



# ReCONNECT

Dementia care tailored to the individual

Over the past 15 years Orchard Care Homes have been providing high quality care for elderly people, including those with dementia.

Our focus is to provide exceptional specialist care on a long term or short term/respite basis.

Orchard Care Homes offer different types of care for individuals depending on their need within a compassionate, fulfilling and safe environment.







## ABOUT ORCHARD CARE HOMES

At Orchard Care Homes, we understand that it is a life-changing move to leave your own home. Staying with us, you can be sure that you will be cared for with compassion and kindness, by people who listen to you, understand who you are and what is important to you.

We welcome in people who are most important to you. This not only extends to friends and family but also to representatives visiting from the community and friendship groups.

We have built a strong reputation across the care sector for providing residential and nursing facilities for over 1,000 people.

We offer different types of care for people depending on their need within a compassionate, fulfilling and safe environment.

Our core values are at the very heart of what we do and form a big part of our daily culture.

### OUR VALUES ARE:

- To Enjoy Life
- To Be Welcoming
- To Be Kind
- To Be Professional
- To Be Positive
- To Be Respectful



## ABOUT RECONNECT SPECIALIST DEMENTIA CARE

Reconnect is an exciting and innovative approach that is individualised to caring for people living with dementia. Based on our belief that it is always possible to be valued and recognised as individuals.

The Reconnect model of care recognises the importance of relationships, communication, environment, empathy,

meaningful occupation and the role of family, incorporating them into every part of everyday living.

We believe that with empathy, sensitivity and care, we can build a stronger bond between people living with dementia and their loved ones.

Our dedicated approach and nurturing environments are designed to reduce the need for multiple moves to higher need services for individuals. In addition, many people in our care will be able to reduce medication, often prescribed to help manage anxiety or distress.

"We understand how to communicate with people if verbal communication is difficult."

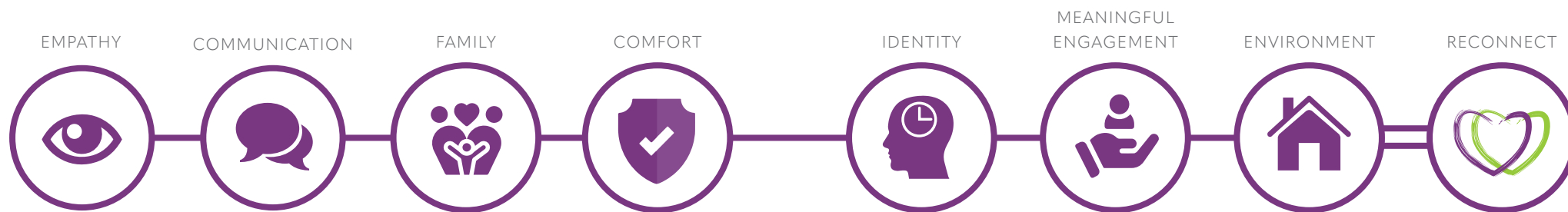




## THE RECONNECT APPROACH

Our team of highly-trained dementia specialists takes time to get to know each person living in Orchard Care Homes, who you are as a person, what is important to you, your values and beliefs, what makes you happy, worried or sad. What brings you joy and how you want to live your life.

Working with you, your family and friends, we develop a person-centred, detailed care plan based on seven core areas.





## SEVEN CORE AREAS EXPLAINED



### EMPATHY

We put ourselves in your shoes, looking at the world through your eyes, and tailor our care to your needs and personal history.



### COMMUNICATION

We base our approach on four pillars of communication.

1. To value you in each interaction, and avoid negative or unhelpful assumptions
2. To understand how best to communicate with you
3. To reassure you and ensure that you are always safe
4. To encourage activities to ease your concerns and anxiety



### FAMILY

We are always mindful of the fact that people living with dementia are husbands/wives, mums/dads, sisters/brothers, grandmothers or grandfathers.

We want to ensure you remain connected to your sense of self-worth and belonging by maintaining, building or rebuilding relationships with your family and friends, while safely developing new meaningful social connections within and outside the home.

With more quality family time, it is clear that life improves for you and your loved ones, reminiscing about your shared past and creating new memories to cherish.



### COMFORT

We understand that people living with dementia are often anxious about their surroundings, the people with whom they interact and their own abilities. This can often result in agitation, poor appetite, loneliness and boredom.

Our team of dementia specialists are highly trained to recognise the signs of anxiety and will work with you to help you feel safe and secure.



### IDENTITY

It can seem as though you lose your identity when you live with dementia. We appreciate every person's uniqueness and we will take time to get to know you and connect your past life to your present circumstances.

Who you are is the most important thing we need to know.



### MEANINGFUL ENGAGEMENT

Meaningful engagement is an integral part of the Reconnect model.

We believe that in our care you can do, and want to do many things for yourself and we are here to make that possible, every waking hour, seven days a week.

We have created a fulfilling therapeutic environment so that you can, with the support of our team members, engage in everyday activities that aim to maintain your abilities, routines and bring joy to each day – whatever fits in with your wishes, comfort and safety.



### ENVIRONMENT

We aim to make our environments feel homely, welcoming and less 'care home'. We wish to have surroundings that feel normal but with adaptation which supports people to maintain independence where ever possible.

Our aim is to create opportunities for reminiscence and meaningful communication between you, the staff, your family and friends. We also encourage trips out to facilities in the local area, where appropriate.



## OUR TEAM

Our service has one member of staff to support three people, which is significantly higher than most nursing dementia specialist services.

Every member of our team is trained in the Reconnect model to:

- Foster empathy
- Always use supportive, positive language
- Create meaningful engagement opportunities for every individual
- Learn the best approaches to reduce incidents of agitation and anxiety

The supportive environment we have cultivated for everyone living or working at Orchard Care Homes means that our staff are happy and want to stay with us for a long time, offering a sense of continuity to our people.

## OUR PROMISE

Here at Orchard Care Homes we promise to help people living with dementia to live fulfilled and enriched lives, we strongly believe in giving individuals their voices back. Using compassion, understanding, empathy and patience, we promise to make a real difference to the quality of a persons life and promote living well with dementia.



"With empathy, sensitivity and care, we can build a stronger bond between a person with dementia and their loved ones."

"A highly trained team can recognise the signs of anxiety and will work with you to help you feel safe and secure."