



# Cottingham Hall

## *Residential Home*

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At Cottingham Hall, we believe person centred care is about focusing on the individual, a person with strengths, preferences and needs that are unique to them. We believe that whenever possible our clients are best placed to know what they need and how those needs can be met. This means the people who use our services are empowered to enable them to retain responsibility for themselves and make their own decisions for as long as possible.

We do everything we can to ensure that everyone who uses our services experiences a richer and more fulfilled quality of life due to our person centred approach to care, but particularly those experiencing a dementia.



At Cottingham Hall we are committed to ensuring that our clients receive as much information and support as they need to enable them to maintain an independent and fulfilling quality of life. We believe that the services we provide should respond to the individual and not the person having to fit with the service.

We are constantly aware that well-being and fulfilment mean different things to different people, and that enjoyment of, and engagement in life, is crucial in their maintenance. We believe that activity can give meaning and purpose to the lives of those who use our services, and self respect and self esteem arise from day to day activities.



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We believe there are four essential elements that underpin our person centred philosophy:



See the person experiencing a dementia first and foremost as an individual, and then someone experiencing diagnosis of a dementia.

Person centred care values people experiencing a dementia, and is inclusive of the family and friends who care and support them.

Recognise and support the unique personal history and personality of individuals

Understand the world from the perspective and experiences of the individual experiencing a dementia and demonstrate empathy through actions and support

Enable social interactions and focus on bringing out the best in someone and on how an individual is feeling



We believe that in order to deliver the best possible care, the emphasis should always be on the person as an individual. With a person centred approach the unique qualities of the individual as determined by their life history and experiences, likes and dislikes, are the defining characteristics that enable us to develop and deliver personalised care.





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Effective communication improves the lives of all those who use our services and especially those suffering from dementia. A person experiencing a dementia may have forgotten certain words muddle the words up in sentences or say an entirely different word to the one they were meaning to say, and there is nothing they can do to prevent this.

At The Cottingham Hall every effort is made to enhance communication, make time to listen and to understand.



The key principle to achieving well-being and fulfilment for the individuals we care for and who choose to use the services we provide, is that activities should lead to a sense of feeling enabled and empowered. Well-being is having the feel-good factor about life, and involves experiencing things that increase or sustain this feeling



Fulfilment means different things to different people. Enjoyment of, and engagement in life, is crucial to well-being and fulfilment. Activity can give meaning and purpose to life. Self respect and self esteem arise from day to day activities.

**We believe:** in nurturing relationships between our staff and clients that are empowering and give meaning to every day events which can otherwise be taken for granted, and It is never too late to learn new skills:

Life stories should be used to ensure a good understanding of individuals

In a balance between stimulating and calming activities

staff should recognise individual's styles of participation through observation and assessment

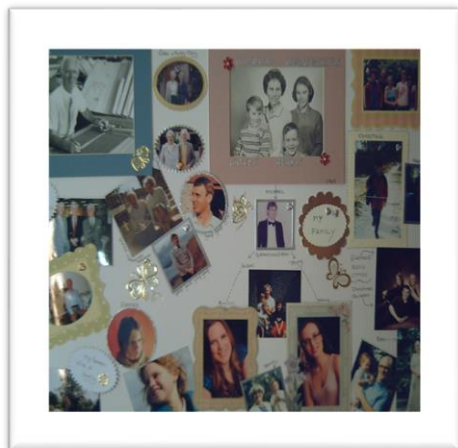
Measurements of well-being and satisfaction should be regularly reviewed

Elements of risk are accepted as an integral part of enjoying life

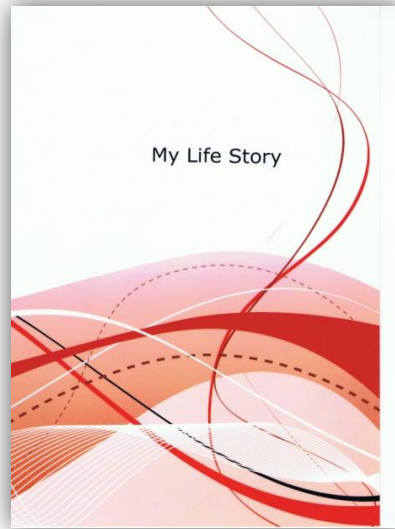


We all have undergone a personal journey through life. What we have experienced, achieved and found difficult and the memories and feelings surrounding events will stay with us. We store them in the form of thoughts, photographs or items that have sentimental meaning.

As an individual's dementia progresses, they will not be able to store or recall events about their most recent lives. It is not possible after the early stages of experiences of a dementia to get a person to learn again easily or to remember recent events.



Photos from an individual's past which create positive memories, together with information about their significance.



At Cottingham Hall our manager and staff understand the importance of knowing and connecting with our residents past life.

To deliver person centred care it is critical that we know as much detail about the past life of the people we care for as possible. This is because what a person with a dementia is doing or saying now could be linked back to an event or something they did or experiences in their earlier lives.

As a person centred organisation we aim to do everything we can to involve the people we care for and their families and friends in helping us to Create a life story book that contains information such as education, job history, precious memories, hobbies and interests, shared memories, important dates, favourite foods and recipes' friends past and present, family stories, children and grandchildren, husband wife or partner, family tree, travels, holidays, and favourite things.

The personal history contained in this book enables us to know, understand and connect with the past lives of the people who use our services, and plays a vital role in assisting us to deliver excellent quality person centred care.

Cottingham Hall provides first class care and accommodation to 31 residents with a broad range of needs.

Located on the busy thoroughfare of Cottingham Road, we are close to a wide selection of shops and Amenities including a local pub and hotel. This mainly purpose-designed home is well known for its high quality of care, but is equally praised for its high standard of décor and furnishing with a variety of comfortable lounges and dining areas, and well maintained safe gardens. Cottingham Hall has a pleasant homely atmosphere and everyone is made to feel welcome. Many rooms are single en-suite, Some with patio doors that overlook the gardens.