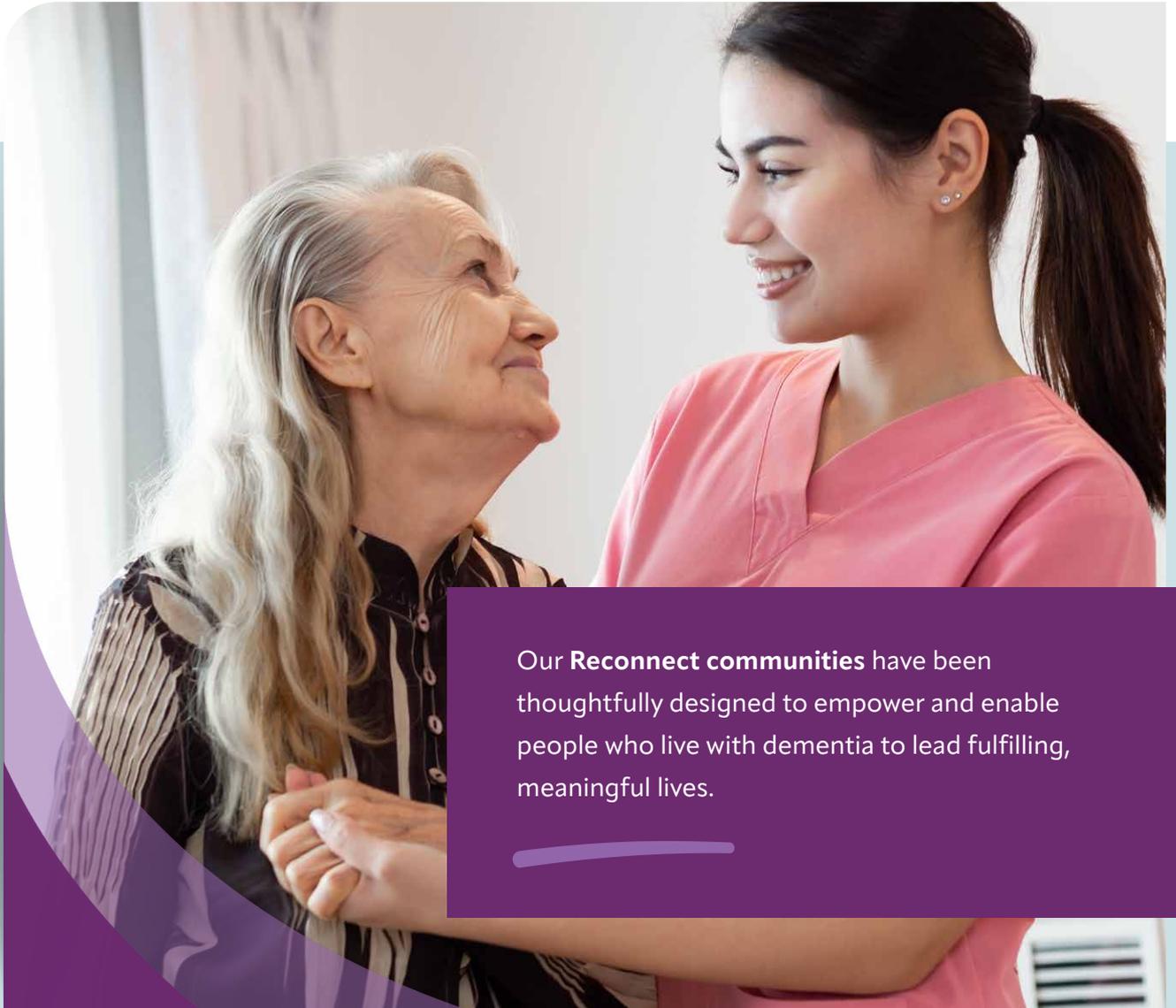




**Reconnect**  
Specialist  
dementia  
care for your  
loved one

## What is Reconnect?

Reconnect is a highly specialised, innovative and groundbreaking approach to dementia care.



Our **Reconnect communities** have been thoughtfully designed to empower and enable people who live with dementia to lead fulfilling, meaningful lives.

We know it can be a life-changing move for a person to leave their own home. We understand the impact this can have on your loved one, and you. You can be sure that when living with us, your loved one will be cared for with compassion and kindness, by people who listen to them and truly understand who they are and what is important to them.



Our ethos is, as the name suggests, to help people reconnect with their lives - living life to the fullest and having a sense of purpose and contribution to their home. To make this possible, we train every colleague to the highest dementia care standards.



The people **Reconnect** supports are becoming less and less able to find permanent care, leaving many people in hospital for long periods of time, or living in homes that are unable to provide suitable care. Because the dementia care we provide is so unique, some people have come to live with us from further afield too.

Often, people coming to live in one of our **Reconnect communities** have experienced frequent distress, which may have been managed using medications. We believe everyone is entitled to a meaningful life. We focus on bringing pleasure to the people who live in our homes, while reducing the distress they may have experienced previously.

## Our Approach

Right from the start, we'll focus on understanding how best to communicate with your loved one and who they are as a person. We'll work with you to gain knowledge of their background, likes and dislikes, passions and hobbies, so that we can tailor our care to their needs and personal history.

We understand that people living with dementia often feel anxious about their surroundings, the people they interact with and their own abilities. This can result in distress, withdrawal, loneliness and disengagement. Our team of dementia specialists are highly trained to recognise the signs of anxiety and will work with your loved one to help them feel safe and secure.

*This is how all dementia care should be. Grandma moved from another home, the difference in her is remarkable, she's so happy.*

*I love that people are encouraged to do things themselves, their own laundry room and woodwork room, a world away from other care homes.*





We believe that in our care your loved one can do, and may want to do, many things for themselves and we're here to make that possible, every waking hour, seven days a week. We've created a fulfilling, therapeutic environment so that your loved one can, with the support of our team members, engage in everyday activities that aim to maintain their abilities, routines and bring joy to each day – whatever fits in with their wishes, comfort and safety.

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 your loved one remains connected to their sense of self-worth and belonging by maintaining, building or rebuilding relationships with family and friends, while safely developing new, meaningful social connections within and outside the home.



**Reconnect** is an exciting and innovative approach which individualises caring for people 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.

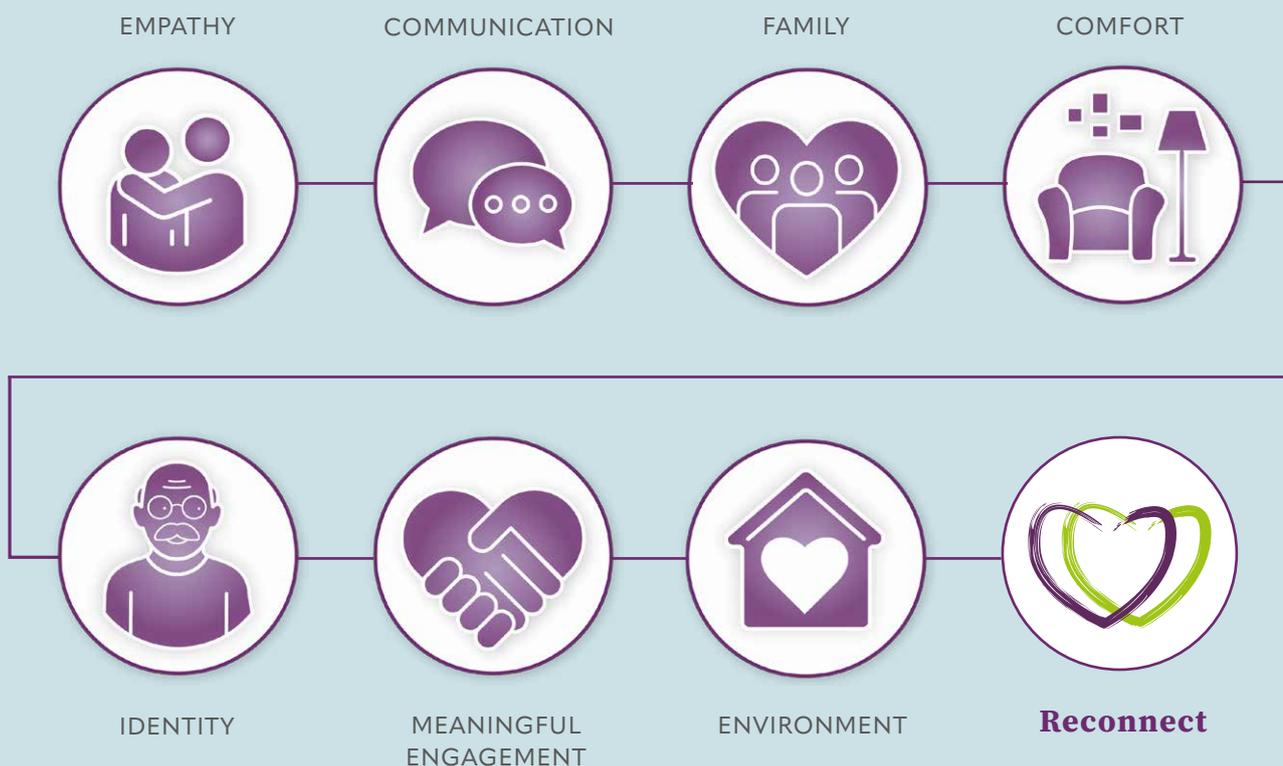


“ We understand how to communicate with people if verbal communication is difficult. ”

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.

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.



## A Warm, Homely Environment

Our **Reconnect communities** have been carefully designed to feel homely, welcoming and less 'care home'. We've crafted interior and exterior spaces that feel normal, but with adaptations that support people to maintain their independence wherever possible.



You can expect to see things like laundry rooms, gardening and DIY rooms, games rooms, kitchens and comfortable lounges. We encourage people to use these spaces as and when they choose, just as they would have done in their own homes previously, to foster a sense of inclusion, choice and meaningful occupation.



## Our Dedicated, Specialist Team

Our team of dementia specialists are trained to the very highest standards of dementia care through our Orchard Academy.

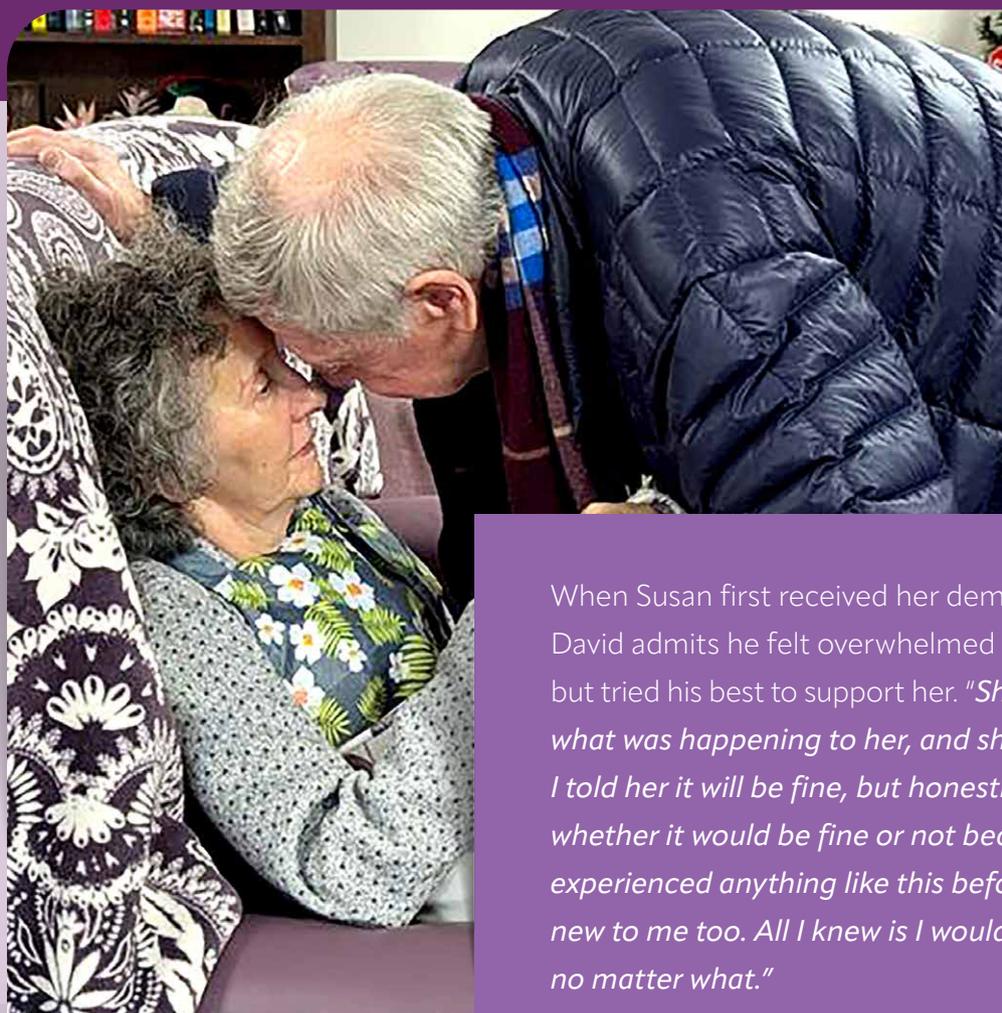


The main focus of our extensive **Dementia Promise training** is on people. Our friendly, expert colleagues will take time to get to know every person, who they are, what is important to them, their values and beliefs, what makes them happy, worried or sad, as well as what brings them joy and how they want to live their life. Working with your loved one and family and friends, we develop a detailed, person-centred care plan.

## The inspiring story of Susan

Susan came to live in one of our **Reconnect communities** after experiencing persistent falls and significant mobility challenges in her previous care homes.

Susan and her husband David have been lucky enough to enjoy a wonderful 56 years of married life together, after falling in love at just 14 and 15. Sharing the same group of friends as teenagers, they quickly became inseparable and have been by each other's side ever since. Now, at 76 and 77, the pair are proud to have three children and four grandchildren, who they love spending time with.



When Susan first received her dementia diagnosis, David admits he felt overwhelmed by the news, but tried his best to support her. *"She knew exactly what was happening to her, and she hated it. I told her it will be fine, but honestly, I had no idea whether it would be fine or not because I hadn't experienced anything like this before, so it was totally new to me too. All I knew is I would be there for her, no matter what."*

As Susan's dementia quickly progressed and her needs changed, her family sought a dementia-specialist care home in their area, and came across one of our **Reconnect homes**. Susan's medication was causing extreme drowsiness and lethargy, resulting in persistent falls.

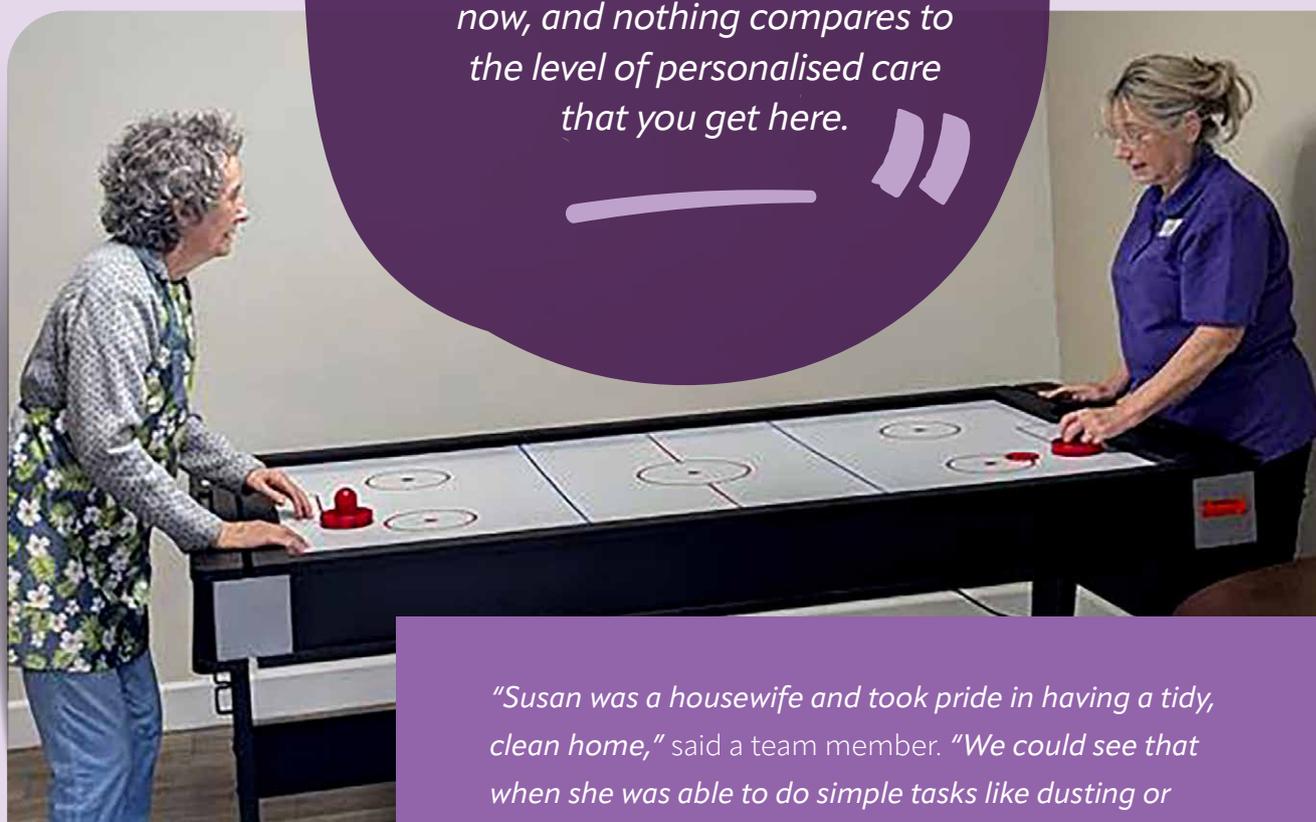
Our specialist dementia care team are able to conduct thorough ongoing analysis of a person's circumstances, including records of distress, pain assessment, how the person is engaging in life and appropriate medication use (including any anticholinergic burden on cognition). This means we can better identify causes of distress and personalise care planning to reduce distress.

In the space of just 4 months, Susan has a new lease of life and can now walk with the aid of her trusty walking frame. A care team member told us a little more about how this transformation came about. *"Since Susan joined us, we've practised walking every day and have implemented light rehabilitation exercises to help build her confidence in walking. She can now freely explore her new care home and use the great facilities we have here."*



Talking about Langfield's unique approach to dementia care, David says how **Reconnect** has opened his eyes to how dementia care should be.

*"I've never seen anything like this before. Susan has been in 5 different care homes now, and nothing compares to the level of personalised care that you get here."*

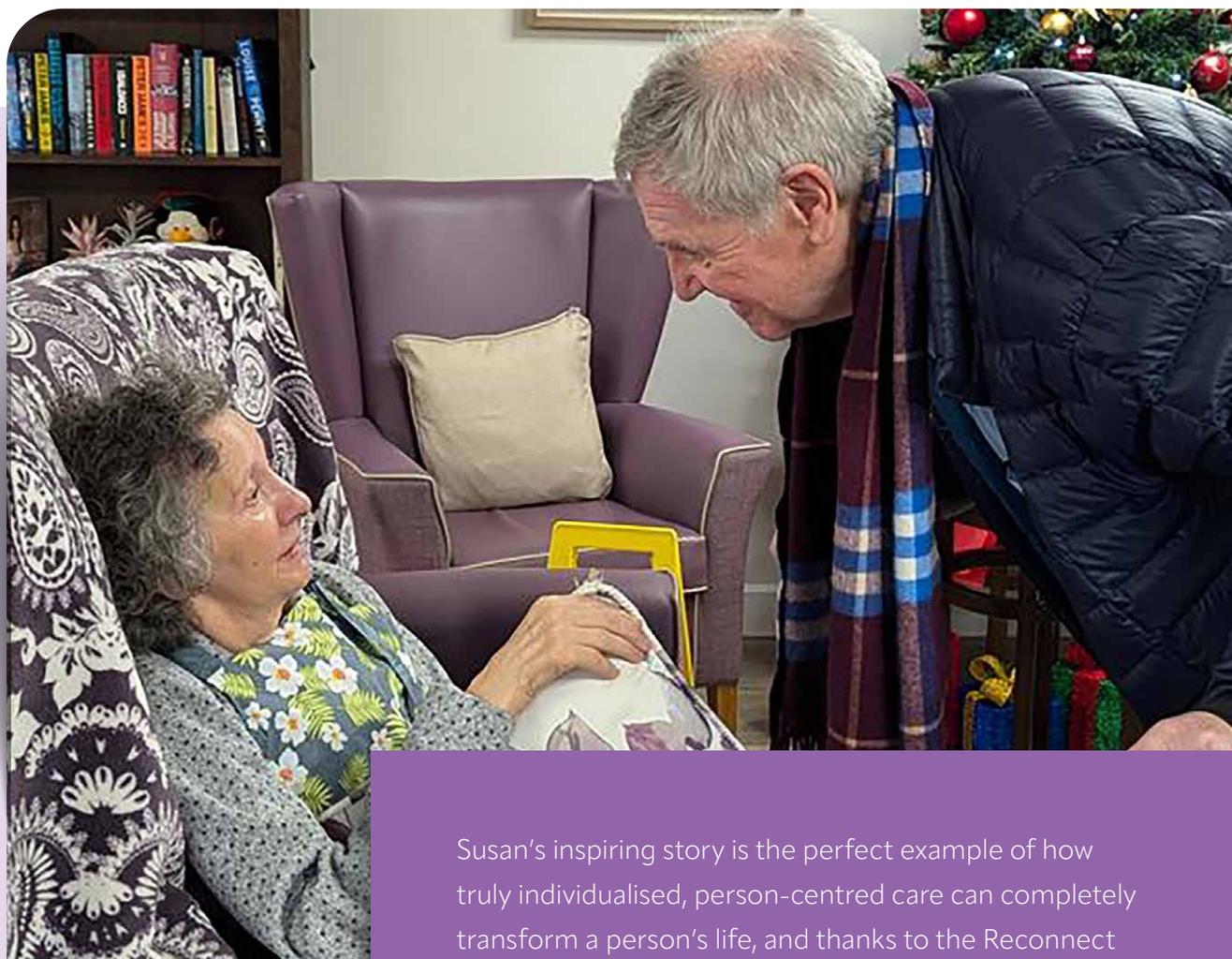


*"Susan was a housewife and took pride in having a tidy, clean home," said a team member. "We could see that when she was able to do simple tasks like dusting or wiping a surface, she'd appear more relaxed. We've since encouraged Susan to make use of the kitchens within our **Reconnect community**, and help with gentle tasks like tidying. These acts, although small, have helped Susan feel connected with her previous lifestyle."*



The home-away-from-home environments in our **Reconnect communities** offer ample space for people to continue enjoying their regular routine, plus plenty of opportunities to try something new.

David, who visits Susan daily, spoke honestly about how living with dementia has led to a change in how they communicate. *"I can't get through to her old memories anymore; I believe they're gone. What I can do, however, is make memories in the present – and that's what Reconnect does so wonderfully. It has help us create these special moments together by organising special days, activities and events, which is something I didn't see in Susan's other care homes."*



Susan's inspiring story is the perfect example of how truly individualised, person-centred care can completely transform a person's life, and thanks to the Reconnect team, Susan is now able to enjoy her new home with the freedom she deserves. Thank you to David for being so honest and open with us, and for allowing us to share their story.





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