

VIDA

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HEALTHCARE





“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

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.

We are proud to say that Vida Healthcare is going from strength to strength. Since opening Vida Hall, we have won numerous awards and accolades. Vida Grange has also received a rating of ‘Outstanding’ by the Care Quality Commission. Our new care home, Vida Court in Harrogate, 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. We 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







“The management and care team at Vida are totally dedicated to the people they are caring for. The ethos of Vida is to respect and cherish all the individuals living there, and this is evident in every aspect of the care provision. I hold them in high regard and know with certainty that my husband could not be in a better place and is being cared for with skill, compassion, dedication and humour!”

Family member

## 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 three homes in Harrogate: Vida Hall in Starbeck, Vida Grange in Pannal and our newest home, Vida Court in Harlow Carr.

We 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 all three 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 through our very own Vida Academy. 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 personalise 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.

A key design feature in all of our homes are the ‘continuous walkways’ which flow around the gardens and communal spaces, creating safe and stimulating environments.

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





OUR APPROACH

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 Creative Practice 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*



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

Mrs Penny Duke

OUR CARE SERVICES



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.



Family Support Service

Weekly Family support groups with our Creative Practice Manager.



End of Life

Extra support and information about what might be expected.



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

This includes animal assisted therapy, performing arts particularly music & puppetry as well as visual arts. These are delivered in groups or in a one to one setting.



# 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.

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 Creative Practice 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.

I am a Mental Health Nurse with a background in Music, Art and Design. I have therefore developed a practice that is rooted in creative connections with a desire for people to drive their own care and support.

As part of my daily work at Vida, I offer Art-based Practice / Interventions, Puppetry, Music, Poetry & Storytelling and Visual Arts. I also offer family support, from group sessions to one-to-one's. These sessions are safe places for people to come and meet others living in similar situations. I am also part of the Learning & Development team and deliver a Dementia Awareness course to staff where I show my skills for teaching and understanding Dementia practices.



As a Mental Health Nurse, I also work with those residents who may struggle to find their place in the home or who may need a period of acute assessment. This is to compliment the clinical teams and provides another layer in the wraparound care and support that we provide.

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.



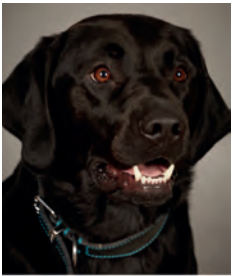
Theresa McNally  
Creative Practice Manager



# WELLBEING AT VIDA HEALTHCARE

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.

Our team works hard to provide meaningful, therapeutic and enjoyable activities for residents to take part in, such as exercise classes, musical performances, singing groups, gardening and arts & crafts. We encourage spontaneous activities to take place through social groups and clubs on a daily basis.



Ralph Rycroft  
Chief Food Tester



## Keeping in Touch

Communication with families has been essential so we have developed an in house App which offers a digital platform for families to see pictures and videos of life inside Vida on a daily basis.



## Stretch Classes

Stretching and Breathing Classes run over Zoom from London based professional dancer and actress Emma Flett.



## Coffee Shop

Vida Grange has a coffee shop on location, B's Tea's, offering a social environment for you and your loved one.



## Interactive Gaming Table, Motorised Video Bikes and Robotic Cats

Vida has invested in innovative technology to enhance the health and wellbeing of residents and to combat stress and anxiety.



## Violet's Sweetie Shop & Coffee Shop

Violet's Sweetie and coffee shop are located in the central plaza of Vida Court. They each offer families a warm and comfortable ambiance to enjoy with their loved one.



## Woodlands Bar

Vida Hall has a bar area for families and friends to socialise. You can visit the bar and enjoy snacks and beverages on hand.







“Vida is the Rolls Royce of dementia care. ”

Wife of resident



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 families are always welcome to join us at meal times.

We also provide a full laundry service and for added peace of mind, Ozone is in our laundry processes as well as portable for the rooms. Ozone is now certified to kill coronavirus.

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 - reception, housekeepers, kitchen assistants, handymen, wellbeing team, carers and nurses - and all are so cheerful, kind and respectful to the residents.”

Sandra Sweeney



Jill Young  
Operations Director

*Jill Young*





# VIDA

## 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.

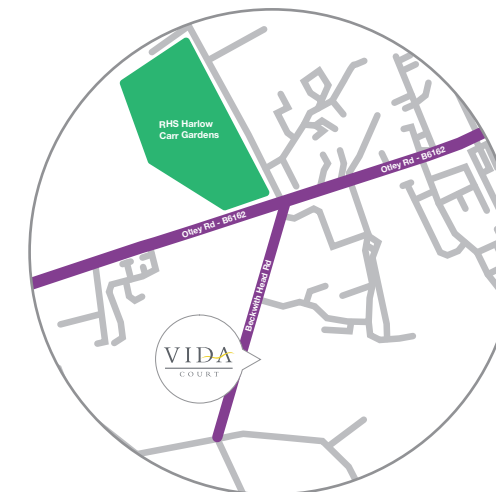
The Glades offers nursing care for people who are further on in their journey with dementia and may also have significant physical health challenges. The staff team are passionate about finding ways to 'make contact' and help residents to experience feelings of safety and love.

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

## COURT

Vida Court is our newest home specialising in caring for residents living with Dementia. Located close to Harrogate town's RHS Harlow Carr Gardens, Vida Court incorporates 8 small private individual homes with a total capacity for 100 residents.



### Vida Court

Beckwith Head Road, Harrogate, HG3 1RB  
01423 276400  
info@vidacourt.co.uk



Over the last decade Vida Healthcare have designed buildings around the needs of people living with Dementia. We have seen first-hand on a daily basis how good design can impact peoples lives in a positive way and Vida Court is a culmination of all we have learnt over the years in terms of design and operation.

Our trademark features continue into Vida Court with eight self-sufficient houses operated independently of each other. This allows us to offer a range of care for residents as they continue with their journey with Dementia.

Each house is similar in design, layout and orientation so as a resident's requirements and care needs develop they can move to a more suitable house without the impact of change but where staff can focus on their relevant needs.

### Facilities

Eight self-sufficient houses all with en-suite bedrooms and a collection of communal spaces including, lounges, dining rooms, sun rooms, kitchens and continuous walkways incorporating a range of destinations and sensory areas. Sensory gardens are easily accessible by each house. The Central Plaza includes:

- Sensory Courtyard
- Cinema
- Violet's Sweet Shop
- Barbara's Hair & Beauty Salon
- Coffee Shop
- Faith Room
- Dedicated Events Room

For more information and to enquire about our Marketing Suite and showrounds (by appointment only), please email [info@vidacourt.co.uk](mailto:info@vidacourt.co.uk)





# VIDA

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## GRANGE

Vida Grange is our second home, 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@vidagrangeco.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 allows us to offer a range of care options for people who are at different stages on their journey living with dementia.

Harlow Carr offers residential care to 18 older people living with dementia. The staff and residents in Harlow Carr enjoy a homely environment. It has a focus on supporting the ladies and gentlemen to live with dignity and independence, and to enjoy the opportunity for social activity and engagement.

Crimple Valley offers residential care to 17 older people living with dementia. The staff and residents in Crimble Valley enjoy a homely environment. It has a focus on supporting the ladies and gentlemen to live with dignity and independence, and to enjoy the opportunity for social activity and engagement.

Victoria is a 14 bed house. This house champions quality care to our senior adults who may be experiencing fluctuating and unpredictable periods of distress and demands a skilled and compassionate team to support to deliver security, meaningful connection and quality care.

Parliament offers nurse led care to 14 residents. This house was specifically developed to support our younger adults living with dementia. Parliament is specifically designed to support residents who may be experiencing more physical challenges as a consequence of their advancing dementia.

Waterside offers nurse led care to 20 residents. Waterside is a nurse led dementia care house of older adults predominantly. This house has both Adult and Mental Health Nurses who deliver a holistic care package to the resident. The goal is to support the resident to live well with dementia, achieve a homely environment balanced with opportunity for social engagement, privacy and support to maintain independent skills and dignity.

West Park offers nurse led dementia care to 14 residents. This house was specifically developed to support our younger adults living with dementia.

West Park is specifically focused on delivering a safe and secure environment for residents experiencing significant behavioural and psychological symptoms of dementia. This house demands a skilled team of staff who can anticipate and support residents needs in a safe and calm environment.

Regent House offers support to 10 of our most frail residents who benefit from a quiet and calm environment and the delivery of quality nurse led care.

Montpellier offers nurse led dementia care to 17 residents, predominantly older adults. The goal is to support the resident to live well with dementia, achieve a homely environment balanced with opportunity for social engagement, privacy and support to maintain independent skills and dignity. This house has both Adult and Mental Health Nurses who deliver a holistic care package to the resident.





# 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.



2017

Wendy Korcu shortlisted for best Care Home Manager.

Wellbeing Coordinator and Carer were shortlisted in the Great British Care Awards.

Vida Hall received 'Outstanding' in caring and responsive.

James Rycroft won the award for 'Outstanding contribution to social care'.

2018

Vida Grange rated 'Outstanding' by the CQC.

Vida Healthcare shortlisted for Building Better Care Homes, Care Employer, Dementia Care Team, Good Nurse.

Vida Healthcare became the Regional Winners of the Care Employer Award.

Vida Hall opened the new extension to the Glades House. Vida Grange opened the new extension to West Park House.

Vida Hall kitchen retained their 5 stars on their Environmental Health Inspection.

2019

Plans submitted for Vida Court.

B's Teas coffee shop opens.

Vida Hall rated 'Outstanding' by the CQC.

Deputy Home Manager, Pam Farres, scoops the Frontline Leader Award for GBCA Yorkshire & Humber region.



2020

Works commence on Vida Court

Vida Healthcare shortlisted for Care Employer by GBCA, alongside, Good Nurse, Frontline Leader, Workforce Development, Palliative Care/End of Life, Dignity in Care, Care Newcomer, Chef.



2021

April 2021 - Opening of Vida Court Marketing Suite.

September 2021 - Sharon Oldfield won National Frontline Leader Award at the GBCA and Nicola Dodds won the National Dementia Carer Award at the GBCA.

October 2021 - Vida Healthcare shortlisted for the Regional GBCA Care Employer Award.

November 2021 - Vida Court opens its doors.

November 2021 - Vida Healthcare wins the Regional GBCA Care Employer Award.



# VIDA

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## ACADEMY

Vida employees are the foundation of every aspect of our service and we want to offer a career path for all who join us. As a National Centre for Excellence our staff are experts in their field and Vida will support you every step of the way.

Vida Academy is the way we support all our staff, from new starters right through to Senior Managers, to learn and develop in their role. Vida Academy promotes life long learning across the organisation and establishes our staff as dementia ambassadors.



### Vida Academy

[recruitment@vidahealthcare.co.uk](mailto:recruitment@vidahealthcare.co.uk)  
[vidahealthcare.co.uk/vida-academy](http://vidahealthcare.co.uk/vida-academy)

### Vida Academy

At Vida Healthcare, we value our people. We have individual learner routes to develop our people to be ambassadors for dementia care. By planning our learning and performance activity both in response to the strategic goals of Vida Healthcare and the learning needs of individuals, we aim to become a truly leading learning organisation.

### What courses do you offer?

We start with the induction programme for our new starters and work through the Care Certificate and mandatory modules to specialist training courses and apprenticeships from Level 2 to Level 5.

### Why would Vida Academy benefit me?

Vida Academy offers you support in your learning journey from the start of your career right through to your time working with the Vida family. We can offer individual coaching in specialist topics, access to internal and external learning opportunities and support networks for our specialist champions.

### Do I have to be involved with Vida Academy?

You will automatically be involved with the Academy as this is the way we manage our staff learning and development but any additional training will be in discussion with your line manager.

### Is it free?

Yes, Vida Academy is free to all employees.

### How will it benefit my Career?

Vida Academy will support you to continue learning and developing as a dementia specialist throughout your career. We can offer access to all levels of specialist dementia and health and social care learning opportunities.

### What you can expect from Vida Academy

- A revised and refreshed annual training plan with learning journeys specific for each role within the organisation.
- A dedicated app with a news feed to inform and engage staff in all learning, development and training activity and opportunities as well as up to date research, development and best practice.
- A bespoke Positive Intervention in Dementia Care (PIDC) programme.
- Internally placed facilitators and instructors helping teams and residents through best interest decisions.
- A robust and extensive Onboarding and Induction Programme to ensure our new staff are engaged with and committed to our values and ethos of care.
- A comprehensive induction and probation programme supported by in-house mentors.
- A proactive and responsive approach to PIDC and Moving & Handling referrals to ensure our residents are safe at all times.
- A Mentorship Programme for staff who support our new starters.
- A Professional Development Review toolkit including competencies and key performance indicators for staff.
- A Supervision process with a supervision contract to ensure all staff are supported in their roles.
- Registered Nurse CPD programme to support the clinical training and development needs of our nursing workforce.
- An online health and social care mandatory training programme that fits around you, so you can learn any time, any place.
- Dedicated support to achieve your Care Certificate.
- Access to a range of relevant Level 2 to Level 5 courses with our accredited partners and providers.
- Our Vida House Managers Development Programme and Aspiring Leaders Programme.
- An offer to HEIs for student placements, including for Trainee Nursing Associates. Adult Nursing and Mental Health Nursing students and Physician Associates.
- Funded specialist Dementia Care and Leadership & Management qualifications to Level 5 and beyond.



### Vidasaurus

The Vidasaurus is a collaborative guide designed to promote positive language and communication in Vida Healthcare's homes. The purpose is to promote dignity and respect and embed the correct language that will then be used in communication and care plans. Staff were asked to share their examples of negative language they had experienced in care settings and to suggest a more positive, respectful alternative. We then put these into a handy guide for staff, residents, their families and friends to make sure that respect, dignity, fairness and equality are the core of everything we do at Vida Healthcare.

# Be effective, be caring, be kind. Be Vida.



Vida Healthcare is an award winning, kind and caring team who are driven by the same values. Every person at Vida Healthcare is important to us and that is why our values refer to staff, residents and our families.

## Vision & Values

**V**ery important people

**I**n it together

**D**etail, detail, detail

**A**lways kind

*To be united in excellence*

*Peace of mind through trust & understanding for all*

*“The thing that really defines Vida 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)