**Llys Elian**

David Sheard Director of Dementia Care Matters, undertook an unannounced QUIS observational audit on the 17th July 2013. Llys Elian achieved an Audit level of 5 on a scale of 1 to 6 (1 being excellent). However care homes on their first baseline audit using the QUIS methodology usually come out at a level 6. David reported that he was struck by the almost total absence of ‘controlling care’ so common in many care settings. This was seen as a real positive.

David Sheard concluded that ‘Llys Elian is a care home with an ideal environment split into 4 potential ‘houses’ but where the ‘household’ model of care was not being implemented. The staff team had a genuine, warm and a very strong positive feature is the total absence of controlling care with people responded to in a very friendly, accepting and respectful way.

It was recognised that the support provided to the residents needed to change from being tasked led and needed to ensure residents are meaningfully occupied and that feelings matter most.

**What has changed?**

15 staff took part in a training programme called ‘being a star’, the training involved looking at how staff can best support people by behaving as a butterfly would – flitting around the home ensuring each person has something to do at any given time. Ensuring every interaction is meaningful, and making sure that those who declined to take part in a singalong for instance are otherwise occupied in a way more suitable for them.

The environment has changed – the corridors were painted magnolia with dark wooden doors and rails with no stimulation. The living areas, hallways and bathrooms have been transformed, making them brighter, more stimulatory with lots of tactile materials around. Each person’s bedrooms had dark wooden doors, each person chose a colour for their door to be painted, and this has brightened the corridors and enables the person to identify which is their room.

Units are now called houses, all houses have front doors which are closed, the purpose of this is not to keep people from leaving the house, but to ensure they have a sense of belonging. Door bells have been installed to each house, ensuring visitors ring the doorbell and knock to enter, in time it is hoped that the people living in the houses will take ownership and open the door for guests who are entering. Porches have also been built onto the houses.

Staff also understand that feelings matter and that one of the most important things in caring for a person with dementia is spending time with them and acknowledging how they are feeling and finding ways to support them.

Ensuring that people who live at Llys Elian have as much as possible to occupy their day. Carers and volunteers support people in carrying out everyday tasks which they may have carried out at home which is known to increase self esteem and alleviate any frustration they may be feeling about other deteriorating skills.

**What difference has it made**

The home had an unannounced qualitative observation in December 2014, the outcomes was a **Level 2/3.** Therefore Llys Elian has achieved Dementia Care Matters’ Butterfly Service national quality of life ‘kitemark’ providing ‘Highly skilled loving care with a high degree of good person centred dementia care and potential to develop further.

The outcome of this home being Level 2/3 is in relation to the fact that this home has no evidence of controlling care and all barriers between people living and working here are now comfortably removed. The 4 houses provide a domestic look and feel and the staff teams in each house are demonstrating a caring approach that creates a best friend/family feel. People living here demonstrate high levels of wellbeing and they notice each other, interact as friends and show regard and concern for each other which is a strong indicator of wellbeing. Personal care is of a very high standard.

An environment which provides small domestic living and a small family feel. An enabling approach where people are supported to make their own breakfast and drinks in kitchen areas attached to dining rooms. Also teapots, milk jugs, sugar bowls, condiments and all elements of a meal made available for people.

* Familiarity, joking and affection demonstrated between people living and working here.
* Personal care is of a very high standard and people are aware of how they and others look. They comment and complement each other.
* People are very aware of each other and they show concern and nurturing for others – offering help and a listening ear to ‘friends.’
* People openly express how nice it is to live here.

Dementia care matters work has identified that following the butterfly model of care and working to the household model has great benefit for staff –

* Staff feel they have more ownership of their house
* Staff are able to work in a more relaxed manner
* Staff retention is increased
* Sickness rate is reduced
* Increased staff morale and motivation
* Enhanced relationship between residents and staff and vice versa
* Less incidents of compromised behaviour
* By matching people living at Llys Elian and staff into houses, staff will find the work more rewarding and less stressful.