

Dementia Care & WINGS



WINGS

Welcoming • Individuality • Nurturing • Guidance • Sensitivity

Bringing a sense
of freedom in a
safe environment

Preface

Finding the most appropriate way of looking after people living with a dementia is possibly the greatest challenge facing the care home industry. The solution lies in changing the way staff interact with people.

According to the Alzheimer's Research Trust, there were about 820,000 people with dementia in the UK last year. The illness affects both men and women and, while it mainly affects older people, there are 15,000 people in the UK under the age of 65 who have it. The current and future implications for our industry are immense. One in three people in the UK will be affected by serious loss of cognitive ability in some way during their lifetime and over 90% of all people admitted into care homes in the future will have a dementia, a trend that will be exacerbated by rising life expectancy.

So we viewed the launch of the National Dementia Strategy in 2009 as an opportunity to review the way we care for people living with a dementia and came to the conclusion that we needed to change the way that care is delivered. Following our review of dementia Care, we decided come up with our own dementia care strategy and the outcome was 'WINGS'.

We see WINGS as 'the art of being person-centred' and really believe it will make a positive impact to the whole landscape of Dementia care services. The Care Quality Commission (CQC) identified ensuring care is centred on people's needs and promoting high quality care as priorities. There is also a huge shortage nationally of quality end-stage dementia care. However, we are convinced that care homes will be increasingly measured by the wellbeing of the people they care for.



I am proud to be part of a team that is passionate about putting the person and their wellbeing as the focus of their care. The teams in each of our homes are qualified staff that have been handpicked because of their personalities and their heartfelt qualities. Each and every one of them is willing to go the extra mile.

We hope this guide will help you understand our approach to dementia and how it helps meeting people's emotional needs.

Helen Gosling

Head of WINGS Implementation

Call Free: 0808 281 89 15

Email: wings@kingsleyhealthcare.co.uk

Visit: Kingsley Healthcare Group

Silk Cutters House, School Road, Lowestoft, Suffolk, NR33 9NA

We are committed to providing the best possible outcomes for people living with a dementia and their families. We achieve this through our WINGS (Welcome, Individuality, Nurturing, Guidance and Sensitivity) philosophy of care.

What is WINGS?

The 'WINGS' programme is the Kingsley approach to caring for those with dementia. WINGS stands for the 5 key principles all Kingsley staff must action when caring for someone with dementia, they are; Welcoming, Individuality, Nurturing, Guidance and Sensitivity. This approach is embedded and adhered to within all our Kingsley care homes and practiced on a daily basis. It encourages all staff to acquire a comprehensive understanding on dementia and how to effectively communicate with those who have dementia, with the aim to nurture the person behind the illness.

All Kingsley Healthcare staff, even the home maintenance team, are given our exclusive training pack, supported by the Home managers and head office team, who are readily willing to help answer any questions.

Why do we have WINGS?

Quite simply for quality control. We want to provide the best experience to our residents with dementia and believe this starts with the people who look after them, what they understand and how they communicate.

We monitor our quality of care through observing the daily living experience for people in our homes. We have an innovative approach to dementia and our bespoke learning program is designed to ensure that the person with a dementia is at the heart of everything we do. All of our homes are designed to be dementia friendly. We listen to the people who live with us, their families and friends about the services we provide.

WINGS approach to dementia

Understanding

We aim to understand exactly what the person is experiencing and how their everyday lives may be affected by the illness they have. Wings ensures all residents are assessed and cared for with others that are at a similar stage of their journey.

At Kingsley we want people to continue to live a full and varied life as far as is practically possible.

Truly person-centred care

It involves understanding that everything a person with a dementia says and does makes complete sense to them. It is up to us to interpret and make sense of what the person is saying. We help you to make sense of the meaning behind the words and actions of the person and respond to what he or she is trying to communicate. We don't challenge or correct them, instead we listen and go with the flow letting the conversation take its own path.

Meaningful occupation

Many people living in care homes become bored through a lack of any meaningful activities in their lives. As we all know, people like to be busy and engaged in something that seems worthwhile. At Kingsley we aim to help people feel they still have purpose. Sensory activities are very beneficial in this way for those with a dementia, such as touching, tasting, smelling, seeing and hearing activities.

Commitment

We do everything we can to enable our staff teams to give 100% every day to the people who live with us and who we care so passionately about. We aim to make sure people continue to have a feeling of wellbeing. Dementia is challenging and frightening; the person often feels vulnerable and in need of reassurance and support.

We accept you the way you are

Many of those with a dementia are aware of the things they can no longer do and loss of memory, logic and communication become a big factor in their lives. As a result of this, the person may become depressed as they feel their achievements and sense of self-worth are reduced. At Kingsley we focus on what a person can do as opposed to what they can't do.

Right people for right care

WINGS encourages all staff to see past the illness and recognise the individual. To do this we start at the beginning in the recruitment process.

Staff are individually assessed for their manner and personality, we seek out warm, kind and caring individuals who have a natural affinity with our residents.

Your smile, your
laugh and your
touch are what we
connect with.



“As we become more emotional and less cognitive it’s the way you talk to us, not what you say, that we will remember.”

What is a home like without WINGS?

We believe WINGS offers the best type of care available but, to fully understand how good it is, we have looked at what a care home may be like without WINGS care. First and foremost the care would be delivered to patients in a clinical like environment, far more similar to a hospital than a home. As a result, the warmth generated in our homes through the interaction and friendliness of our staff would not be evident elsewhere. We also feel that in homes without WINGS, visitors can often feel unwelcomed but we operate our open doors policy to allow visitors to come and go as they please. More generally the residents may look withdrawn and unhappy in their surroundings, the same could never be said in a Kingsley care home.

How is the WINGS programme undertaken?

Initially, one of our specially trained staff is allocated as the project manager. He or she will visit the home and carry out a 'baseline assessment' to evaluate the home's current performance against the WINGS criteria. Based on the outcome of the baseline assessment the home then does a 'full assessment' of all aspects of the home, this includes, individual wellbeing, social interaction between staff residents and visitors, meal time experience and meaningful occupation, also the environment is reviewed. Staffing levels and standards are also audited. All this information is reviewed.

Culture change process

After reviewing the outcome of a full assessment, each home identifies key individuals who have a passion for Dementia care and these staff form the developing team within the home.

This team will then look at how they plan to communicate with residents, members of staff, friends and family. We understand that communicating effectively and clearly are vital. Another thing we do at Kingsley is speak with the family about the full life history of the resident, helping us to understand each individual's background. From this the team can then look to match people with similar capabilities and experiences together, in the hope they can build lasting friendships, helping to improve the emotional wellbeing of the resident.

Taking all of the above information together an individual care programme is agreed upon and implemented. This will consist of internal training sessions, staff meetings, supervision, and leading by example from key individuals, starting with the homes manager, and reflected practice.

The home is then visited by the project manager throughout the project and, with our in-house trainers, will ensure that all aspects of the dementia care training is undertaken.

Just love us
as we are.



WINGS Accreditation

When the home feels that they are ready to be accredited they will contact their project manager. The project manager and other specially trained staff will then carry out unannounced visits and will ensure the WINGS criteria are being met via observations, interviews and a review of documentation before a decision is made to allocate the WINGS Accreditation. Every home that has achieved the WINGS accreditation is subject to continued review and revalidation.

What differences you would expect in a 'WINGS Accredited' home?

A sign of true person-centred care is that the people living in the home are happy, relaxed and engaged with others and the environment, not bored or asleep sitting in chairs in a circle. A person-centred care home will be calm and staff will respond positively and effectively to the needs of the people who live there. We comfort, help and support people who are experiencing a dementia.

At Kingsley we see all behaviours as a way of trying to communicate – it is about the person's feelings, not because they are being difficult. We provide understanding, love and comfort rather than giving medication as a way of keeping people calm. It is important for individuals to be able to express their feelings and we try to help people feel they are loved, valued and cared for. Time is spent with individuals to ensure that this happens.

I know and see daily the challenges and suffering a dementia can bring. I also know and see daily the beautiful joys and learning it can bring, to those experiencing it and those that care for them. My perception of dementia holds both the challenges and the joy, they are not mutually exclusive.

Kyrié Sue Carpenter



How will WINGS make a difference to our residents' lives?

The impact of WINGS on residents is huge, they are treated as individuals in every aspect of daily living, the environment is designed around them. Staff know them as individuals, uniforms and badges have gone and warm faces and smiles have replaced them. Our home in fact should be just like your home.

When a person becomes distressed, that feeling can easily become enhanced and exaggerated if not met with care and understanding. At Kingsley we aim to encourage and support friendships between the individuals living in the homes, and give and receive hugs when needed. This helps individuals to feel part of a team or a family, not alone. We also provide lots of comfort objects such as soft toys and dolls, as many people with a dementia gain comfort from cuddling or holding onto something. This is not seen as childlike but as a way of gaining comfort and expressing emotion such as 'nurturing'.

Residents are given the freedom of choice and never forced to do something. They are spoken to and not about. They are not controlled, they have freedom to move around the home. The home also makes visitors feel relaxed and not out of place. At Kingsley we understand that a person's reality cannot be challenged and in fact needs to be approached with acceptance and understanding.

Many conversations to this effect are supported and actioned appropriately. At Kingsley we accept the person for who they are.

We encourage friends and family to gain a better understanding of the person behind the dementia; this in turn enables them to feel comfortable around the person and helps the person with a dementia feel calm and good about themselves.

WINGS impact on the Staff

The impact of WINGS spreads beyond residents to the staff, making Kingsley a memorable place to work. WINGS creates a happy environment that staff enjoy working in, as it allows them to relax and build friendships with colleagues and residents.

Staff are also given the opportunity to have industry leading training, helping them to develop and improve, with the chance to develop an excellent career at Kingsley.

“We are still here in emotion and spirit, if only you could find us.”

Success Stories

A simple action

A gentleman (who owned a local caravan business) was becoming very agitated as he wanted to leave the care home to go to work. As a home we needed to bring work to him, so approached his family asking them if they would be able to bring one of his caravans to the home and stand outside his window so each morning when he woke up he could see this. This simple action calmed the gentleman and he settled happily into the home.

Getting settled

A gentleman was referred to us by the local NHS as he was not settling in another home locally, and was becoming agitated and distressed.

After a full assessment and placement we worked with the family and other healthcare professionals and managed to alleviate his agitation and distress by building up a caring relationship.

Spring chickens

We installed 4 chickens in the garden at Lavender – a lady of 59 with early onset dementia and behaviours loved to go outside and check for eggs, she interacted well with them and had a reason to go outside for fresh air and exercise. This lady called them “the pigeons” which was rather sweet. She was able to retain the memory of the ‘pigeons’ even though most of her short term memory was very poor.

The sound of music

A lady in her 90's would get irritated by others in the afternoons. She was confused because she thought that Lilac Lodge lounge was her own house, “What are all these people DOING IN MY LOUNGE?” The lady would get very cross indeed. By working with her family and learning that she loved to sing and had a big family, staff began to sit with her in the afternoons, to sing the old songs with her (especially Hymns). This lady loved to talk about her sisters and staff could name them all, in order of who was eldest, youngest etc. (there were 7 sisters, in all). The lady found this comforting and reassuring, it reminded her of where she was from and who she belonged to.



WINGS – How it works

Guiding Principles

Culture Change



Welcome



Individuality



Nurturing

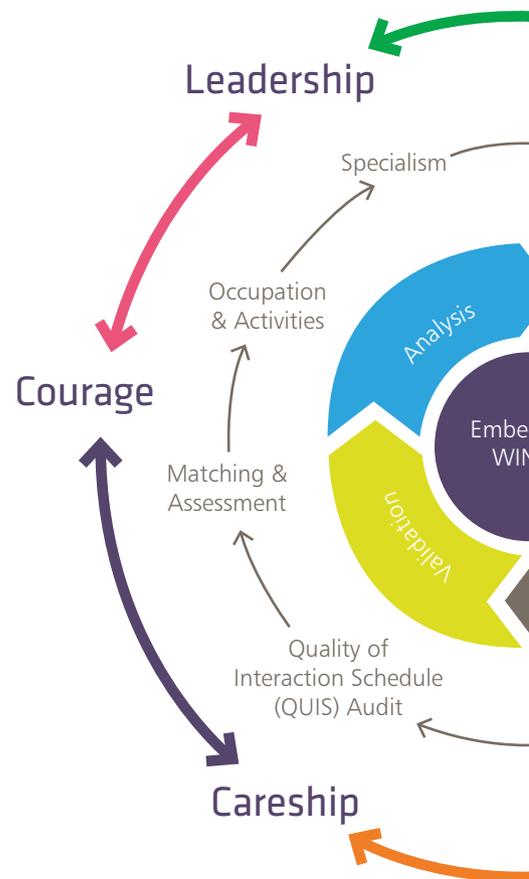


Guidance



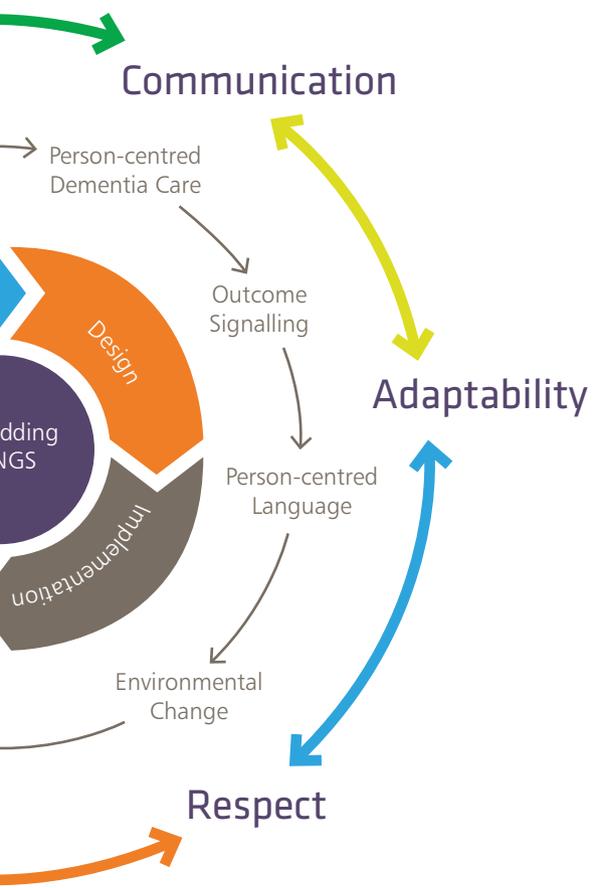
Sensitivity

WORKING TOWARDS
WINGS



Change Process

Culture Change Outcome



- 
Communication, Understanding, Reflections & Involvement
- 
Safe Space, Supportive Environment, Connections, relationships & wellbeing
- 
Value Diverse Perspective Among Staff
- 
Physical, Emotional & Spiritual Freedom
- 
Valued, Belonging & Individuality
- 
Enhanced Care Experience

Meet our WINGS Implementation Team



Helen Gosling

Job title

Head of WINGS Implementation
Home Manager – Oaklands Care Home

Qualifications

NVQ Level 2 Direct Care (1996), NVQ Level 3 Continuing Care (1999), Modern Apprenticeship Health and Social Care (1999), D32/33 Assessor's Award (2000), Customer Services Level 3 (2000), Dementia Care Mapping – Bradford University (2008), RMA Manager's Award (2008), Culture Change in Dementia Care – Dementia Care Matters (2011), Training Skills Matter in Dementia Care – Dementia Care Matters (2013)

About Me

I have worked in health and social care since 1991 (24 years) and for Kingsley since 2004 (10 ½ years). I have worked for Suffolk social services, private sector, Hospital setting and home care. I am very keen to make a difference to the lives of those living with a dementia.

Professional Experience

I am actively involved in research projects and feel this is important for progression and understanding of the illness. I am very passionate about supporting teams that work with individuals who can become agitated and looking at why this may have happened. I believe that there is no such thing as challenging behaviour, it is just a form of communication and it is down to us as a team to understand what they are saying. I believe that good dementia service should start with the home's manager and they should lead by example.

Positive Outcomes of WINGS

A Friendly buzzy home with a welcoming feel. Lots of social interaction taking place between all residents, staff and visitors. Smiling faces and laughter too. An enriched living experience.



Jill Harris

Job title

Deputy Head of WINGS Implementation
Home Manager – Allonsfield House Care Home

Qualifications

Dementia Care Mapping – Bradford University (2008), Culture Change in Dementia Care – Dementia Care Matters (2011), Training Skills Matter in Dementia Care – Dementia Care Matters (2013)

About Me

My name is Jill Harris and I have worked in care for over 30 years with a passion for dementia care, and I love the model of care we give as it can make such a difference to the individual's daily life. We like to have the life stories and as much information as is available for us to be able to give the person the care and life experience they deserve. To work with the family to give their loved ones the experience to fulfil their day to day living.

Professional Experience

I have worked in the care environment for over thirty years. I have worked through the various roles in care, from carer to senior carer, team leader deputy to my current role of manager.

Positive Outcomes of WINGS

A better model of care, a place for people to live that is a home from home, happy and loving environment with no barriers. Giving the residents and the family an experience where we understand and embrace the needs of the individual. We nurture and care, give dignity, choices and safety. And we also give the families peace of mind that their loved ones are being given the best quality of life we are able to give.



Viktor Zak

Job title

WINGS Lead Implementer
Operations Manager – Kingsley Healthcare

Qualifications

Registered General Nurse (2000), Degree in Commercial Management (2004), Leadership and Management NVQ Level 7, 'An Emotional Journey' Dementia Care Course – University of Surrey (2012)

About Me

My name is Viktor Zak and I am a person who deeply and truly believes in what we do in relation to dementia care. It is rewarding and pushing me even further to see the difference before and after the implementation of WINGS. I know that it works and I wish for more individuals to be able to experience and feel the difference. They would never look back.

Professional Experience

The mixture of my qualifications would mean nothing without the right experience. I have had the pleasure of supporting and caring for people for last 18 years as a nurse, carer and in my managerial roles. Every single day is different, challenging and more importantly rewarding. One day of seeing the positive difference we achieve through our support, makes it up for 10 stressful ones.

Positive Outcomes of WINGS

Individuals being supported according to their preferences, wishes and expectations and this being visible. Individuals being able to lead meaningful lives at their home.



Laura Crowley

Job title

WINGS Lead Implementer
Home Manager – Brooke House Care Home

Qualifications

Culture Change in Dementia Care –
Dementia Care Matters (2014)

About Me

My name is Laura, I'm a Kingsley Healthcare Home Manager at Brooke House. Being a Person-centred Manager is about more than drab sentences and philosophies of care. For me, it's about having a genuine passion for making the life of our residents as good as it possibly can be. Keeping busy, feeling loved and appreciated, cared for, these are the basis for my own ethos. I'm very much a 'Hands On' manager, I enjoy my time with residents and staff and am honoured to be in this precious position.

Professional Experience

I have around 22 years of experience in various private care environments, spanning Nursing, Residential and Dementia Care. I've been a Manager for about 12 years, having worked and trained my way through from being a Care Assistant, aged 19. Even at that early age, I knew I loved being around older people, the stories, the mischief, the giggles!

Positive Outcomes of WINGS

There are many positive outcomes in my eyes which include; residents are happily occupied, there are many more smiles, families see the changes in the individual, behaviours reduce, safeguarding incidents reduce, use of medication is reduced, staff retention is higher, residents feel loved and contented. Finally we laugh all the time and are one big happy family.



James Sales

Job title

WINGS Lead Implementer
Development Director – Kingsley Healthcare

Qualifications

Dementia Care Mapping – Bradford University (2008), Culture Change in Dementia Care – Dementia Care Matters (2011), Training Skills Matter in Dementia Care – Dementia Care Matters (2013)

About Me

My name is James Sales and I have worked my entire career with the elderly and have had a passion for caring for people with a Dementia.

Professional Experience

I started training as a nurse at the tender age of 17 and 35 years later I am still as passionate as ever. I worked for nearly 20 years in the NHS, predominately working with the elderly, and I was a CPN specialising in Dementia care in the community. I have also managed homes at a more senior level for 15 years now and still love coming to work.

Positive Outcomes of WINGS

I would expect to see a happy and active home, where residents are involved in home life and where staff, residents and relatives will want to come to relax and laugh.



Carley Rawlinson

Job title

WINGS Lead Implementer
Home Manager – Kirkley Manor Care Home

Qualifications

Mental Health Nurse (2007), Six Steps to End of Life Care (2014)

About Me

My name is Carley Rawlinson and I am the home manager at Kirkley Manor. I am committed to promoting dementia care. When a person with dementia finds that their abilities are declining, they often feel vulnerable; providing time, reassurance and support can help a person feel valued. I believe and promote this to establish relationships with the aim being for the person to retain their sense of identity and feelings of self-worth. Promoting what a person can do can create positivity within the care environment.

Professional Experience

I qualified as a nurse in March 2007 and specialised in mental health. Throughout my career I have worked in nursing homes both clinically and managerial. I have promoted person-centred care with a holistic approach looking into how we can

promote a person's wellbeing, including the person, their family/friend and care staff.

Positive Outcomes of WINGS

My aim by implementing WINGS is to promote and encourage people to live as they wish to. Providing a friendly, relaxed environment in which communication is a focus. Assessing a person with a holistic approach means that we will be engaging with the person and getting to know them. Knowing a person and continually assessing and evaluating the effectiveness of their care needs can promote wellbeing. Promoting meal time experiences and activities in which the person enjoys either independently or part of a group can promote and maintain social inclusion. I hope to create an environment that encourages people to feel safe, secure and cared for. Achieving this, to me is paramount and my main aim.



Debbie Cank

Job title

WINGS Lead Implementer
Operations Manager – Kingsley Healthcare

Qualifications

Registered Mental Nurse, CIEH Advanced Health and Safety, CIEH Advanced Trainer, IOSH, D32, D33, D34, First Aid Trainer, Manual Handling Trainer, Infection Control Trainer, Management Level 5

About Me

I am Debbie and I have worked in care for more years than I wish to admit. From the day I began nursing I was told about person-centred care and to enforce this in everything I did. In real terms, tasks appeared to be more important and the individuals within our care had to adapt to the routine. I have always believed that I wanted to be involved in the care industry that I really, really could make a difference to people's lives. I also aim to be proud of, and have enough faith in, that establishment that I could leave my loved ones in that home and go home content in the knowledge they were not only safe but happy. I am very proud to be part of the Kingsley family, who do expect the best for all of those who have been entrusted in our care.

Professional Experience

For the past 32 years I have had a passion for wanting to make a difference to individuals' lives. As a teenager I worked alongside physically disabled teenagers, and young adults who had challenging mental health needs. I trained as a Psychiatric nurse and have worked in a variety of settings within the NHS and community, from a nurse to a deputy manager, Home manager, Health and Social Care assessor and Verifier, Trainer, Quality Inspector, and Operations /area manager.

Positive Outcomes of WINGS

That we can change lives, we can change the perception, that we have fun and a diagnosis doesn't really matter if you can smile and laugh each day. I want staff to give the best care possible, better than the care they would expect for themselves, I want everyone to be as proud as I am of working in a Kingsley home that really can make a difference.

WINGS: As in Hummingbird wings.

The hummingbird symbolises many different concepts. Because of its speed, the hummingbird is known as a messenger and stopper of time. It is also a symbol of love, joy and beauty.

The hummingbird is also able to fly backwards, teaching us that we can look back on our past. But this bird also teaches that we must not dwell on our past; we need to move forward whilst we cherish the good memories. When the hummingbird hovers over flowers while drinking nectar, we learn that we should savour each moment, and appreciate the things we love!



Welcome

We welcome into our homes people from all walks of life. Whilst striving to create a home-like appeal for all our residents.



Individuality

Our Residents' care is based on their individual needs and preferences.



Nurturing

Residents are treated as a member of our family by our staff and we strive to nurture as we would our own, encouraging individuals to enjoy all aspects of life.



Guidance

This can take many forms throughout the individuals' journey, and is constantly being given and received whilst promoting happiness and wellbeing. It also includes families and staff members.



Sensitivity

All individuals and personalities are supported sensitively. We maintain to support both resident and families within these times of need.



It is how we care that matters...

Kingsley Healthcare was founded in 1999 and has now become one of the most successful and innovative care providers, with over 1200 staff providing care for more than 950 residents across the UK. Named as one of the 'FUTURE 50 companies in Suffolk', Kingsley plan to expand while aiming to remain a mid-size, reliable care provider.

Our staff are passionate about care-giving and are key to ensuring a smooth delivery of care across the group. We are proud to have achieved 'Investors in People Silver' award and we are now working towards achieving the Gold award.

The experience of individuals living at all Kingsley homes is that of love, achievement, wellbeing, encouragement and fulfilment. Our unique person-centred approach to care and 'WINGS' programme have made this possible. 'WINGS' is an industry pioneering and exclusive culture change programme created by Kingsley Healthcare to improve the quality of dementia care practice.

Not only do we care for our residents and staff, we also care about the wider community. We care about children, teenagers, the elderly and vulnerable adults, and always find opportunities to assist in local projects.

To find out more about our WINGS programme please visit www.wings.care. If you have any query regarding this guide or would like to provide any feedback please feel free to contact me.

Wasantha Darshana, Director of Public Relations

Kingsley Healthcare Group

Silk Cutters House, School Road, Lowestoft, Suffolk, NR33 9NA

Call Free: 0808 281 89 15 E: wings@kingsleyhealthcare.co.uk

www.kingsleyhealthcare.co.uk

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