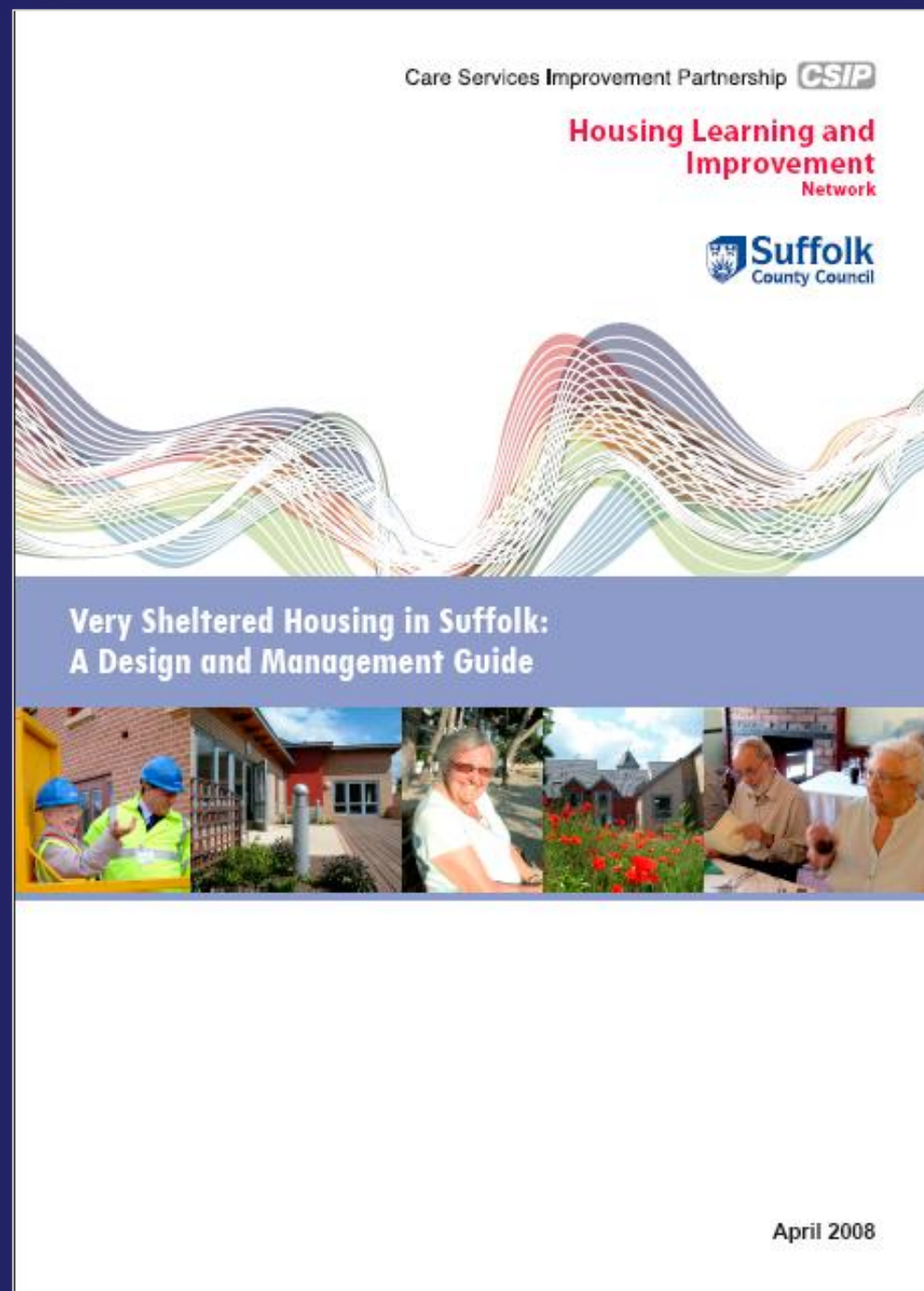


3 Key Messages

1. Only by listening to our customers and the people who support them can we *really* know about their needs and how they might be met
2. People with dementia should not be discriminated against because of *our* fears
3. Only through robust and honest partnership can we deliver the services that people deserve and should expect.



- ‘Extra Care’ in Suffolk is a specialised service for people with Dementia located within a very sheltered scheme
- So what ‘extras’ are necessary to move VSH one step further to embrace the needs of people with Dementia?
 - Sign up from all stakeholders to the process and the vision of the new service
 - Must be flexible
 - Must match and exceed residential care and support services
 - Must meet people’s aspirations
 - Must be future proofed
 - Must be high quality and Dementia sensitive throughout



It is Housing.....culture

- Retains the housing culture & provides a home for as long as is practically possible
- It is an integrated *and* specialist service
- The mix of accommodation for people with physical and mental frailty within the service must be agreed at the outset and kept in balance
- It is a positive and dynamic environment which is domestic in style and service delivery
- It must have flexibility of bricks and mortar, housing management and care and support
- It is supportive and enabling first, providing care when necessary



It is Housing.....the basics

- 24/7 waking care and support: wheelchair standard build throughout
- Works through the Personalisation Agenda and flexible funding arrangements
- Unobtrusive care and support services that are flexible
- Staffing – huge implications for recruitment and retention of people with experience and expertise
- Ensuring care for staff in a challenging role
- Design that enables staff to run and manage the building efficiently and effectively



Its is Housing.....design that is inclusive and enabling

- Getting design right matters !
- Create a variety of spaces – size, height, shape features – not boxes!
- Sufficient space for personal belongings and loved clutter
- Safe ‘wandering’ space with places of interest whilst eliminating dead-ends
- Security that reflects peoples’ needs and the local environment
- Gardens that are interesting all year round
- Design to fit within and provide a resource for the local community
- Car Parking to reflect reality



Assistive Technology- where does it sit ? Consider the basics as the norm. Include door monitors, call system, lights turning on, PIR's, cooker cut out, (*as per care plan*) but

- On the whole people contact is more important
- Doesn't work without good and continuous staff training
- Risk assessments and reviews may trigger extra AT service – family involvement is required particularly on ethics
- Locator technology is proving to be a powerful enabler
- Balance needs achieving, gadgets and 'toys for boys' – 'AT is the answer to everything...'
 - Some things for physical frailty not good for people with dementia (automatic stuff 'lights' or 'zapper run' e.g. curtains can give people problems)
 - Turn off taps v £5 plug



Housing 21 & Suffolk County Council

- 36 flats arranged in four 'pods'
- Dementia 'Extra Care' flats
- 2 x intermediate care flats
- Familiar character in a rural setting
- Designed for dementia throughout with cranked corridors ending with generous seating bays
- Additional space in Extra Care
- Use of colour throughout for orientation etc.
- 'Milk shelves' allow discrete for personalisation.
- Usual flat features (e.g. glass kitchen units)





Sanctuary Hereward, George Gibson Trust & Suffolk County Council

Opened July 2007

- 34 flats arranged in four 'pods'
- Vernacular rural architecture
- Dementia care 'pod'
- Single banked corridors for additional light
- Open plan lounge and dining for all, extra space for Extra Care
- Corridors have generous seating bays
- Circular walking areas throughout, internally and externally, with no dead ends and lots of interest
- Sensory and activity gardens that are safe

What have we learntso far about design ?

- Make the most of natural light
- Create lively corridors reduce their lengths, make all the areas interesting
- Double height areas
- Assistive Technology – Locator Devices & infrastructure
- Aspiration for 100% 2 bed flats or larger
- Bathrooms – now sensory spaces!
- Noise – none that is harsh
- Enough space for integration *and* dementia sensitive work that is not exclusive



So what have we learnt.....so far ?

- That Extra Care can work well if the 3 key messages are understood, absorbed and delivered by all involved in or with the service – not because of PIs but because it is the right way to work.
- That most planning and service delivery works for all people not just those with dementia (e.g. PCP), but
- That ‘flexibility is all’ in terms of care and support, (core and flexi budgets and staff’s heads).
- That only a very small number of people need to move and do so only to nursing not residential care.
- That all people in the service benefit from some of the design/arrangements that started as thinking about people with dementia



- That it is not necessary, nor is there a place for ‘exclusive areas’ or ‘excluding’ areas in a scheme
- That shared care works well for the person with dementia and the service
- That we can deliver supported housing for people with dementia until their death.

- Sustainability in the wider sense
- Shared facilities to benefit the community
 - Libraries & learning spaces
 - Community rooms
 - Gyms – no swimming pools yet !
 - Clinics
- Café - inside / outside
- Allow for changing needs & aspirations
- Design intent - future management
- Must be future proofed with a few 'Exit Strategies' - which will not be used for the foreseeable future!!!

