice Lea

**I am proud to introduce our beautiful care home Coppice Lea, located in Merstham where residents, families and their carers, are surrounded by personalised support. As the only care home group with its own accredited City and Guilds dementia training and innovative dementia friendly design, you can trust that we go further.**

Dementia can feel like another world sometimes. It can mean big changes to a person's world as they know it, but some things never change. Like their story, who they matter to and who they are. So many things define us as individuals, but dementia doesn't have to. We see the person behind it, and help them live the life they want, to the full.

We get to know our residents world and provide care that's as individual as they are. From their living environments to their care and from everyday activity to their food, we tailor every detail no matter how big or small with a personal touch to help them live the life they want.

One of the most rewarding aspects is improving lives by supporting residents and their families. Every resident we care for has a history and a story to tell and learning about their lives is a wonderful privilege.

Supporting and developing the team is also very important, as this enhances our residents' lives and drives outstanding care.

We believe relationships are incredibly important, so we are involved in all our residents' lives. We look forward to welcoming you to our beautiful caring home.



Helena Jeffery



# Dementia care with a difference

**We understand the importance of working together with our care teams, residents, their relatives and friends as well as external professionals and the local community. As such their feedback has helped inform our Dementia Strategy and specialised approach to our dementia care.**



This is our life's work. We know from over two decades of experience, that dementia is different for everyone, so the care our residents receive is too and is the reason for the title of our Dementia Strategy 'My World'.

'My World' is our approach to providing high quality care, our training, care home design as well as advice and support for individuals and their families.

In summary, our strategy delivers 7 commitments, each with specific actions to ensure we continue to improve the lives of people living with dementia.

## **My World outcomes:**

1. We will provide people living with dementia and their carers, with good-quality information on the condition and on the services available, both at diagnosis and throughout the course of their care
2. We will engage and involve the wider community to improve their support and understanding for people with dementia. Collaborate with Healthcare Professionals to support their local commissioning needs

3. We will focus on quality of life for people living with dementia, as well as quality of care. By knowing the person, their life history and their personal culture, our teams will deliver a personalised package of care and support
4. Ensure our residents have every opportunity to continue with the daily activities which make them feel happy and fulfilled, ensure that every dining experience is a positive one and they are supported to feel part of the wider community
5. We combine good care home design, technology and care to enable people to live well with dementia
6. Improve end of life care for people living with dementia. People with dementia and their carers to be involved in planning end of life care
7. We will recruit the best candidates and support colleagues to transfer their learning into relationship-centred dementia care

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# Making a difference

**We provide many different types of support and work with you to put together a care plan that is unique to your needs and requirements.**

We understand this can be a difficult and emotional time for everyone involved. Everyone wants to have meaning to their day, and people living with dementia are no different. Residents with dementia are supported to make choices and decisions about their lives.

## Engagement and involvement

At Coppice Lea, we believe that every interaction with a resident is recognised and used as an opportunity for engagement and involvement, which in turn can maintain and promote their individuality and independence.

Our residents have every opportunity to continue with the daily activities that were such a formative part of their lives, and which make them feel happy and fulfilled.

Knowing each resident and facilitating their contact with family, friends and the wider community

maintains their self-esteem, confidence and connection with their lives outside the home.

The day allows residents to maintain their identity in ways that are important to them, such as making their guests a hot drink, keeping up the routine of a favourite meal or going out to their usual community or social groups where possible.

We recognise that dependency levels may restrict some residents' ability to participate, but we do our utmost to help every resident achieve their maximum level of independence.

## Our unique care and design features should enable residents to:

- Be able to take responsible risks
- Recognise their surroundings
- Make sense of their situation
- Take part in everyday activities in and out of the home
- Have their own personal space
- Be safe and protected from harm
- Be independent in their environment



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# A place to call home

**A person with dementia will need more care and support as their condition progresses, and there may come a time when moving into a care home is the best option.**



Sometimes the term 'dementia' is used to describe the symptoms a person may be experiencing that are caused by damage to the brain. These symptoms can include memory loss or difficulties with language or concentration.

The four most common forms of dementia are: Alzheimer's disease, Vascular dementia, Dementia with Lewy Bodies and Frontotemporal dementia.

Our nurses and carers are experienced in delivering care at all levels, from those with lower level needs to the most complex of health needs.

We work with a dedicated GP, consultants and specialists to plan and adapt care plans as health needs change. If you're unsure what type of care you need, we're happy to help with the details.

## Choosing the right type of care

### Residential dementia care

This involves offering support with some of the basic activities of daily life, such as bathing, shaving, oral care, dressing, assisting with mobility and diet management.

### Nursing dementia care

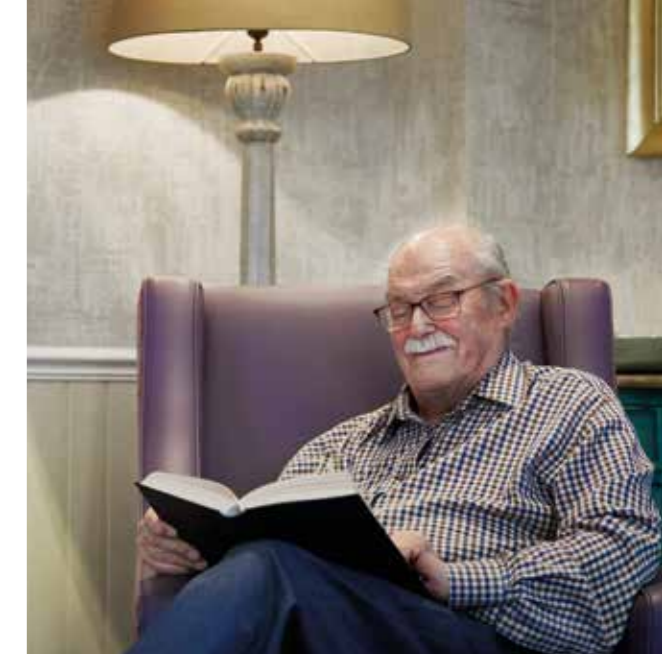
For health problems that need the ongoing attention of nurses, we provide 24-hour personal specialised nursing care led by our own registered nurses chosen for their care compassion and experience.

### Palliative care

This ensures individuals are as comfortable as possible, by managing pain and other symptoms not to mention psychological, social and spiritual support for everyone including family or carers.

### Respite care

This may include helping a person to recuperate after an operation or illness or caring for them while their regular carer takes a break.



**Coppice Lea is known for its excellent care, companionship and peace of mind**

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# Award winning training

We're proud to have been commended for our commitment to training and honoured with the prestigious 'Princess Royal Training' award.



## Living in My World

We train every member of our team so residents, families and their carers, can be surrounded by personalised support. From our receptionists to our chefs, and carers to our nurses, the entire team receive our unique award winning 'Living in My World' dementia training. It is accredited by City and Guilds, so you can trust that we go further.

Our training highlights the importance of meaningful activities and a stimulating environment for people living with dementia, as well as addressing clinical aspects of care.

## Food in My World

Our additional training 'Food in My World,' also accredited by City and Guilds, provides our hospitality team and chefs with the skills and knowledge to stimulate senses and increase creativity in the cooking and presentation of food. This can provide a much-improved dining experience for residents living with dementia and or dysphagia.

## Experience My World

Dementia can be overwhelming for the families of affected people and for their carers. Physical, emotional and financial pressures can cause great stress to families and carers.

We offer support to share our expertise, and advice for families and the community including Caring Cafes, Day Care and 'Experience My World' workshops.

'Experience My World' is our unique dementia workshop and immersive look into the world of dementia. Using resources which take away senses and cause confusion, it brings to life the frustrations and fear a person living with dementia can experience.

It can demonstrate how difficult and confusing dementia can be, especially when trying to achieve everyday tasks. It also provides hints and tips on ways to improve communication towards those living with dementia and is useful for the whole family.



**Our advanced training increases our team's awareness of the signs, symptoms and disabilities associated with dementia such as:**

- Memory
- Communication
- Delirium
- Recognition & co-ordination
- Orientation
- Changes in behaviour, judgement & moods
- Completion of daily life skills
- Nutrition & hydration



## Innovative design features

**Good care home design can have a positive impact on people living with dementia.**

Knowing our surroundings can give us a sense of security and confidence. People living with dementia are likely to have impairments that affect their ability to find their way in unfamiliar surroundings.

A therapeutic home environment using best practice care and leading-edge technology can be instrumental in maintaining a person's physical, cognitive and emotional wellbeing.

We're conscious that people's reality can be very different when they are living with dementia, so everything that makes up our residents' living environment has been considered to create a home which supports their condition and enables them to live well with dementia.

**Our unique care and design features aim to:**

- Enhance self-esteem and confidence
- Maximise independence
- Reduce confusion and agitation
- Improve wayfinding
- Forge better social interactions
- Reduce risks of falling
- Improve physical fitness – eating better, walking better and more interactions
- Reduce incidence of depression
- Reduce reliance on pharmaceutical medication

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Keep doing  
what you love  
at Coppice Lea  
Nursing Home



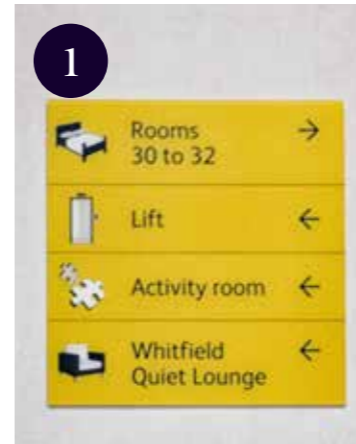


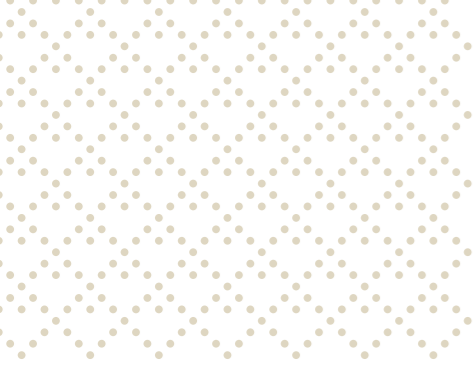
# Where care and comfort combine

**Coppice Lea is a homely setting with specialist design features that can help people to live well with dementia.**

Coppice Lea is designed using Caring Homes 28 years of experience and latest research from leaders in dementia research, Stirling University. They're an international centre of knowledge and experience including; architects, designers and dementia specialists dedicated to improving lives and decreasing everyday problems that come with dementia, using a range of techniques based on continual research.

1. Throughout the home, memory aids promote maximum independence and confidence. Our design features include strong lighting coupled with the use of colour and contrast for safety and perception, plus clear signage with icons to help residents find their way around the home.
2. In all bedrooms, positioning of the television aerial points and light switches are considered, and contrast of switches makes them suitable for residents to control. The room temperature can also be controlled within safe limits.
3. All bedrooms are fitted with a nurse call system for your peace of mind.
4. Some bedrooms have a memory box which can be filled with personal memorabilia. It aids residents living with dementia to recognise their room and can prompt conversations and reminiscence too.
5. Dementia friendly crockery can be easier to see against a tablecloth and the lip on one side gives greater depth to improve the dining experience, based on individual's needs.
6. Ensuite wet rooms have appropriate fittings and aids in place to prevent scalding, slipping and flooding. (image not shown)





7. Safety and comfort are our foremost concern, so furniture is arranged with enough space so as not to impose barriers or obstacles with risks for falling and slipping minimised. (image not shown)
8. Gardens promote leisure and therapeutic opportunities and stimulates sociable activity for all residents. Planting is used to soften hard features such as walls and fencing and to create points of interest for residents. Fragrant planting and features stimulate the senses, attracting wildlife and birds.
9. Door decals, numbers and photos help residents recognise their rooms. (image not shown)
10. There are a variety of rooms providing private and quiet space as well as spaces to be with others.





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## Time to reminisce

**Our life history work embraces the idea that each person is unique and is at the heart of person-centred care.**

Life history work is a term to describe a practical way of helping an individual to look back, reflect upon their life and to make a record of their experiences. The process is as important as the home environment – promoting communication and providing a means of building confidence and self-esteem, feeling valued, and preserving and retaining a sense of identity.

It offers an opportunity to focus on positive aspects of the person's lifetime achievements rather than current illness, frailty or disability. Having relatives and friends involved in the process is strongly recommended.

We use a range of methods to stimulate memory, including reading from old books or newspapers, listening to music, listening to or watching old broadcasts of radio or television programmes and using objects such as packaging of household products to introduce conversation.

Our club room is full of themed memorabilia, garments and everyday items from days gone by to stimulate conversation and provoke memories.

When appropriate, our teams engage with larger groups of residents in reminiscence work to stimulate group discussion and memory. Friends and family are also invited to be involved in this work.

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# Keeping active

**We believe in enabling residents to continue the hobbies and interests they love, staying as active and independent as possible.**

We have a team of talented Health and Wellbeing Coordinators who support residents at Coppice Lea. There is always plenty to do, and they take guidance from residents and their families to plan varied and fulfilling activities to suit them personally.

Even simple daily tasks that may be important to someone such as DIY, tending to garden pots or serving tea, we recognise that everyone is unique and so are the daily activities that people choose to do.

## Enjoy our stunning facilities

There are opportunities for relaxation and reflection either alone or as part of a larger group through creative activities such as story-telling, music, song, dance and poetry. All residents are given the opportunity to contribute suggestions and to be involved in the development of the programme of activities.

Within the home, our lounges are a popular place to entertain visitors or meet friends for morning coffee or afternoon tea. We run regular Coffee Mornings too, which friends and family are welcome to join. Residents and visitors can also enjoy our lovely landscaped gardens, whilst our hairdressers help residents look their best, whatever the occasion.

## Accessible secure gardens

Our garden space promotes leisure and therapeutic opportunities, and stimulates sociable activity for all residents. It is safe and easy to find from inside the home. Planting is used to soften hard features such as walls and fencing and to create points of interest for residents.

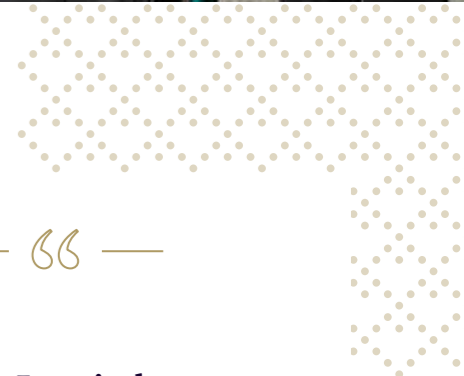
Paths allow residents to walk through the garden with seating areas providing the opportunity to rest and sit. We use our garden to stimulate the senses through fragrant plants and flowers that attract wildlife and birds.

## Having your say

We're always keen to hear feedback and thoughts for activities. We have regular resident and relatives' meetings where you can put forward ideas.

## Typical activities include:

- Visiting Musicians and Entertainers
- Film Screenings with popcorn in our cinema
- Afternoon Tea with homemade cakes
- Regular Outings and Events
- Arts and Crafts
- Gardening - tending to raised beds or pots
- Reminiscence sessions
- Light Exercise
- Knit & Natter with other residents



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# Food in My World

**Our catering and hospitality team have an in-depth knowledge of nutrition and hydration.**

Our Chefs meet with our residents in order to get to know them and understand their dietary needs and personal preferences. Sourcing seasonal and local produce ensures there are always plenty of tasty options to choose from. Special diets are easily catered for, including for residents who have difficulty swallowing, or need fortified meals.



As well as exemplary nutritional monitoring, our dedicated care team ensures our residents have regular drinks and their weight is noted. These are recorded in care plans where appropriate.

We regularly discuss with residents their preferences for food and drink and record any changes in their care plan too. Residents are helped to make choices about food and drink in ways that are accessible to and understood by them, such as through a pictorial menu where appropriate or a choice of two options at meal times.

## Snacks and light bites

Those with dementia often prefer to walk around than to sit, so we provide finger foods as well as fortified foods and drinks to ensure our residents are getting the right nutrition.

Food and drinks are visible and accessible to residents and visitors so they can help themselves; or have visitors prepare snacks and drinks for them, residents can take their meals where and when they feel comfortable.

## A shared dining experience

Meal times are relaxed, with minimal distractions. Our team members encourage residents to eat and drink, providing any support they need.

Where possible, residents are involved in the tasks around meals and food is used as part of the reminiscence work with them in conversation about food memories and likes and dislikes. Independent eating is maintained for as long as possible.

Where residents require assistance with meals, this is given in a discreet, unhurried and sensitive manner. Families and carers wishing to aid their relative during mealtimes are facilitated and receive any additional support or information necessary to assist them.

You can view our menus when you visit us or read a typical menu online at [www.caringhomes.org/coppice-lea](http://www.caringhomes.org/coppice-lea)

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# Get in touch

**We want you to make the right decision for you, and we're here to provide all the answers, advice and guidance you need.**

## Come and see us

By far the best way to find out if Coppice Lea is the home for you is to experience it for yourself. Come and talk to our friendly team, and take a tour of our beautiful home.

Coppice Lea, Bletchingley Road, Merstham, Surrey, RH1 3QN

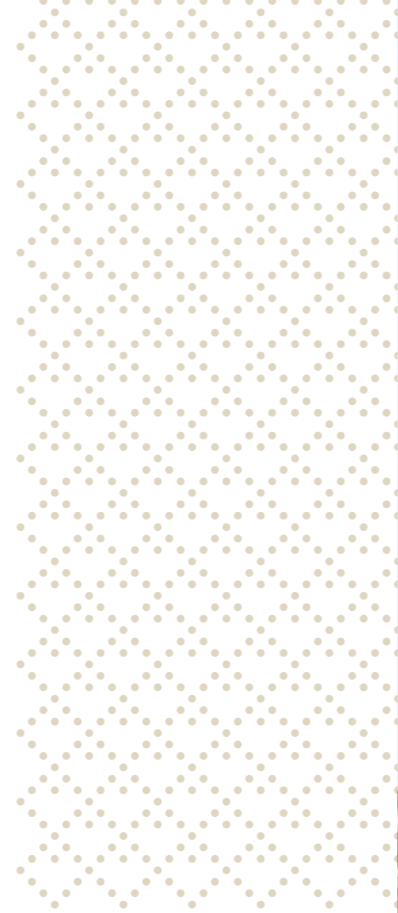
## Call or email

Our friendly team is on hand to answer your questions between 8am and 7pm weekdays, 9am and 4pm Saturdays, and 10am and 3pm Sundays.

Freephone 0808 223 5419  
or [enquiries@caringhomes.org](mailto:enquiries@caringhomes.org)

## Find out more

You can read about our manager and their team plus see our latest news and events at [www.caringhomes.org/coppice-lea](http://www.caringhomes.org/coppice-lea)



# What matters to you and your family, matters to us



Caring Homes is a family-run business committed to providing the highest level of care. For over two decades we've made sure every home is of the quality we would expect for our loved ones.

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