In Support of John’s Campaign

We strive to be the first choice care home in the community. We welcome friends and family to visit day or night so that they can maintain positive relationships with their loved ones and in turn help us to deliver the kindest possible care and experience to everyone.
About John’s Campaign

For the right of people with dementia to be supported by their family carers

John’s Campaign was founded in November 2014 by Nicci Gerrard and Julia Jones. Behind its simple initial statement lies the belief that carers of people with dementia should not just be allowed but should be welcomed, and that a collaboration between carers and professionals is crucial to the health and well-being of 850,000 people currently living with dementia in the UK.

John’s Campaign began in the hospital sector but it soon became apparent that its principles of welcome and inclusion could extend to all other caring institutions where people are living away from those closest to them. Similarly it is not only people living with dementia who need this individual support but everyone who is frail or vulnerable at any age. The campaign slogan is ‘Stay With Me’ and we at HC-One believe that there are many ways of ‘being there’ for a family member or friend even when they are not living under the same roof.

www.johnscampaign.org.uk
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• At HC-One we actively encourage people to visit at times suitable for their relative/friend.

• We appreciate that for some Residents this may be late evening, early morning and if needed, overnight.

• We will welcome visitors and where needed offer suitable accommodation, refreshments and light snacks.

• For overnight stays, a comfortable lounge chair, pillows, blankets and access to toilet facilities will be provided along with overnight assistance.

• We will actively encourage visitors at mealtimes if they wish to support their family member/friend during this time.

• We recognise that you have known your relative or friend for many years and we therefore value your help as we get to know them ourselves.

• If there are aspects of their care that you would wish to continue to undertake, please let us know.

• We know that visits do not always go well and there may be emotionally difficult times ahead. We would like to support you where we can.

• We understand that visiting in person isn’t always easy. Talk to us about other ways of keeping in touch as we know you will always be important to your relative/friend.
Enhancing the mealtime experience for Residents

It is important that we create as ambient and peaceful an atmosphere as possible; we find that a busy dining room is a dining room where Residents gain less enjoyment and eat less food as the busyness is distracting.

The measures we take to enhance the experience:

- Discourage visiting health and social care professionals and only promote emergency medication or treatment if needed
- Ask nurses and care teams to assist Residents who require help with eating as discreetly as possible
- Encourage friends and family to join Residents if they can help them with the dining experience

We ask of friends and relatives:

- If your friend or loved one does not need help at mealtimes, we ask if possible, that you avoid main mealtimes for visits in favour of other times of day
- Could you try not to telephone the home during this time; it will help to limit the noise of ringing phones and enable our caring teams to focus on helping Residents

If you have any concerns:

- Please call, email or drop in to see our Home Manager and we’ll do all we can to assist