



EMBRACING TODAY

INFORMATION FOR FAMILIES
AND RELATIVES



Foreword from our CEO



At Amica Care, we believe that every person living with dementia deserves to feel valued, respected, and supported. Our commitment goes beyond providing excellent care it's about creating a community where residents and their families can thrive together.

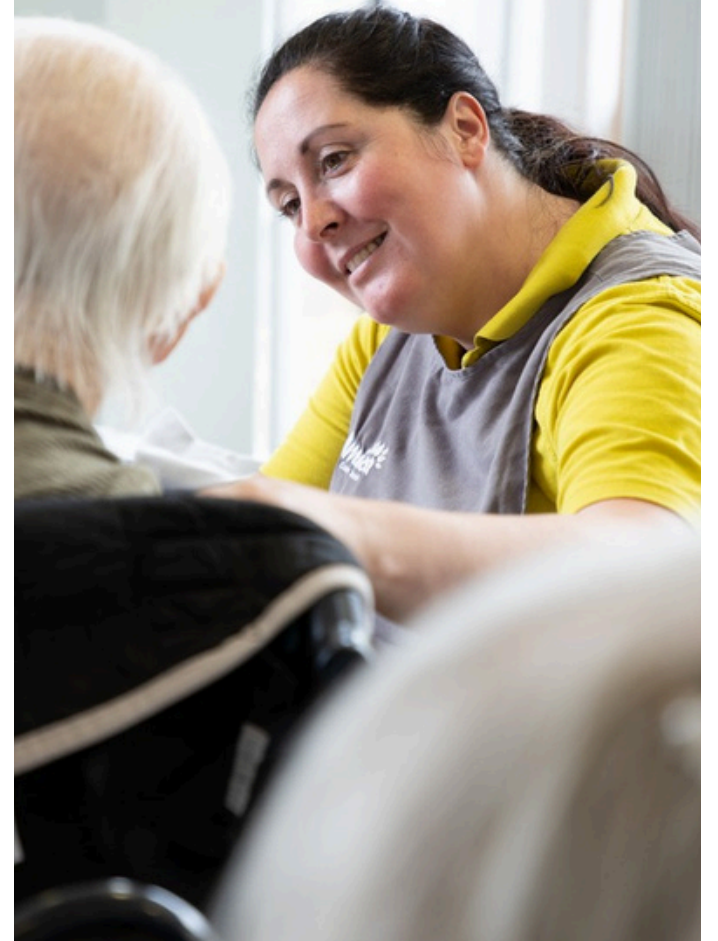
We understand that a dementia diagnosis affects not just the individual, but everyone who loves them. That's why our strategy is built on compassion, partnership, and continuous improvement. We invest in our people, our environments, and innovative approaches to ensure that every resident can live life to the fullest.

To families and friends: you are our partners in care. Your insights, involvement, and feedback help us shape a service that truly meets the needs of those we support. We are here for you, every step of the way.

Thank you for trusting us. Together, we can make a real difference.

Keren Wilkinson

Chief Executive Officer, Amica Care





Introduction

We are proud to launch our new Dementia Care Commitments, designed to set a clear standard for excellence, compassion, and partnership in everything we do. These commitments reflect our dedication to supporting individuals living with dementia and their families, ensuring that every person in our care feels valued, respected, and empowered.

Our approach is guided by core principles that shape every aspect of our service:

- ✔ **Person-Centred Care:** We recognise and celebrate the uniqueness of each individual, tailoring support to personal needs, preferences, and life stories.
- ✔ **Dignity and Respect:** We foster an environment where every resident is treated with dignity, and where families are welcomed as partners in care.
- ✔ **Continuous Improvement:** We listen, learn, and adapt embracing feedback, innovation, and best practice to continually enhance our services.
- ✔ **Community and Collaboration:** We build strong partnerships with families, staff, and local organisations to create a supportive, dementia-friendly community.
- ✔ **Wellbeing and Safety:** We prioritise the physical, emotional, and social wellbeing of residents, ensuring safe, welcoming environments and meaningful daily experiences.

Our Key Commitments



**Dementia-Friendly
Environments**



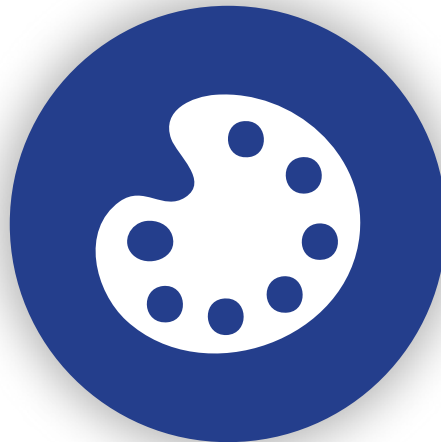
**Training & Staff
Wellbeing**



**Communication &
Family Support**



**Partnership &
Community**



**Activity
Provision**



**Innovation &
Technology**

Next Step

As we launch our new Dementia Care Commitments, our journey of improvement continues. Here's what you can expect next:

- ✔ **Embedding Our Commitments:** We will ensure that every member of our team understands and lives our commitments in daily practice, so that every resident and family experiences the highest standard of care.
- ✔ **Ongoing Training and Development:** Our staff will continue to receive specialist dementia training, keeping up to date with the latest best practices and innovations.
- ✔ **Environment Enhancements:** We will regularly review and improve our environments to ensure they remain dementia-friendly, safe, and welcoming.
- ✔ **Family Involvement:** We will invite feedback from families and residents, using your insights to shape our services and make meaningful improvements.
- ✔ **Community Partnerships:** We will strengthen our partnerships with local organisations and community groups, building a wider network of support for everyone affected by dementia.
- ✔ **Continuous Review:** Our strategy is a living document. We will monitor our progress, celebrate successes, and adapt our approach as needs and opportunities evolve.

Together, we will continue to build a community where people living with dementia and those who care for them can truly thrive.



Living Well: We are dedicated to helping every resident live life to the fullest, with dignity, purpose, and joy.

Family Engagement: We recognise families as vital partners in care, ensuring open communication and meaningful involvement at every stage.

Valuing Staff: We invest in our staff, providing training, support, and recognition so they can deliver compassionate, expert care.

Working with Professionals: We collaborate with healthcare professionals and community partners to provide holistic, high-quality support.

Just like the pieces of a puzzle, these commitments fit together to create a complete, supportive environment where residents, families, staff, and professionals work in harmony to achieve the very best.



Continuous Improvement

We listen to residents, families, and staff. Feedback helps us celebrate successes and identify areas for improvement. We are committed to evolving and enhancing our care.

We embrace new ideas, research, and best practices, using them to enhance wellbeing, communication, and safety. Our teams reflect on experience, receive ongoing training, and share learning to strengthen skills across our Amica homes.

Transparency and collaboration are at the heart of what we do. Families and residents are invited to contribute, helping us adapt thoughtfully and proactively so everyone in our community can thrive.

**Together we care.
Together we make a difference.**



GET IN TOUCH

 Amica Care
Gatchell House
Gatchell Oaks
Trull, Taunton
TA3 7EG

 01823 270694

 info@amicacare.co.uk

 www.amicacare.co.uk