

# St Paul's Court

## An evaluation of a supported living unit for people with dementia

St Paul's Court is a purpose built supported living unit for people with dementia in Lisburn N. Ireland. St Paul's enables older people who require housing support with care to live in the community. The unit opened in March 2004.

Praxis Care staff are available twenty four hours per day to provide advice, guidance, support and care at a level appropriate to the individual's needs. Each person has a staff key worker who is committed to assisting the older person to fulfill the aims outlined in his/her support plan.

The unit was assessed with reference to Joseph Rowntree Foundation's six 'Keys to a Good Life'.

The Keys are:

- Meaningful relationships.
- Meaningful daily and community life.
- Personal identity and self esteem.
- Personalised support and care.
- Home and personal surroundings.
- Personal authority and control.

The evaluation was conducted over a twelve month period between March 2009 and March 2010.

The unit was occupied by three males and five females with a mean age of seventy four years.

Data was collected using six methods which included staff and client interviews, analysis of survey, Critical Incident data and observation.

### Meaningful Relationships

Key Finding

- Eight service users (100%) maintained contacts with external services, family members and with people who were involved in a range of arts and cultural activities.

Key Recommendation

- Prevent possible social isolation by appointing an "activities coordinator" to be responsible for the management and implementation of activities.

### Meaningful daily and community life

Key Finding

- Four (100%) relatives who completed the Service Users' Representative Survey 2009 felt that the range and quality of services was either good or above average.

Key Recommendation

- Use appropriately trained and vetted volunteers to run reminiscence therapy sessions and to do life history work where staff are unable to perform these activities.

### Personal identity and self esteem

Staff try to respect the personal identity of service users by:

- actively listening to their requests.
- by using systematic tools like ABC Charts to study behaviour.

## Personalised support and care

### Key Finding

- Staff interviewees demonstrated a commitment to the delivery of care which avoids inflexible routines and is focused on the needs of the service user.

### Key Recommendation

- Upskill current staff through the delivery of specialist training and share knowledge with non attenders.

## Home and personal surroundings

### Key Finding

- 4 respondents who completed the Service User Representative Survey felt that the accommodation, communal spaces and external buildings were either above average or excellent.

### Key Recommendation

- Partition the Atrium by function so that the clients have the opportunity to use the “TV Room” or the “Games Room”.

## Personal authority and control

### Key Finding

- Tenants can personalise their apartments and suggest changes to the daily routine and suite of activities.

### Key Recommendation

- Encourage service users to be vocal about their concerns using techniques which are appropriate to the person’s cognitive state.



*“Oh, we sit and have a yarn... sometimes you play like you know bingo... I go on trips” (Service User).*

*“Our relative gets on well with the other residents having tea with them at least once a week and lunch at the lunch club” (Relative of Service User).*

*“St Paul’s are giving my mother every opportunity to develop” (Relative of Service User).*

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