

# Seeing the Person First

**We help to ensure quality of life for people living with complex dementia and progressive neurological conditions**

With a full-time, specialist multidisciplinary team working within our purpose built dementia-friendly environment, we are able to support people with dementia and other progressive neurological conditions who present with complex behaviours or who may have restrictions imposed by the Mental Health Act or criminal justice service.



Transforming lives together



# Who we care for

As a registered hospital service we provide gender specific inpatient care for men and women, typically over 55, who require specialist care and help with cognitive decline and behaviours such as aggression and disinhibition, which their current setting may be unable to manage.

*"Opened in 2020, Lowther represents a significant step forward in the care and support of people with dementia and other progressive neurological conditions."*

Muthusamy Natarajan,  
Clinical Director of Neuropsychiatry



## We care for people:

- ✓ living with dementia, including early on-set dementia, Pick's disease and Frontotemporal dementia
- ✓ living with progressive neurological conditions, including Huntington's disease (HD), Parkinsons, Multiple Sclerosis and Guillain-Barré Syndrome
- ✓ who have comorbid physical health care needs (with the exception of those requiring ventilation)
- ✓ who are in crisis and require rapid assessment and stabilisation
- ✓ who are detained under the Mental Health Act 1983 (2007) or who are on a Deprivation of Liberty Safeguard Order (DoLS), or informal.

## Our Dementia service at a glance

We deliver a variety of specialist therapies designed to manage cognitive decline, reduce behaviours that challenge and encourage positive life experiences for people living with dementia, alongside their other physical and mental illness needs.

**Our wards on Lowther are designed to adapt to the evolving needs of people with dementia:**

Cherry

Female ward and end of life care

Aspen

Male admission

Redwood

Male complex needs and behaviours that challenge

Elm

Male mid-stage and end of life care





## Inclusive design is the 'silent partner' in dementia care delivery

People living with dementia have needs that change over time, that's why with the design of the Lowther dementia village we have created new environments that support and enhance the therapeutic offering from our MDT.

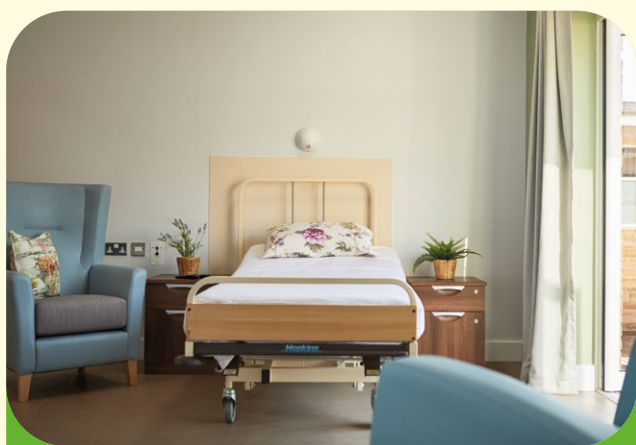
The Lowther design is based on a village theme and incorporates a range of supportive technology and design features that improve engagement and enhance quality of life.

## Advanced care for the latter stages of dementia including end of life care

Our specialist multidisciplinary team (MDT) are highly skilled in the provision of end of life care for people with dementia. They also recognise the importance of family and friends being seen as 'partners in care'. Our on-site social work team are there to support family and carers and the hub environment has a designated suite where family members can be with their loved one and stay overnight if required.



Comforting visual prompts, such as fireplaces in the lounges and a unique artwork system that can be personalised with favourite images and personal photographs - whilst ensuring the safety of patients.



Our end of life suite has its own access away from the main wards and the room opens onto a private garden with decking.



Areas for privacy with acoustic dampening and lowered internal walls provide a calming environment for patients to enjoy meals whilst allowing a clear line of sight for staff.



# John's Campaign

The right of people with dementia to be supported by their family carers.

John's Campaign is a national campaign that has grown to welcome, not just allow, people to support their relative or friend in care homes and hospitals across the country. John's Campaign is an attitude of mind, and embedding the principles into our practice helps us to achieve truly person-centred care, and improved experiences and outcomes for all.

St Andrew's is an Ambassador for John's Campaign and this is our registered pledge;

*"At St Andrew's Healthcare, we recognise the importance of welcoming families and friends. We invite them to work with us as equal partners in care, according to their wants and needs. By doing so, we can support truly person-centred care, and improved experiences and outcomes for all."*

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## A place for Carers

Our Carers Centre in Northampton gives family, friends and carers a space to relax before and after visits.

Acting as a hub for carers to meet and access support and guidance, the centre also offers information and signposting to services that may be helpful.



Meet some of our specialist multidisciplinary team who work across Lowther:



**Parul Shah**  
Consultant Geriatrician

"My role as a Consultant Geriatrician is to pick up on the subtleties of medical issues, pre-empt an issue and actually do some proactive management so that patients don't deteriorate any further with their physical health and hence reduce visits to acute hospitals and improve their safety whilst they are in our care here."



**Sarah Hayes**  
Lead Occupational Therapist

"The challenge that we have is to remember this person that is beneath the physical and mental health and the cognitive impairment; to get to know who that person was underneath. It's a sense of 'personhood' that is often referred to by Kitwood and it recognises that we need to get into the individual's world."



**Muthu Natarajan**  
Consultant Forensic Psychiatrist  
and Clinical Director for the  
Neuropsychiatry service

"What makes St Andrew's different is that the culture and the organisation are geared towards delivering care to people with very complex needs and we work hard to maintain our links with the loved ones of the person in our care to the best possible standard."



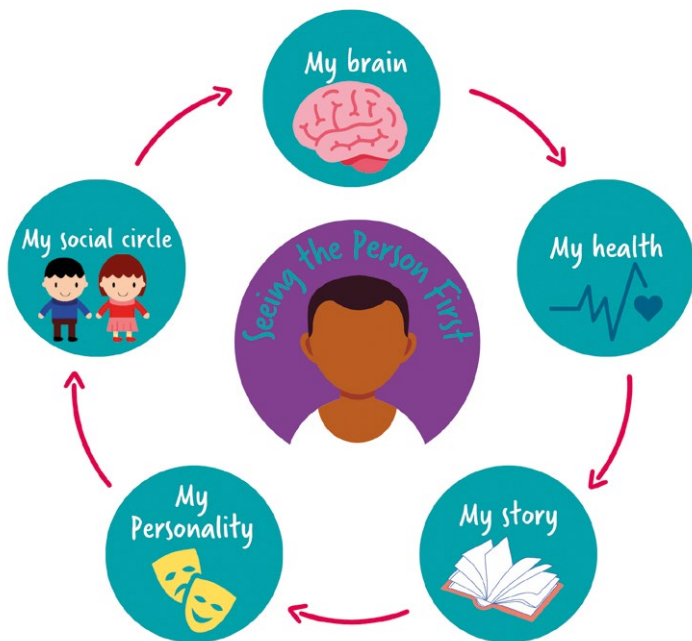
**Donna Beech**  
State Registered Mental  
Health Nurse

"Our specialist nursing team mean that we can formulate care plans based on non-escalation should people's physical health decline. This means that we can nurse people with complex needs should they become ill with things like chest infections and urinary tract infections and avoid them being moved to the unfamiliar surroundings of an acute hospital."



# Seeing the Person First

In our Lowther dementia village we use the Enriched Model of Dementia Care



We see the person behind the condition and focus on what makes each person an individual. We work with each person, and their partners in care, to ensure we understand what is important to them.

All our Neuropsychiatry team are trained in person-centred care. This influences all our interactions with patients and how care is approached. Person-centred care is more than being nice or being kind; it requires everyone around the patient to pay special attention to the quality of relationships and the environment.

How we demonstrate that we are person-centred:

- ✓ We value people
- ✓ We treat people as individuals
- ✓ We seek to understand perspective
- ✓ We provide a supportive social psychology



## Focus on dementia research at St Andrew's

Dr Inga Stewart, Consultant Clinical Psychologist and Clinical Research Fellow tells us about her research in the field of care planning with people living with dementia:

"My programme is about co-producing research into care planning, and is running as a result of a partnership between St Andrew's Healthcare and the Alzheimer's Society. For us as a steering group of people with living and learnt experience of dementia, co-production means working together to do something. It is about treating each other with respect and equal value. It is also about people with different experiences and ideas coming together to make things better for everyone."

## Virtual reality and the positive benefits for people living with dementia

We know from research with our patients that using virtual reality (VR) can have a positive impact on the quality of life for people with dementia by helping them to recall past memories, reduce aggression and improve relationships with care givers. We are co-funding and working with the University of Kent to research the benefits of VR and we have a PhD student exploring the personalisation of virtual environments, with our patients and staff as participants.

Drew, one of the patients in our care, really enjoys his VR sessions and his experiences formed the basis of a documentary made by students from the Liverpool Institute of Performing Arts.

"It was amazing to watch Drew come to life during the VR video. It demonstrates that VR can be another tool which helps people living with dementia to increase their quality of life.

"We hope in future that we can personalise this experience even more for patients in our care, so for example generating opportunities for people to revisit memorable places from their past."

By expanding the concept of a dementia village, we have created an outside space that helps to maintain familiar routines, encourage activities and provide enjoyable distractions and engagement.

*Our village square forms the basis of social interactions and helps to build daily routines, it's a space where staff, patients and families can meet and spend time together.*



## What does our care look like

- We use the RAID® approach in our model of care – focusing on recognising and reinforcing appropriate behaviours with the aim of gradually displacing disruptive actions
- A holistic approach using Dementia Care Mapping™, based on the Enriched Model of Dementia Care
- Led by the multidisciplinary team (MDT) inclusive of psychiatry, psychology and therapy sessions in conjunction with our nursing team
- Input from a specialist physiotherapy team and a designated physio suite on-site in Lowther
- Specialist on-site input from Dietitians, GPs, Speech and Language Therapy (SLT), Physiotherapy, dentistry and podiatry
- A designated dysphagia kitchen working with the SLT team to prepare graded food
- Located on a 140 acre campus with access to our supported shops, café and vocational centre

## On-site designated dysphagia kitchen

With a dedicated dysphagia kitchen on-site, our chefs work closely with Speech and Language Therapists (SLT) and Dietitians to create appealing and nutritional menus. Each day patients can enjoy eleven main course options with a selection of six side dishes.

“As part of the specialist MDT working across Lowther one of our key roles is to undertake regular swallowing assessments for our patients. This means we can guide the grade of diet and consistency of fluids to reduce the risk of choking and aspiration”  
Kimberlee Ferrari, Lead Speech and Language Therapist.



For help with a referral into our Dementia service please speak to our Admissions Team on;

t: 0800 434 6690 (Monday - Friday 09:00 - 17:00)

e: [SAH.admissions@nhs.net](mailto:SAH.admissions@nhs.net)



**St Andrew's**  
HEALTHCARE