



# Reframing **Dementia**

A guide to living with dementia



There are more than 850,000 people living with dementia in the UK and this figure is projected to rise to more than 1.5 million by 2040, according to the Alzheimer's Society. Today, one in every 14 people over the age of 65 and one in six over the age of 80 are living with dementia.

Yet, despite the numbers and the fact that one person is diagnosed with dementia in the UK every three minutes, our research shows that half of us have never considered that we might one day develop dementia.

As a nation, we are remarkably reluctant to think and talk about dementia. Nearly half of us have never had a conversation with loved ones about it, and our research shows that we'd much rather discuss divorce, break ups and our weight, than dementia\*. A staggering one in three of us simply don't want to talk about dementia.

Even though the overwhelming majority of the public want what's best for their loved one in later life, many don't want to worry their loved ones by discussing dementia – but the simple truth is that a conversation is a vital starting point to prepare ourselves and loved ones, for what might come in our later life.

Thanks to advancements in dementia care, technological developments and the expertise and dedication of specialist dementia carers, people with dementia can continue to live fulfilling lives, filled with joy, laughter and aspirations. We see it first-hand every day in our residents, and it gives us great hope for a nation in which dementia is understood and respected, not feared.

Dementia has been a taboo for too long. It's time to break the silence and start having open and honest conversations about dementia, so we can proactively plan for it.

We've developed this guide to help people understand what dementia is, how it can be managed and how we can talk about it in a way that's positive and forward-looking.

For some, discussing dementia can be embarrassing and uncomfortable but it doesn't have to be. Only through conversation can we ensure that the right decisions can be made at the right time and that for anyone who does develop dementia, there's a plan in place to help ensure they can still live their life to the full.

**Jane Ashcroft CBE**  
Chief Executive of Anchor Hanover



**People with dementia can continue to live fulfilling lives, filled with joy, laughter and aspirations.**

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**Anchor Hanover** began more than 50 years ago and today is England's largest not-for-profit provider of housing and care for people in later life. It provides retirement housing to rent and to buy, retirement villages and residential care homes, including specialist dementia care. In total, Anchor Hanover serves more than 65,000 residents in 54,000 homes across almost 1,700 locations. Its residential care services employ the majority of the 9,000-strong workforce, providing services to residents at 114 care homes. Anchor Hanover operates in more than 85% of local councils in England.

## What is dementia?

Dementia is the term used to describe a group of symptoms that occur when the brain is affected by specific diseases and conditions – such as Alzheimer's disease or a series of mini-strokes (although not everyone who has a stroke will develop dementia).

There are many different types of dementia, both inherited and non-inherited forms, with Alzheimer's the most commonly diagnosed type, followed by Vascular Dementia.

Symptoms may include problems with orientation, sequencing or memory loss and difficulties with thinking, problem-solving or language. It is important to understand that dementia affects people in different ways, and the experience of living with dementia can be affected by a number of factors.

Medicines have been developed that, for some people, may help improve symptoms or temporarily slow down the progression of their dementia, but the condition is progressive, which means the symptoms will eventually get worse.

As our population continues to grow older, more and more of us are likely to know someone living with dementia and it is important to know that people living with dementia are not alone.

**Having a better understanding of the challenges a person living with dementia may face, and how to support them, can help us all form practical strategies to ensure people continue to live a happy and fulfilling life.**

## How to spot the early signs of dementia

Broadly, the symptoms associated with dementia are a decline in memory, reasoning and communication skills, a gradual loss of the ability to carry out daily activities and to make sense of the world around us, and confusion.

The symptoms of dementia gradually develop over time, but how fast the dementia progresses will depend on each individual.

The NHS advises that if you or a loved one is becoming increasingly forgetful, particularly if aged over 65, it is a good idea to seek medical advice in case it could be an early sign of dementia. Often, the fear of dementia can prevent people from seeking help or advice – but seeking advice early could rule out causes that may be treatable.

### Some possible symptoms to be aware of are:

- **Increased forgetfulness – for example forgetting recent events or forgetting the names of friends or everyday objects**
- **Losing the thread of a conversation**
- **Feeling confused even when in a familiar environment**
- **Increasing difficulties with tasks and activities that require concentration and planning**
- **Changes in behaviour and mood**
- **Difficulty finding the right words**
- **Orientation difficulties**
- **Difficulties with sequencing**

Please note that there are many things that can cause these symptoms that are not dementia, so always contact your GP in the first instance to rule out treatable conditions if you have any concerns.

## How to start positive conversations about dementia

Discussing dementia, and life-changing decisions such as moving into a care home, can seem like a daunting prospect. Often, people may be reluctant to discuss it because they don't want to cause distress. **Using the right questions and conversation starters can help families begin important conversations in a positive and proactive manner** – to ensure the right decisions can be made at the right time, and you so know where to turn for practical information and support.



\* Picture taken pre-covid restrictions

I'd like to talk about something with you, but first I'd like to get your point of view. Is now a good time?

What are your/our concerns about getting older? What could happen if we don't do anything about those concerns?

What kind of experience would you like to have as you grow older? / What kind of experience would you like me to have as I grow older?

What kind of place would you like to live in if you were no longer able to stay in your own home?

How would you want to be looked after should you become unwell or are diagnosed with dementia? / How would you want me to be looked after should I become unwell or am diagnosed with dementia?

## Supporting loved ones living with dementia

Being diagnosed with dementia can be a daunting and upsetting time, and the support of close family and friends is invaluable – in addition to knowing which experts to turn to for support. Talking together about any worries can help, as can lending support at doctor or hospital appointments\*. You may also wish to discuss dementia care options and who could support with personal things such as decision making, banking, paying bills and shopping, should the dementia progress.

**Strong relationships are fundamental to everyone's happiness and wellbeing.** For someone living with dementia, these relationships are just as important and essential but may become more challenging to maintain, should memory and communication skills diminish.

Not everyone will develop dementia. But learning more about it, including possible symptoms, care options, symptomatic treatments and techniques can be helpful, and could help you to plan ahead and ensure your wishes are taken into consideration, if you do develop dementia.

### Adapting living environments

It's important to create engaging environments where people living with dementia can live comfortably and feel supported to maintain independence. People with dementia can become confused in their environment, so it's a good idea to make everything is easily recognisable. **Colour contrasts are often a quick and effective way of helping surroundings and important things to stand out – for example, try painting handrails, doors and furniture in bold colours.**

Surrounding a person with photos or images that can trigger some of their favourite memories, or that are filled with engaging decorations and colours, may also be helpful. Many of Anchor Hanover's care homes have reminiscence rooms (decorated to replicate the different eras and styles for example, with relevant artefacts, such as images, radios and TVs from a time that may feel more familiar) or hold reminiscence sessions, helping residents to relax and feel safe and connected in a way that is tailored to their individual needs.

**Access to outside space is also important as it provides the opportunity for exercise, fresh air, relieves tension and anxiety, and offers personal space for reflection and privacy.** Spending time outside has been shown to positively affect a person's emotions and to improve their sense of wellbeing. It also stimulates the production of vitamin D, helping to maintain healthy muscles and bones, and offers stimulation through different colours, textures and natural smells and sounds.

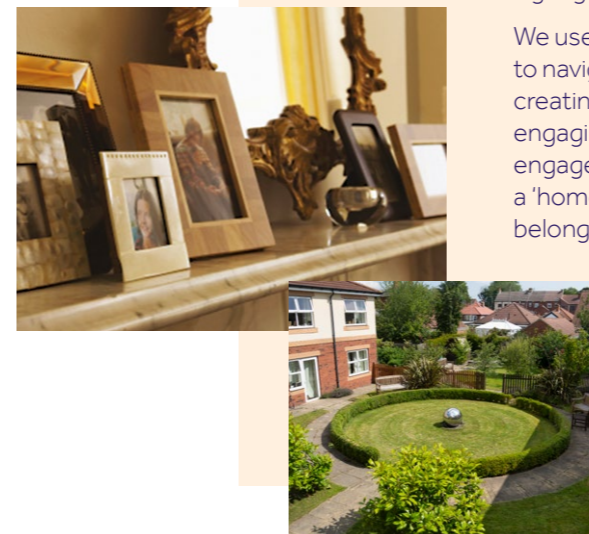


### SUPPORTIVE ENVIRONMENTS

Our care homes promote comfort, independence, and engagement. We base the layout and design of our homes on best practice guidance, including appropriate signage that is clearly worded and pictorially illustrated.

We use contrasting colours to help make our buildings more supportive and easier to navigate for those with impaired memory and high levels of anxiety. We focus on creating a homely atmosphere to promote feelings of safety and familiarity, as well as engaging themed areas based on what residents would like to see, that encourage engagement, nostalgia, and reminiscence. We encourage residents to create a 'home-from-home' atmosphere in their bedrooms by bringing their personal belongings into the home.

**Most of our care homes have private, secure gardens with easy access and pathways residents can follow safely.** In some locations we have created paths and areas that are circular so that residents going for walks will return to a familiar entrance, rather than reaching a dead end in the path which may be confusing to them.



\*In line with current government coronavirus restrictions

## Activities for people living with dementia

People living with dementia should have access to a wide range of carefully considered and meaningful engagement that reflects and supports their hobbies and personal interests. This might include group activities, one to one engagement, or being supported with self-engagement if this is something they would enjoy.

By focussing on a person's likes, dislikes and what makes them happy you can plan activities that the person will enjoy and find stimulating. It could be that the person used to dance when they were younger, so taking them to a dance show or competition, or watching or talking about dancing could be entertaining.

Perhaps they used to work as a chef and would enjoy a trip to a favourite restaurant or cooking a favourite meal with support. It's important to make sure the activity is something that the person can be active in, so they won't feel like they can no longer take part in a favourite hobby or interest.

At Anchor Hanover, we see every interaction as an opportunity to actively engage with our residents, conversations about memories or experiences all add to our understanding of the individual, their likes, dislikes, funny or exciting memories they may want to share.

### LIFE STORIES

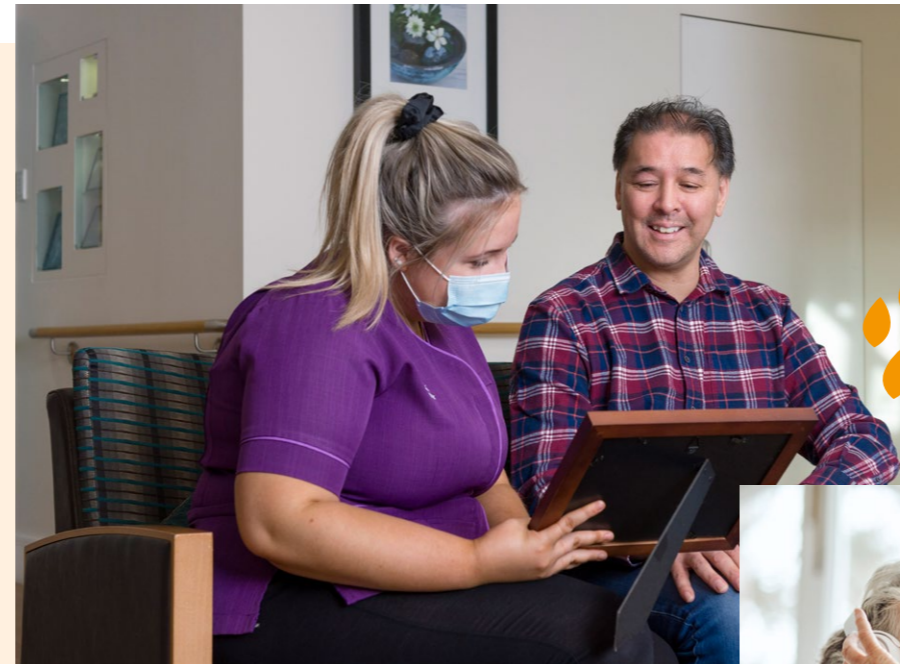
At Anchor Hanover, we encourage our residents to create their Life Story which could take the form of a photo album, a scrap book or a memory box. Developing Life Stories for people living with dementia enables the people caring for them to understand more about their personality, feelings, loved ones, experiences and future aspirations, along with topics that may make the person sad or upset. This helps support with daily tasks, reminiscence and reassurance. It's important to add to a Life Story on an ongoing basis.

### CREATE A MEMORY BOX

Memory boxes help people living with dementia to recall fond memories of people and events from the past. These boxes are specially designed to help conjure up memories that can get a conversation started and stimulate happy emotions. Memory boxes are most effective when they're filled with personal items that have significant meaning to the individual.

We encourage everyone at our care homes to have a memory box, and recommend that these are filled with:

- Items that have a strong connection to a memory, for example holiday souvenirs or a photo of a wedding or special family occasion
- Captions that explain each item clearly, to further prompt memories and conversation
- A variety of items, from ornaments to artwork, news clippings to music tapes
- Items that engage different senses with different materials, smells, sounds and colours. In some cases it's best to avoid anything sharp, heavy, or difficult to handle



**We encourage everyone at our care homes to have a memory box**



### PUT ON YOUR DANCING SHOES

Dancing is beneficial for both physical and mental wellbeing, providing a feel-good factor for everyone even if they are simply watching others having fun.

Anchor Hanover's research with the Beth Johnson Foundation has shown how creative activities, like dance, drama and music, can soothe, stimulate and engage underused but still active areas of the brain. There are plenty of dancing and acting videos online to make the most out of.

### EMBRACE THE POWER OF MUSIC

The transformative power of music is amazing. It can help people recall certain memories, transporting people back to a favourite place and time and reconnecting them with loved ones.

Whether listening to big band classics, rock music or relaxing country songs, music has the power to help relieve the anxiety, stress and agitation sometimes felt by people living with dementia.

It's important to find ways to have fun when living with dementia. A playful and active approach to dementia care can help with emotional stability and the development of trust.

### MAKE THE MOST OF TECHNOLOGY

At Anchor Hanover we've seen first-hand the benefits of using technology to bring people together and engage people living with dementia. Electronic tablets can provide access to lots of information, pictures, music, and films to help calm and engage people living with dementia. We use tablets to connect with all residents, tailoring activities such as bingo and photo galleries to suit people's own interests and life experiences.

Virtual reality can also be used to support some people living with dementia to reminisce, but might not be suitable for everyone. You can download virtual reality apps on tablets / phones that allow people to be transported back to bygone days. Virtual reality headsets for these can be bought quite easily online

## Dietary recommendations

Some people with dementia may have a poor appetite or lose interest in food altogether. Everything from the way you set up a table, to the colour of the tablecloth or the type of crockery used, can help encourage a person to feel comfortable and confident at mealtimes.

Sometimes people with dementia can struggle with handling cutlery or crockery, so it can be helpful to provide smaller knives and forks and use high rimmed plates, to ensure their dignity is maintained. We also offer finger food to encourage independence and enjoyment at mealtimes.

Playing a person's favourite music can also help people to relax and enjoy the dining experience.

In care homes, carers build relationships with the families of residents to understand their eating habits and food preferences, to ensure that they are eating healthily or can eat foods they enjoy, and to ensure the best overall care is being provided.

At Anchor Hanover we decorate our dining areas in colours that are warm and inviting, to stimulate appetite and encourage eating at mealtimes. We appreciate that not everyone likes company and ensure individual wishes are respected when it comes to mealtimes.

The smell of freshly baked bread, sponge cakes and coffee in a dining room can also stimulate appetite. We do all we can to make sure people are included in menu planning and offered choice at every meal.



## Meeting emotional needs

Meeting the emotional needs of people living with dementia can be hard. Often a person can have trouble expressing themselves, which may lead to frustration as a result. **The best thing to remember is that each person is an individual, and all behaviour is a means of communication, how you respond in any situation should be personal to the individual – this is often called person-centred approach, or personally tailored care.**

Communication can be difficult for both the person living with dementia and those caring, for example, someone could be asking to see a relative who is no longer alive, and it is hard to know how best to respond when you don't want to upset or challenge the person who may be living with a different sense of reality. Telling the blatant truth could cause significant distress. Distracting them could also leave the person more confused and frustrated. In this difficult situation it helps to focus on the emotions being expressed rather than the facts of the situation, and acknowledge what the person might be feeling, for example, "I can see you look upset, can I sit with you for a while and you can tell me about your mum".

By showing that you recognise their emotions and exploring why they are asking for that relative, you can help them to feel supported and secure, allowing space and time to explore what you might be able to do to reassure and help. The better you know the person, the less complex this is to deal with.

In any circumstance, to begin to understand what that person might be saying, first try to consider the context of the question being asked. Look beyond what the person is saying to find the meaning behind the words and try to identify the need they may be expressing.

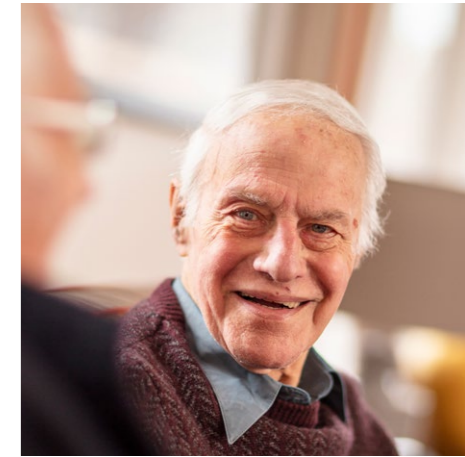


### LOOK AFTER YOURSELF AS WELL AS YOUR LOVED ONE

Caring for loved ones with dementia can be challenging as well as fulfilling, and it's important to have time to recharge and look after yourself too.

There will be frustrations, perhaps on both accounts, but remembering the individual and taking time to acknowledge and validate what they are feeling is important.

At the end of this guide, you will find resources for people caring for someone with dementia.



## Dementia care options

If a person's dementia means that they need specialist dementia care or support and are no longer able to live independently in their own home, there are lots of different care options available designed to meet their changing needs.

Moving home can be a stressful time, no matter your age or circumstances – and moving into a care home is no different. At Anchor Hanover, we do our best to make the move a positive and empowering one – our homes provide opportunities for residents to meet others, pursue interests and enjoy themselves.

When considering residential care options, it is important to visit care homes, meet the staff and see if the facilities meet the particular needs of you or your loved one. Facilities vary from home to home and, as a person's needs may change with time, you should feel confident the home you choose offers the right level of care and support. During the coronavirus pandemic, visits can be organised virtually, so you still have a chance to see the home, meet some of the team and ask any questions.

Wherever you look, asking about dementia expertise is a good idea. At Anchor Hanover, all of our care homes have staff trained to recognise the symptoms of dementia and offer expert support to residents in a compassionate and considered way, that meets their individual needs and preferences. All of our care homes are also supported by a member of our dedicated dementia team who provide on-going dementia training for all members of staff, as well as offering specialist information and support to everyone working in care homes providing dementia services.

It's a good idea to create a shortlist of potential homes and then arrange to visit one or two with your loved one so you can gauge their initial reaction. Lots of care homes will let you arrange a trial stay which can give a better idea of how they will settle into the new surroundings. A good place to start when searching for a care home is the Care Quality Commission (CQC) website as well as Carehome.co.uk.

**Anchor Hanover has produced a helpful 'checklist' to help families find the right care home for their loved ones.**



## Care homes

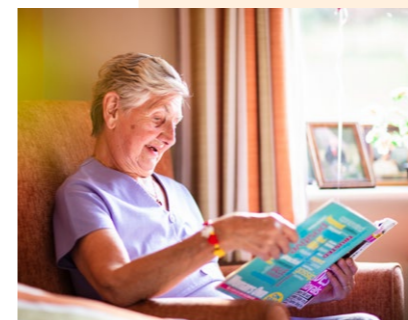
All good care homes should focus on being person-centred – where the care provided is tailored to individual personal interests and abilities. Care homes provide 24-hour care and are most suitable for those who require regular or continual care. Residents have their own bedrooms and bathrooms but also share communal areas within one building. There are different types of care homes offering varying levels of care and specialist support. The care offered can always be adapted to meet the changing needs that living with dementia can bring – creating a home for life.

## Specialist dementia care homes

Some homes offer specialist dementia care. This usually means that they have specially adapted living environments and can provide expert care for people living with dementia. Anchor Hanover has a number of specialist homes across the country, which have a range of distinguishing features such as more staff with advanced dementia training and specific dementia-friendly design elements, including sensory panels and specially designed outdoor spaces. Anchor Hanover's West Hall was the first English care home to implement a new care model which empowers its residents to control the choices that impact their everyday lives.

### MAKING A CONFIDENT CHOICE

Before someone moves into our care home, a home manager will meet with the new resident and their family, to find out more about their lifestyle, and what life they want to continue living once they move in. We recognise the importance of maintaining independence and we look to find out as much as possible about our residents, so we can develop a truly personalised care plan for them.



We continually consult a range of leading dementia specialists to ensure our care homes offer dementia care in safe and supportive environments, that maximise a person's independence, enhance self-esteem and support all aspects of physical and mental wellbeing.

Residents are able to bring some of their own furniture with them to help them feel familiar in their new surroundings, creating a sense of comfort and belonging.

## Dementia care in action

**Anchor Hanover's West Hall care home in West Byfleet provides specialist dementia care and support services. Wellbeing Manager Cassandra Wills works alongside a dedicated team to provide residents with tailored support that meets their individual needs, alongside activities that are well-balanced and meaningful.**

West Hall is designed to fit the specific requirements of people living with dementia, with display boxes outside each room that contain personal items so residents can easily identify their living space. Each floor also has a different colour scheme and there are tactile panels on the walls, acting as sensory guides to help residents navigate the care home and find their room.

Knowing each resident's individual needs and interests allows the care team to tailor meaningful engagement and focus on activities and objects that help recall specific memories. Sensory items are on hand to help reduce anxiety for individuals who become restless or simply need to keep their hands active.

Cassandra plans activity schedules that allow residents to express themselves creatively and stimulate their mind, body and soul. Music therapy is a particular favourite. Cassandra says, "The residents love when we play music or have a sing-along. Music allows them to really express themselves."

**At West Hall, the care team aims to create a sense of community by offering a wide range of social activities and encouraging residents to interact and build friendships.**

Cassandra says "Having dementia can be a very isolating experience for both the families and the person experiencing it. This is why it's so important that they feel part of a special family in the care home."

When it comes to designing care plans for residents, families are involved every step of the way. They're asked about fond memories that staff can chat to residents about, as well as their loved one's likes, dislikes and preferences, including subjects that might be sensitive or upsetting, so that staff can support distress and provide comfort when needed. At each monthly review, families are invited to provide input and feedback on changes suggested by the care team.

Cassandra says "We try to get families as involved as possible because they know their loved ones best. The more they want to be involved, the better."

If residents experience any difficulties, Cassandra spends time delving into the root of the issue and working towards a solution, whether that be working with the family, creating a rummage box to help unlock memories, or tweaking the activity schedule. The care team has had specialist training to meet the needs of all individuals.

Cassandra says "Care homes provide a sense of community, staff who are trained in how to best look after you, and a safe environment that's bespoke for your needs. We have the skills, knowledge and support behind us to help you manage the challenges of daily life."



**"Having dementia can be a very isolating experience for both the families and the person experiencing it. This is why it's so important that they feel part of a special family in the care home."**

Cassandra Wills, Wellbeing Manager



## Innovation in dementia care

Anchor Hanover cares for residents living with dementia as individuals. By responding to individual needs and supporting what people can do with a personalised care plan, we look for opportunities to build on strengths and abilities to find ways to compensate for losses brought about by dementia. Our approach to dementia care respects the uniqueness of each person through their life history, relationships and interests.

### Anchor Inspire

Through our pioneering Anchor Inspire programme, our care homes continuously improve to provide a stimulating and engaging environment for residents. Focussed on four key areas on wellness, food and nutrition, environment and culture and care practice, each care home constantly looks at innovative ways in which they can best support residents living at a particular home, recognising their very specific and individual needs.

We are committed to providing on-going learning and development in all areas of dementia care to all members of the care home team at an advanced level. We provide in-depth training on a range of dementia topics to ensure we follow best practice guidance at all times.

**We equip staff with knowledge on a range of approaches to dementia care, enabling them to be confident and knowledgeable in supporting people with differing needs.** We constantly seek feedback and look at ways we can improve the care we deliver.

Anchor Hanover prides itself on having higher than average resident to colleague ratios and regularly reviews the dependency levels within the home. This is particularly beneficial for our residents living with dementia, as it means (where possible) they have the same carers supporting them every day, enabling the development of strong, meaningful relationships that encourage trust and friendship.

### Thinking outside the box

We constantly encourage our care home staff to be creative when it comes to support and activities for residents. We continuously look for new initiatives, and no two days are the same, with the weeks filled with quizzes, creative activities, singing, physical exercises and storytelling sessions. All our care homes have embraced technology and use innovative ways to keep residents engaged and entertained.

### MEMORIDE

Anchor Hanover care homes have pioneered the use of Memoride – a technology which enables users to pedal their way down fondly-remembered paths, or new destinations that they've always wanted to visit. Memoride helps residents stay active whilst taking a trip down memory lane. It is especially beneficial for people with dementia, as it helps unlock happy memories from the past – allowing staff to learn more about residents, and plan activities that are even more tailored.

**Memoride doesn't just give residents the chance to relive past journeys and places. Residents have been able to visit new places and it has been used to help prepare residents for days out – making them feel less anxious about visiting new places.**

The technology has been a resounding success, allowing residents to visit places from their past. One resident took a ride along the seafront at Morecambe where she used to holiday regularly, and this prompted memories of trips to Blackpool, where – when Memoride took her to the Pleasure Beach – she shared stories of watching the dancing at the Tower Ballroom.

### INTERACTIVE PROJECTORS

Interactive projectors are interactive light projectors which contain a series of activities for people living with dementia. They have been designed to encourage instinctive participation, stimulating a level of physical and social activity suitable for everyone regardless of where the person may be on their dementia journey.

These visual games can be played independently or in groups and have been researched and designed alongside people living with dementia to match their needs. Taking part helps improve health and wellbeing and can create amazing moments of happiness for residents and staff alike.

The images on the table are simply beams of light, meaning it's perfectly safe to use. They project onto any surface, from carpets to tables, to provide positive and invaluable experiences for Anchor Hanover residents, motivating them to interact more with staff and others around them.



### FACEBOOK PORTALS

During the pandemic, our 114 care homes have been given free Facebook Portals, as part of a project run by the social media company and NHSX\*, to reduce social isolation and help residents keep in touch with their loved ones.

The technology has allowed more of our residents to video call their loved ones and our care staff have noticed a real positive difference – residents' expressions, body language and mood were lifted. Even those with family abroad have been able to connect and spend precious time together.

**Not only have the Portals allowed residents to get back some sense of normality, they have ensured that they haven't had to miss special occasions.** Shirley Noble at Springfield care home was able to have a virtual 90th birthday with her family and Arthur Drury, from Hatfield House was able to use a Portal to see his new-born grandchild.

The Portals have been particularly important for residents living with dementia who sometimes struggled to understand why their relatives were unable to visit. Having the ability to speak to their loved ones meant they were more relaxed and able to enjoy daily activities much more easily and without confusion.

**Having the ability to talk to loved ones helps people with dementia to feel more relaxed and able to enjoy daily activities much more easily and without confusion**

\* NHSX is a joint unit bringing together teams from the Department of Health and Social Care and NHS England and NHS Improvement to drive the digital transformation of care.

# A day in the life of a dementia care worker

Being a specialist dementia care worker is more than just a job, it's about making a real and positive impact on resident's lives each and every day.

Laura Simpson (27), a Team Leader, has been working at Anchor Hanover's West Hall and Birch Lodge dementia care unit for more than four years. Here, she shares an overview of a typical day caring for residents with dementia.



## Morning routines

Laura's day starts off by getting everything ready for West Hall's morning routines, which includes preparing breakfast, and medication for residents who require it. Breakfast is a crucial part of the day for residents, and staff offer different breakfast ideas to **empower and encourage choice**.

Once breakfast has been cleared away, residents who require support are offered assistance with showering and bathing, to help them to feel fresh and ready for the day ahead. Our daily routines provide us with additional opportunities to have **meaningful conversations** with our residents.

## Activity of the Day

Care workers then commence their planned activities for the day. They look at national events and special awareness days that they can **get residents involved** with.

We offer a varied activity plan which all staff **design in consultation with residents**. We offer structured activities which can include quizzes or art, it is also important we keep abreast with local community events or national initiatives for example Arts in Care Homes day.

The staff involve residents with dementia in planning the homes' events and activities – **keeping creative is extremely beneficial** for people's wellbeing and helps keep residents engaged.

Residents living with dementia are also encouraged to reminisce, taking part in activities which will **get them thinking and remembering** their past. For example, residents may attend a screening of an old black-and-white film from their youth, which can help start conversations, get people dancing or simply give them the chance to think back to that time.

**"We encourage and promote choice and independence for all our residents, as this is how their quality of life should be"**

Laura Simpson, Team Leader at West Hall and Birch Lodge

## Afternoon actions

As with breakfast, lunch is also tailored to **residents' needs and choices**, making sure it is focussed on their individual preferences.

After lunch, if the weather is nice, the residents have the opportunity to go for a walk around West Hall's scenic grounds. **Residents love walks** along the canal, where, accompanied by staff, they can see the local horses, rabbits and the flowers in spring.

Physical exercise is vitally important for older people, especially those living with dementia, so residents will always be given the opportunity to get out and about throughout the day.

## Last call of the day

In the evening, there will be another **engaging activity**: this could be a resident's birthday party or a pamper session. Residents can also choose to wind down, play games or watch their favourite programme in the common area.

Evenings will also be orientated around **family time**. Anchor Hanover has adapted their care homes for 'virtual' visits, through the use of technology (Facebook Portals, Zoom) and phone calls.



## Need more information?

There are lots of charities set up to provide information and support for people living with dementia, as well as their carers. These include:

The Alzheimer's Society: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Dementia UK: [www.dementiauk.org](http://www.dementiauk.org)

Age UK: [www.ageuk.org.uk](http://www.ageuk.org.uk)

For more information on symptoms and diagnosis of dementia, the different types of dementia, and for other support, visit the Alzheimer's Society or NHS Dementia Guide.

Our Customer Centre is on hand to provide more information on Anchor Hanover's services and help you decide which of our care home options could best suit you and your loved one, or visit [www.anchorhanover.org.uk/contact-us](http://www.anchorhanover.org.uk/contact-us)

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