



Older People Day Services

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Person-centred care

Welcome to ECL Older People Day Services

ECL's Older People Day Service offers specialist, person-centred support, and a range of tailored activities which are focused on maintaining independence, engaging with the local community and social interaction.

Many of our customers enjoy the social interaction of meeting at our centres or in the community, but where that isn't practical, we can also offer support in your home. We can help with activities such as shopping or health appointments, or just provide companionship whilst a carer takes some well earned respite.

Whether you require a short break from your caring duties, or your loved one requires 1:1 support, together we can build a support plan to meet your needs.



At ECL Older People Day Services, we can provide the following:

- Specialist support for people living with a range of conditions, including Dementia, Alzheimer's and Parkinson's
- Access to our highly qualified in-house clinical team
- Opportunities to join local community groups, activities, and initiatives
- Private transport
- Flexible hours to suit you
- Guidance and support to continue with everyday activities, enabling your loved one to stay at home longer
- Interactive activities, using innovative technology and sensory equipment
- Gold standard accredited dementia environments



Our friendly, professional & experienced team

At ECL, we take pride in our person-centred approach and recognise that the support needed by each customer can be completely different.

You can take comfort in knowing that your loved one is in safe hands; our knowledgeable team are skilled with dementia qualifications, communication and physical activity training, and are supervised by our clinical team to deliver specific support, including support for customers with eating and swallowing difficulties.

You'll be consulted throughout your time with us with regular check-ins from your Trusted Assessor, Day Service Manager and allocated Keyworker to ensure that you are happy with your care, support plan and progress.



Trusted Assessor

A Trusted Assessor will work with you and your loved one when you begin your journey with ECL.

This is a conversation where, together, we will assess and identify goals and put together a plan for our team to support you.



Key Workers

We allocate all customers a Key Worker who will be your point of contact throughout your loved one's time with us.

Your Key Worker will work closely with your loved one during their time spent at ECL, fully supporting them with any requirements and helping to make their time with us enjoyable, stimulating and fulfilling.



Clinical Team

Our highly skilled and qualified Clinical Team are able to offer a range of therapies within our Older People Day Services, including:

- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Positive Behavioural Support

Our Clinical Team works with customers who have physical, sensory, behavioural and/or communication needs, to offer support including:

- Enhancing mobility and independence
- Aiding communication with memory boxes and life books
- Changing behaviours
- Sensory experiences
- Maintaining relationships with family and friends using technology

Dementia Friendly Environments

At ECL, careful consideration has been given to dementia friendly environments for our older people, contrasting colours are used to differentiate between different surfaces, levels of thresholds or hazards.

Innovative approaches include providing 'therapy zones' such as a baby's nursery with dolls, where a person can fulfil their desire to care and nurture, cafés where individuals can 'buy' a coffee and socialise, and special bus stops that

provide customers with dementia, a safe and familiar place to sit, helping to keep them calm and stop them from wandering (known as walking with purpose).

Full size 'way finder' stickers are used to help create the illusion of environments such as a post office or sweet shop, prompting reminiscence and conversation, while evocative scents from a diffuser such as baby powder, baking bread, popcorn and furniture polish can trigger powerful memories.



Holistic Therapies

Some of our customers experience stress and anxiety, so our programme of holistic therapies consisting of hand massages, relaxation, doll and pet therapy can help alleviate these feelings.



Digital Innovation

At ECL we strive to improve our customer experience by using innovative technology to offer a different and enjoyable way for our older customers to engage.

We use interactive projectors to stimulate sensory experiences and to help improve hand and eye coordination and have recently introduced a leading-edge reminiscence app called 'The Way Back' which shows virtual reality films of significant past events, to trigger memories and spark precious conversations.

We also use our in-house designed app 'Moment' to track the activities and achievements of our customers during the time they spend with us, using written observations, photographs, and video. Secure access to the app can be given to family and friends, enabling you to share in those special moments of your loved one.





Healthy and Active Lifestyles

All activities and programmes are customer-led, putting them at the very heart of what we do every single day.

Each day we offer a physical activity session to maintain muscle tone and aid movement. We also use arts & crafts to maintain coordination and dexterity.

We encourage our customers to be involved in everyday activities such as setting the dining table at mealtimes, hanging out the washing and enjoying our indoor and outdoor gardens.



We agree a range of activities with our customers, both at our Day Service and outside in the wider community, so that they can remain involved in their neighbourhood as much as possible.

We understand the importance of maintaining nutrition for your loved

ones, and each day we offer a freshly cooked meal, which our customers can choose to help prepare.

Our teams ensure that everyone remains hydrated, and drinks are also readily available for our customers to help themselves to throughout the day.



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Maintaining Religious & Cultural Beliefs

We understand how important it is for some to keep in touch with cultural and religious aspects of their life and recognise that older people can be faced with many barriers that can prevent this.

When joining ECL, we will discuss how your loved one wishes to continue practicing their faith, and we will support them with attending places of worship if they wish.

If you are considering private care at home, ECL Care Solutions is here for you

Our experienced team of Personal Independence Providers are passionate about empowering customers to feel confident about living independently and staying in the homes and communities they love.

We understand that the support required to make that possible looks different for everybody, which is why all our private home care plans are individually designed and entirely flexible.

For more information visit: www.eclcaresolutions.co.uk



Meet George...

George has dementia, has never lived alone, and has always had someone looking after his nutritional needs. He now lives with his daughter and was distraught that he'd forgotten how to make a cup of tea...

George is a real gentleman who has been attending ECL Clacton (Millicent's) for several years, he loves a chat and is a very talented artist.

When George's keyworker at Millicent's asked him whether he'd like to become more independent with making his drinks, George readily agreed.

George was shown how to use the Day Services 'one cup' machine so that he could safely make himself a cup of tea. He was so proud when he made his first cup of tea, and though to most it seems a simple thing, to George, it felt like he had climbed a mountain!

George now enjoys making drinks for his friends at Millicent's and it has made him more sociable.

“

Dad really enjoys the company at Millicent's, he speaks highly of all the staff and is so proud that he can now make his friends a cup of tea

Diane Deville
George's daughter

”



Meet Kanta...

Kanta had been feeling lately that her religious beliefs were slipping away due to her memory loss. Having ECL's support to follow the correct Jain diet has improved Kanta's wellbeing and mood and keeps her close to her faith.

Kanta is a sociable lady who enjoys sewing, arts and crafts, she has been attending ECL Chelmsford (Charles Dickens) for several years and has slowly increased the amount of time she spends there.

Kanta follows the Jainism faith, a religion of self-help, but living with dementia Kanta struggles to cook food for herself and shop for the requirements of a Jain diet.

With Kanta's help, the staff at Charles Dickens developed a Jain menu which is strictly vegetarian but excludes root vegetables and some types of fruits. They sent it over to ECL Greenacres, where the chef was happy to create a specialist menu for Kanta that offered her daily choices.

Now Kanta eats a hot meal whenever she is at Charles Dickens' and can maintain her nutrition in line with her religious beliefs.

“

I am so pleased to have a place at Charles Dickens, when I am at home, I feel so depressed, but coming here cheers me up

Kanta
ECL Chelmsford (Charles Dickens) customer

”



Supporting you every step of the way

Reaching out for support for yourself or a loved one is not easy and often comes at a time when you already feel overwhelmed.

We also understand that navigating the social care process to gain the right support can be daunting. If you are seeking help with funding and are not sure where to start, who to speak to, what to expect, or are trying to decipher social care terminology, ECL is here to help you through the process.

We have produced a useful jargon-free guide to support you every step of the way: www.ecl.org/social-care-simplified

Visit www.ecl.org/olderpeoplesupport or call **0333 013 5438**

Find an Older People Day Service near you...

Visit www.ecl.org/day-service-finder or call 0333 013 5438



ECL Basildon (Ashleigh)

Whitmore Way,
SS14 2NN

ECL Benfleet (Tyrells)

Tyrells Day Service,
39 Seamore Avenue,
Thundersley,
SS7 4EX

ECL Braintree

Coggeshall Road,
Turnpike Place,
CM7 9GB

ECL Brentwood – Walter Boyce (formerly Hogarth and Lions)

Warley Hill,
Warley,
Brentwood,
CM13 3AP

ECL Chelmsford (Charles Dickens)

Charles Dickens,
Nickleby Road,
CM1 4XG

ECL Chelmsford (Highfields)

Highfields,
Moulsham Street,
CM2 9AQ

ECL Clacton (Millicents)

Ramsden Close,
CO15 6LZ

ECL Colchester (Marylands)

43 Shrub End Road,
CO3 3UE

ECL Harlow

Pyenest Road,
Harlow,
CM19 4LU

ECL Loughton

Torrington Drive,
IG10 3TD

ECL Maldon (Chapter House)

Carmelite Way,
Maldon,
CM9 5FJ



For more information please visit:
www.ecl.org/olderpeoplesupport
Tel: **0333 013 5438**

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The logo features the lowercase letters 'ecl' in a bold, rounded font. The letter 'e' is white with a red heart shape inside it. The letters 'c' and 'l' are red. Below the logo, the text 'Person-centred care' is written in a smaller, red, sans-serif font.