

Meadow Bank

**SPECIALIST
DEMENTIA CARE COMMUNITY**

COMMISSIONER BROCHURE



Meadow Bank Specialist Dementia Care Community (SDCC)

SERVICE SPECIFICATION | BAMBER BRIDGE

HC-One's Specialist Dementia Care Community (SDCC) is an enhanced, market leading service hosted at Meadow Bank care home which offers positive behaviour support and therapeutic care for people who are emotionally distressed by their dementia and therefore require 'specialist' care, as evidenced by leadership, bespoke staffing, staff competence and skills, and environmental design.

A Specialist Dementia Care Community provides a custom-designed living environment containing fewer bedrooms but with more indoor space and its own garden, along with new roles and specialisms (such as psychology), enhanced staffing and specialist colleague training to support people living with dementia with stress and distress behaviours, also referred to as Behaviours that Challenge (BtC) and Behaviours of Concern (BoC). This ensures we can deliver the best care to attend to their emotional needs and de-escalate and prevent distress incidents.

The purpose is not to provide a secure setting to contain and manage these behaviours, but to provide a therapeutic care environment staffed by a specialist team with enhanced learning and development training in positive behaviour support and de-escalation, to prevent, mitigate and resolve people's distress and behaviours of concern.

SERVICE COMPARISON TABLE

Traditional Dementia Care Setting	Specialist Dementia Care Community (SDCC)
Capacity of c. 30 people	Capacity of up to 20 people
Traditional care staffing structure	Unique staffing structure, including Specialist Dementia Service Lead and Assistant Psychologists
Traditional care home environment with one large communal lounge	Low arousal environment, including separate calming lounges and therapy rooms for activity and occupation
Standard care home admissions process	Bespoke pre-admission assessment framework
Standard operational oversight	Head of Dementia Care and Dementia Care Managers provide wrap-around support and supervision
Standard Learning & Development (which includes dementia training)	Bespoke and advanced Learning and Development to equip Colleagues to deliver specialist dementia care
Standard activities provided by Wellbeing Coordinators	Companionship and personalised activities provided by Therapeutic Wellbeing Practitioners seven days a week using a bespoke Wellbeing Assessment Tool to support good mental health and wellbeing

For more information about the specialist care we provide in your community, including immediate placements and spot purchases, please call our professional advisors on **0333 999 8699** or for **block contracts** email **contracts@hc-one.co.uk**



About Meadow Bank SDCC

A multi-site residential community in Preston, Lancashire, Meadow Bank offers residential, nursing and dementia care in a family atmosphere.

In 2023, Meadow Bank benefited from an exciting £660,000 refurbishment as part of HC-One's £54.5 million refurbishment and upgrade programme to enhance over 200 of our homes so that they benefit from dementia-friendly living environments that help people feel at home.

Meadow Bank's Specialist Dementia Care Community (SDCC) is located in Sabrina House, a 20-bedded living environment featuring dementia-friendly interior design to provide a therapeutic care setting.

The service operates 24 hours a day, 7 days a week and 365 days a year.

Service delivery has been built around the needs of residents to ensure we can deliver the best care possible, specifically:

- The service is led by a Specialist Dementia Service Lead due to the complexity of need



- Assistant Psychologists provide specialist guidance as part of the team
- Therapeutic Wellbeing Practitioners support our commitment to quality of life and quality of care being of equal value
- Specialist training is provided in positive approaches to behaviour, de-escalation interventions and safe restrictive practices
- Staffing levels and skill mix reflect the need to prevent distress and de-escalate incidents

Who is the service for?

Our Specialist Dementia Care Community allows people who may be inappropriately placed in a care setting, and possibly in receipt of 1:1 or 2:1 care to minimise and manage their behaviour, to live a much better life, while also reducing the overall cost to the Commissioner and taxpayer.

The pre-admission assessment, led by the Specialist Dementia Service Lead, identifies the person's needs and establishes if their behaviour has therapeutic potential and would therefore benefit from being in a more suitable environment with specialist staff who prioritise holistic understanding, supportive relationships and good communication, and a staffing model that values an interdisciplinary approach and continuity of care.



Some examples of those who may benefit from the service include people living with dementia who present with:

- **Refusing help** – the person is resistant to being assisted with their care
- **Aggressive behaviour** – the person's behaviour constitutes a physical threat to others
- **Risk** – there are episodes of behaviour so risky to self or others that carers must intervene
- **Noisemaking** – the person expresses stress and distress by calling out, screaming, or shouting
- **Agitation** – the person paces to excess with no regard for their health and welfare
- **Walking with risk** – the person walks with either risk to themselves or to the wellbeing of others
- **Sleep disturbance** – the person has disturbed nights resulting in restlessness or disrupting the sleep of others
- **Problems related to using the toilet** – the person makes no apparent attempt to employ an acceptable facility
- **Confusion** – the person lives or reports a reality different to our own and hence seeks people or places from their past
- **Inappropriate sexual expression** – behaviour that is unacceptable in nature or context

These also include people presenting with the following behaviours:

- Poor sleeping patterns, who require support throughout the night
- Disoriented to time, place and person
- Sundowning behaviours
- Become agitated and avoidant of staff support
- Aggression around other residents
- Tactile with other residents
- Do not pick up on social cues of people wanting their own space

People living with dementia whose distress behaviours are unpredictable, impulsive and extreme, most commonly the direct result of brain pathology, **will not** be suitable for admission to the specialist community as they won't have the potential to live a better life through the therapeutic care on offer in our new service.

Residents will move to nursing care as their dementia advances and they become passive and frail, or if the skill and knowledge required to meet their behavioural and emotional needs are transferable to step-down care settings. The need for transition will be identified through rigorous assessment, and the process will follow a managed pathway with full family consultation, well in advance of any planned discharge date.



Life is not made up of minutes, hours, days, weeks, months or years, but of moments.

We believe an ethos of kindness and genuine caring ensures these moments are happier, and makes all of our journeys easier.





To give people living with dementia the care they need and the life they want



Service delivery

Leadership and wrap around support

The Specialist Dementia Care Community is led by a Consultant Nurse who will provide robust clinical leadership to embed and ensure sustainability of:

- A programme of regular clinical supervision for all staff within the service to ensure best practice principles are adhered to and delivered, and evidence-based practice is maintained.
- Effective delivery of a Named Nurse system of on-going assessment, planning, implementation and evaluation of care, so that as and when needs change, care planning and delivery is tailored to individual need.
- Partnerships with external stakeholders and an MDT ethos and way of working, so as needs are identified, support, review and treatment options are sought so as to avoid crisis and potential admission to hospital.
- Assistant Psychologists provide understanding analysis and person-centred interventions to support the team to work therapeutically with those with complex needs, using the practice of Positive Behaviour Support.

Colleagues are trained in positive behaviour support interventions, supporting people in the least restrictive and most dignified ways. If restrictive practice is required, staff will have been trained to respond in the most appropriate, proportionate, legal and safe way.

The staffing structure offers proactive and consistent care, underpinned by each resident being supported by a Named Practitioner Triangulation Team.

Wrap around support is provided on an on-going and regular basis by HC-One's Dementia Care Team, with regular consultation with an allocated Dementia Care Manager, who acts as a Clinical Partner to further support the embedding and sustainability of best practice, collaborates in the regular review of each resident's clinical need and care plan, and provides advice on the pre-admission process.

The Specialist Dementia Service Lead receives clinical supervision from the Head of Dementia Care and Regional Senior Nurse.

Care and therapeutic practice

Individualised formulations will guide interventions and treatments and where individuals lack mental capacity around their care and support and are deprived of their liberty, all appropriate authorisations will be sought.

Non-pharmacological approaches will be the first-line interventions rather than psychotropic medications. The service will proactively consult and interrogate latest best practice, in particular the use of person-centred psychosocial interventions (e.g. dementia care mapping, behavioural analysis, functional analysis, appreciative inquiry, simulated presence therapy, functional displacement, Namaste, wellbeing support) to prevent and de-escalate distress.

Each resident has a personalised 'traffic light' care plan identifying early signs of distress, the settings that trigger behaviours of concern, emerging indicators of escalation and targeted therapeutic interventions.

Detailed pre-admission care planning and case selection may lead to individual in-reach support arrangements being agreed with the placing authority, social worker, or nurse. The service will respond efficiently and effectively to any changes in the needs of residents, referring for in-reach professional support and review where appropriate.

Placement and contract arrangements

As the specialist service does not provide crisis placements, all referrals made to the service require a pre-admission assessment completed by the Specialist Dementia Care Service Lead which will determine the person's complexity of need(s) and the capability of the service to meet those needs.

As this is a best in class service, the fee rate is reflective of the enhanced workforce and leadership model, bespoke environment and on-going additional learning and development required to deliver the Specialist Dementia Care Community.

Through this service we can offer a better quality of life and a cost-effective solution compared to traditional dementia nursing settings, with an average weekly fee well below the average cost of 1:1 care.

For spot purchase placements, the fee rate will be £2,300 per week*

***Fee rate correct from 1 April 2023 to 31 March 2024**







E: contracts@hc-one.co.uk

T: 0333 999 8699

W: hc-one.co.uk