

VIDA  
HEALTHCARE





“I cannot praise it enough.  
We are absolutely thrilled.  
The way they look after her  
is wonderful.”

Mrs Suzanne Smith

Vida Healthcare was established in 2010 with the aim of transforming the care available to older people living with dementia. It was clear at the time that the majority of traditional residential care homes simply didn't have the resources or the expertise to fully support their residents as they progressed on their journey with dementia.

Anyone who has supported a loved one living with dementia knows how much time, energy and understanding is required to help maintain their wellbeing and quality of life. The journey of dementia can vary from person to person and symptoms can also change over time, therefore caring for someone living with dementia can be incredibly complex.

We discovered that many care homes couldn't always support residents as their needs changed over time. Worse still, some residents had to be transferred, causing an incredible amount of disruption and stress for both the resident and family members.

We set about to challenge perceptions and practices in dementia care, with an emphasis on reducing the use of medications and to instead provide bespoke environments and alternative therapies to improve wellbeing and quality of life.

More than three years of research went into the planning of our first home, Vida Hall. Working with leading consultants and our dedicated and passionate Healthcare Director, Bernadette Mossman, we developed an innovative, state of the art home along with pioneering care plans and staff training programmes to set new standards of care.

In 2014, Vida Hall was awarded a rating of 'Outstanding' by the Care Quality Commission – the highest rating ever given to a specialist dementia home. We were also the first care home in the northern region to have achieved this level under the new, more rigorous CQC inspection criteria.

I'm so proud to say that Vida Healthcare is going from strength to strength. Since opening Vida Hall, we have won numerous awards and accolades. Our new care home, Vida Grange in Pannal, builds upon the incredible achievements of our team.

In this booklet we'll introduce you to our team, tell you all about our homes and explain our unique approach to care. I hope it gives you a sense of our commitment to providing the highest quality care and that you'll decide to come and take a look to see the difference for yourself. We would welcome the opportunity to show you around and answer any questions you may have.



Chris Rycroft  
Chairman





“If a garden is to benefit a person with dementia it must be more than a safe and pretty place to sit. I not only design the gardens to be therapeutic but I also work with management and staff to ensure the gardens are regularly used to benefit the residents.”

Dr Garuth Chalfont

## ABOUT OUR HOMES

One of the most rewarding parts of my job as Managing Director of Vida Healthcare has been overseeing the development of our two homes in Harrogate: Vida Hall in Starbeck and our newest home, Vida Grange in Pannal.

I have worked closely with healthcare experts, specialist architects, interior designers and landscape gardeners to help create unique environments in our homes. Every element has been designed with our residents' health and wellbeing in mind. The choice of textures, colours, lighting and multi-sensory equipment all actively promote a sense of stimulation and our innovative layouts help to reduce anxiety, frustration and stress.

Within both of our homes there are multiple, smaller houses which allow us to provide tailored care for our residents - no matter where they are on their journey living with dementia. This also means our residents can live alongside people who may be at a similar stage in their journey.

Each house has a similar look and feel but offers a different level of care and support - from residential through to nursing - and staff have received specialist training appropriate to the home they work in. Should care needs change over time, our residents do not have to experience the upheaval of moving to a completely different care home.

All of our rooms are ensuite with quality furnishings however residents are welcome and encouraged to bring their own furniture to help create familiar surroundings.

Memories are precious to all of us, which is why we have specifically designed environments and items in our homes which can trigger memories and encourage our residents to share a story or two with staff, family and friends. There are also gardens and terraces which residents can freely access; these safe spaces offer a sense of calm and independence.

Our gardens have been designed by Dr Garuth Chalfont - a leading expert in the design of care environments for older people living with dementia. His design philosophy connects internal spaces with the outdoors, encouraging residents to maintain this fundamental part of their lives and to enjoy the health and wellbeing benefits this brings.

The most important thing to me throughout the development of our homes is that they *feel* like home. There's no real way of describing that feeling in writing, which is why we would love for you to come and take a look around for yourself. You'll find details on how to find us in this booklet. If you have any questions at all please don't hesitate to get in touch.



James Rycroft  
Managing Director



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## OUR APPROACH

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At Vida Healthcare we are committed to providing the highest quality care for people living with dementia. My focus as Healthcare Director is to ensure each of our residents receives care that is completely tailored to their needs and lifestyle, delivered by a highly skilled, dedicated and compassionate team.

Our care is 'person-centred' which means we take the time to get to know our residents and support them as individuals. By learning about family and friends, hobbies and interests, likes and dislikes, we can make meaningful connections and help people to feel at home and at ease. It also helps with therapies designed to improve memory and thinking skills.

We are passionate about providing the most effective care by keeping up to date with the latest research and findings in dementia care as well as drawing on the high level of clinical expertise we have in house. A key part of our approach to care involves championing the use of alternative therapies over antipsychotic medications wherever possible to help improve wellbeing.

I have designed a bespoke training programme to provide staff with the specialist skills they need to provide effective, quality care. We also have a Progressive Training Manager to support staff in their roles day to day and ensure they continue to meet the very high standards we expect at Vida.

Every member of the Vida team has been selected because they share our values: We treat everyone with respect and dignity. We are transparent, honest and fair at all times. We support people to make their own decisions and lead independent lives. And we treat everyone equally.

As well as caring for our residents, at Vida we care about families too. We are always on hand to give help and advice and we run a Family Support Forum, where families can meet and talk about their shared experiences of dementia. We can also offer support through more informal one to one chats if preferred.

If you'd like to know more about our approach to care, I am always available to talk to you about our services or to discuss your care needs. Please don't hesitate to get in touch or drop in for a visit.



Bernadette Mossman  
Healthcare Director

*Bernadette Mossman*



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## OUR CARE SERVICES

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### Life Story Work

Getting to know our residents to help embed a person-centred approach to care.



### Dementia Care Mapping

An observational assessment tool designed to improve the care given to people with dementia.



### Cognitive Stimulation Therapy

A non-drug therapy which can improve memory, thinking skills and quality of life.



### A Personal Key Worker

A familiar face to support and develop an individual plan of care for each resident.



### Comprehensive Medication Management

A carefully controlled system to safely manage and review the use of medications when required.



### Alternative Therapies

Examples include animal assisted therapy, art, drama and music therapies, including one to one activities.



## LIFE AT VIDA

First time visitors are often surprised at how happy our homes are. Our teams demonstrate to families on a daily basis that it is possible for their loved ones to enjoy life as they continue on their journey living with dementia.

“Utterly amazing, unbelievable. A “can do, will do” attitude. The difference in my mother since moving to Vida is incomparable.”

Mrs Penny Duke



We pride ourselves on being different to most traditional care homes. At Vida you won't find strict routines or set visiting times. Residents are encouraged and supported to make their own choices about how they spend their time, to pursue their own interests and hobbies, to socialise with their neighbours and, most of all, to treat the home as their own.

The pleasant atmosphere in our homes is in no small part down to the passion, positivity and enthusiasm of our fantastic staff. My role as Progressive Training Manager is to make sure everyone has the skills, the knowledge and the confidence they need to provide the best possible care, helping people to lead happy, fulfilling lives.

We know that giving people a sense of purpose and self-worth is vitally important to their wellbeing. We support our residents to remain a part of the local community and be involved around the home if they would like to be. We regularly organise outings to the local town, parks and gardens and we put on events, such as our summer fairs, for residents and their friends and family to enjoy together at the home.

We also work hard to provide meaningful, therapeutic and enjoyable activities for residents to take part in, such as exercise classes, musical performances and singing groups, gardening and arts and crafts. And we encourage spontaneous activities to take place through social groups and clubs.

Friends and family are a big part of life at Vida. We encourage people to attend our family meetings to hear about any developments at the home and have a say on how things are done.

I hope this gives you a flavour of what life's like in our homes but we're always available if you'd like to find out more – just drop in or give us a call.



Theresa Mc Nally  
Progressive Training Manager





## HOME COMFORTS

Vida Healthcare passionately strives to provide five-star accommodation and service. We also want to ensure that residents feel as comfortable as they would in their own homes.

All of our houses include a TV lounge and a selection of other sitting areas which have been designed to provide a range of opportunities for socialising, taking part in activities or simply enjoying some quiet time.

Every day we offer a choice of delicious and nutritious meal options, taking into account dietary needs and preferences. Everything we serve is home cooked from fresh seasonal ingredients. Meals are served at regular meal times and residents can choose to join us in one of our dining areas or eat in the privacy of their own room.

For people who would prefer to eat at other times, this is not an issue as our catering staff can offer full meals at anytime. Refreshments can be requested around the clock and we also have communal kitchen areas where residents and their families can make their own snacks if they wish. Friends and family are always welcome to join us at meal times.

We also provide a full laundry service and for added peace of mind, we utilise Ozone technology in this department which helps us to prevent infection and cross contamination without the use of harmful chemicals.

Other services include a visiting hairdresser and chiropodist. Should residents prefer, they can also ask their own hairdresser to come in and use one of our fully equipped salons.

Health and safety is always our top priority and we work very hard to provide a safe living environment for our residents whilst always striving to ensure that independence is enabled and encouraged for as long as possible.

I'd be happy to answer any queries you might have about our facilities or how our homes are run. Please don't hesitate to get in touch.

“What is clear is that everyone is part of the Vida team - the reception staff, laundry and kitchen staff, housekeepers and handyman, activity people, carers and nurses - and all are so cheerful, kind and respectful to the residents.”

Sandra Sweeney



Jill Young  
Operations Director

*Jill Young*



# VIDA

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## HALL

Vida Hall - the first care home in the Vida family - is situated in Starbeck; a quiet suburb of Harrogate which is well connected by bus and train to Leeds and York. Within walking distance there are plenty of local shops and cafes as well as parks, a network of well-maintained local walks, various churches and a community hall.



### Vida Hall

Station View, Harrogate, HG2 7JA  
01423 885702  
info@vidahall.co.uk

Vida Hall opened in 2013 and was awarded a rating of 'Outstanding' by the Care Quality Commission in 2014 for the innovative design and exceptional care provided. There are 70 rooms, divided into four smaller houses.

Orchard View offers residential care in a homely environment that supports our residents to live with dignity and independence and enjoy opportunity for social activity and engagement.

Meadow View offers nursing care for people who may be experiencing symptoms that create feelings of insecurity, fear or distress. The staff are highly trained and are committed to improving wellbeing.

The Glades offers nursing care for people who are further on in their journey with dementia and may also have significant physical health challenges. The staff team are passionate about finding ways to 'make contact' and help residents to experience feelings of safety and love.

Woodlands offers residential care and also accommodates day care services throughout the week (by arrangement). The team work hard to ensure the ladies and gentlemen experience a home from home that promotes wellbeing and a sense of belonging.

# VIDA

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## GRANGE

Vida Grange is situated in Pannal; a small, historic village with a big community spirit. Again, the home is well connected by bus and train to Harrogate, Leeds and York. Locally there are shops and cafes, picturesque nature spots as well as a church and the village hall which hosts various social events.



### Vida Grange

Thirkill Drive, Pannal, Harrogate, HG3 1FE  
01423 788770  
info@vidagrang.co.uk

Vida Grange is a modern, 124 bed home, divided into eight smaller houses. It was developed based on the winning formula at Vida Hall which means you can expect the same outstanding level of care and comfort.

As with Vida Hall, the different houses within Vida Grange will allow us to offer a range of care options for people who are at different stages on their journey living with dementia.

To find out more about the current care options available at Vida Grange, please get in touch. Our healthcare director, Bernadette Mossman is the registered manager at Vida Grange and would be happy to discuss your care needs with you.

**“Vida shines out like a beacon. If all care homes were like this one, there wouldn't be a problem with dementia care in this country.”**

Mr Holt



# THE STORY SO FAR

2010

Vida Healthcare is founded. Chris and James Rycroft begin their mission to find an appropriate site for Vida Hall and work begins on the innovative design.

2011/12

Planning permission is granted and building work begins on Vida Hall.

Bernadette Mossman joins the company as Healthcare Director and develops the company's unique ethos of care, focusing on providing bespoke, person-centred care and championing the use of alternative therapies over antipsychotic medications.

Jill Young joins the company as Operations Director to develop and oversee all health and safety procedures and ensure the smooth running of the facilities.

2013

Vida Hall opens its doors in February 2013.

Vida Healthcare joins the Skills for Care consortium and signs up to support the Social Care Commitment, demonstrating our commitment to providing staff with quality ongoing training and support.

Vida Healthcare achieves immediate successes at the Great British Care Awards becoming finalists at the Regional Innovation Award. Our healthcare director, Bernadette Mossman, also achieves Regional Finalist in the Registered Manager Award.

2014

Vida Hall is recognised as an 'Outstanding' service by the Care Quality Commission - the highest rating ever given to a specialist dementia facility at the time and the first care home in the northern region to have achieved this level under the new, more rigorous CQC inspection criteria.

For a second year running Bernadette Mossman achieves Regional Finalist in the Registered Manager Award at the Great British Care Awards.

2015

Vida Healthcare enjoys further successes in the Great British Care Awards, including Theresa McNally who wins Regional Trainer of the Year, Pam Farres achieves Regional Finalist in the 'Carer of the Year' Award and Bernadette Mossman achieves Regional Finalist once again in the Registered Manager Award.

2016

Vida Healthcare scoops the award for 'Best Employer for under 250 staff' as well as the highly acclaimed 'Winner of Winners' Award in the Skills for Care Accolades.

Vida Grange opens its doors in December.

"Staff spent quality time with people to give them emotional support and comfort."

Care Quality Commission Report

Andrea Sutcliffe, Chief Inspector of Adult Social Care at the Care Quality Commission, makes a special visit to Vida Hall on Care Home Open Day.

"Staff treated people with dignity, respect and kindness."

Care Quality Commission Report

"Staff were seen reminiscing with people about their life, singing, discussing the newspaper headlines of the day or going for a walk with them."

Care Quality Commission Report



*“At the CQC we have been criticised that we have not rated enough homes as outstanding. From visiting Vida Hall, I can definitely say that there is a clear difference between your service and others I have visited. A short visit cannot really do you justice but perhaps the most telling thing was the atmosphere; calm, with enough staff not to be hurried and such a clear focus on the people living at Vida Hall and their families. It was a real privilege to spend time with you.”*

Andrea Sutcliffe  
Chief Inspector of Adult Social Care, Care Quality Commission

*“Vida Grange truly is outstanding and an inspirational model of care.”*

Professor Gillian Leng CBE  
Deputy Chief Executive, National Institute for Health and Care Excellence

*“The thing that really defines Vida Grange and Vida Hall is the passion for care exhibited by the people that work here. The staff are driven by values and really understand that it’s about giving people the best life possible. The residents and their families are at the centre of everything that’s done here – it’s quite remarkable and it’s fantastic. It’s something you can all be proud of.”*

Professor Martin Green OBE  
Chief Executive, Care England

[www.vidahealthcare.co.uk](http://www.vidahealthcare.co.uk)

