

PROUD TO CARE

A CARE HOME
OF DISTINCTION
IN CONGRESBURY



A specialist residential nursing home delivering a pathway of care for people living with dementia or higher nursing needs.



THE LEONARD ELMS
CARE HOME

QUALITY CARE SINCE 1985

Our team at The Leonard Elms take pride in our care model and in our understanding of the importance of knowing each individual that moves into our care.

We are here to support and care for you and we look forward to welcoming you into our family.



Welcome to The Leonard Elms - A family run home for over 25 years

The Leonard Elms, named after founder Paul Bliss' father, Wilfred Leonard, pride themselves in delivering the best quality care, tailored around the individual and their family.

Optima Care Partnership are at the forefront of specialist dementia care.

Our care model revolves around our 5 foundations of care. Family, identity, environment, education and career development.

Our care reaches throughout the **family** orientated ethos of the group, and we support the families and friends that move into our care as much as the residents themselves.

Our living **environments** are tailored specifically to the needs of dementia and accessible space for all abilities.

We have a strong stance on **education**, offering University modules in dementia care and **career development** pathways.



Meet Katie Maidment - Our Care Home Manager

“I am a motivated and enthusiastic registered general nurse with established managerial and community nursing experience, I strive to improve standards and to enhance patient centered care”



I first worked at the Leonard Elms as a care assistant whilst completing my health and social care qualifications. I remained part of the team whilst my children were growing up but left to gain experience in a hospital environment. In 2008 I began my university studies to become a nurse, graduating in 2011. I further progressed with my career within community services for the NHS ending as a Community Nursing sister responsible for a caseload of patients needing nursing care in the community.

I returned to the Leonard Elms in 2017 where I was successfully appointed as deputy manager. I actively became involved with the development of improving standards by encouraging change and sharing experience. The existing care and nursing teams have been extended and developed and education has enhanced the service that we now see. The opportunity of becoming Registered Manager arose and accepted in January 2020. Although a global pandemic was not part of the plan, I was able to handpick my leadership team and start working towards goals and plans that as a new leadership team we set at the beginning of 2020. I like to think I have a hands-on approach with leading the team and managing the home. I particularly enjoy working clinical shifts, working with the team and ensuring I understand the dynamics of the shifts. Alongside this, I remain focused on monitoring and working with the rest of the leadership to develop our service and maintain our high standards of care.







Family

We are a family owned group that understand the significance and value of family as part of who we are. The group is owned by Paul Bliss and his four sons; Matthew, Clinical Director; Luke, Catering Manager; Oliver, Business Director; and Ed, Director of Dementia Services. They all work within the group. We also understand that dementia brings its own complications and changes to how you live your life. We are here to support the families that move into our service as much as the individual themselves. We offer families the time and space to have talks about all aspects of care for your loved ones, when you are ready and in your own time. Our professional and knowledgeable team will be able to guide you through difficult decisions but to also make your experience of care well supported and warm.





Identity

We know that memories of the past contribute to identity in the present. When dementia disrupts memory and narratives, reminders of life history can be helpful. Recall in dementia is more severely impaired than recognition. Getting to know who comes into our care and their history is one of our foundations of care. It allows us to relate to and understand communication and the ability to address unmet needs. We will coordinate and build the base of your care plans through talking with you, your family and friends to really understand who you are. Gaining this allows the care team to tailor meaningful activities personalised to the individual.



Meaningful Activity

When a residents need calls for an activity it is crucial that the activity offered is specific to the residents level of cognitive function, sensory, physical ability and deficits as well as a sense of identity and preference. These tailored activities are individually gathered allowing us to place interventional care through activity and are encompassed around the following dimensions:

- **Current sense of identity** – this will include some gathered information on who the person is through work roles, family relationships, or preference for a certain type of activity.
- **Current sensory abilities** – this includes visual, auditory, smell and touch modalities. This is to be thoroughly explored, simple ones are as follows; better fitting glasses, an auditory amplifier and better fitting hearing aids.
- **Current motor abilities** – including the ability to walk, to wheel oneself, as well as dexterity.
- **An enhanced understanding of current needs** – longing for family, social contact, daytime activity for stimulation, physical exercise or specific meaningful activity such as helping put laundry away or making beds.
- **A thorough understanding of a persons past and present habits & preferences** - we closely look at the way people engage in their immediate environment and the manner of the engagement.

Environment

We have spent time in researching into the significance that environment has on people living with dementia. Over the last 3 decades there has been a growing body of research and evidence collated to understand the impact this has on increased levels of anxiety, disorientation, agitation, and social withdrawal. A well-designed supportive environment has been recognised to have positive effects on those living with dementia.

Between 2019-2021 we invested over £80K in modifying and designing our internal and external living space for our residents. Our courtyard was a 6-month project supported by the Dementia Services Development Centre (DSDC) at the University of Stirling and Urban Pioneers and is a dementia specific designed courtyard incorporating sensory gardens with fully accessible spaces for all abilities.



Education and Career Development

In 2018, we identified that our staff training and education needed to be more structured and informative for our care team to deliver the best quality care for our residents. Dementia care requires well trained and specific understanding of each diagnosis for those living with dementia to have a good quality of life.

We now work alongside the Dementia Services Development Centre (DSDC) at the University of Stirling in offering evidence based courses to our staff through the Best Practice in Dementia Care training. Parallel to this we have developed and tailored our own in-house training programs in Dementia, distressed behaviour training and physical & psychological intervention training. This enables our staff to identify unmet needs and behavioural communication to implement interventional care methods specific to each individual resident. This reduces anxiety and stress at an early stage and allows positive behaviour approaches.





“What I love most about residential care is that its person focused. We can really focus on person centered care and take the time we need to deliver the right care.”

- Jackie: Dementia Lead.

The staff have worked really hard to relax him, build trust with him. Their efforts are evident in how they have got to know him so very well; the relationships he has formed with staff commend them.”

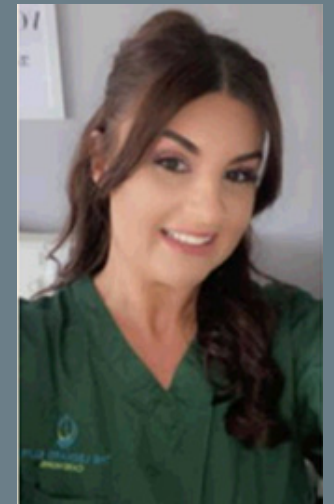
- A family member

“I love giving our residents my love and adoration. The training was clear and gave me so much more understanding about dementia and how it affects everyone so differently”

- Naomi: Dementia Lead

“The care home management have been great-they send out newsletters with photographs and information showing events and activities, celebrating birthdays and with photographs. I know the owner and the managers and would happily recommend the home to others.”

- A family member



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