



Dignity in the details

CNY's new memory care facility features design elements to help residents live their best lives

By Kenneth Sturtz For Central New York Magazine

When staff at Loretto began designing their new memory care facility, they already knew from decades of experience caring for people with dementia what they wanted and what they didn't.

"We wanted to really give our residents as much dignity and quality of life and purpose [as possible] and not [have them] be restricted by alarms and dead ends and dark areas," says Jennifer Ingerson, vice president of housing at Loretto. In traditional memory care settings, where there is little aesthetic differentiation, residents with dementia often struggle to locate the dining and activity areas, as well as their own rooms.

Loretto's Borer Memory Life Community, which opened in February, is on the same Jamesville campus as The Nottingham. A pedestrian bridge connects Borer to the rest of the campus to meet the needs of couples at different levels of care. Borer is a licensed assisted living residence with a special license to care for individuals with dementia, so it is meant for low to moderate cases of cognitive impairment. Every design element at the property was researched and customized to serve individuals experiencing dementia and evoke a residential feeling rather than an institutional one. Ingerson says the 21,000-square-foot state-of-the-art community is unique to Loretto and Central New York. More than 400,000 New Yorkers have dementia, a number that is only expected to grow.

Loretto researched memory care models in the U.S. and internationally and visited facilities throughout the state to learn more about best practices. Some of the concept, by Syracuse-based QPK Design, emulates a village-sized commu **SEE DIGNITY, S7**

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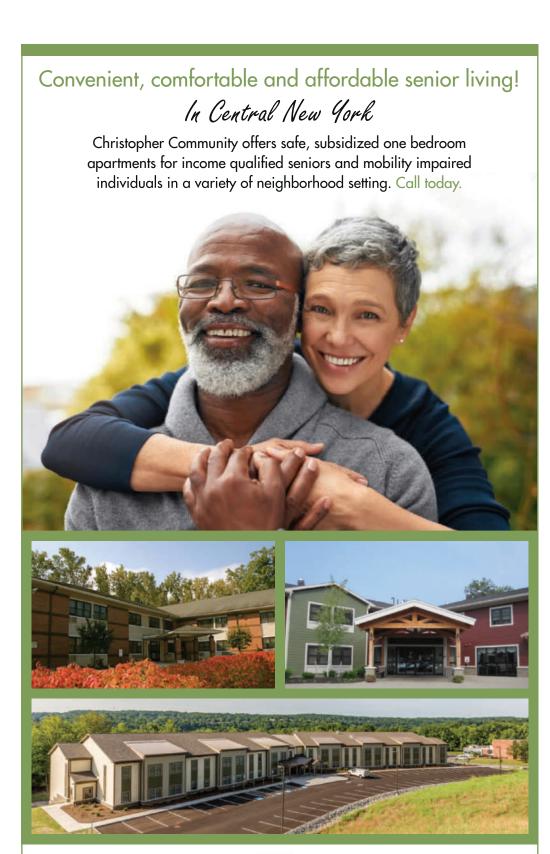
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nity in the Netherlands for people with dementia. The building is split into two neighborhoods of 10 apartments each, which line the central community spaces on two sides. There are many ways to traverse the space, but no dead ends or dark hallways to confuse residents navigating the facility. Each apartment's entrance is designed to look like the front of a house, with distinct roof lines, siding (no adjacent entries are the same color) and recessed porches. Vinyl tile along the hallway simulates grass outside each apartment. A memory box, which can be filled with personal items, is placed outside the door to further assist with wayfinding.

The furnished residences are one-bedroom apartments that feature a large bathroom; two of the apartments are suites to accommodate couples living with dementia so they can remain together.

Every apartment has 10-foot ceilings, large windows and a window seat. Units have either an eastern or western exposure, ensuring every resident has a view of the sunrise or sunset, which helps with circadian rhythms. Ingerson values pet therapy: As long as a person is able to care for an animal, their pet can

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Residents at Borer can participate in therapeutic gardening activities at the center's indoor garden. Photo courtesy of Loretto.

The centerpiece of the property is a two-story 1,849-square-foot indoor garden with water features and floor-to-ceiling windows. The space is decorated with live plants, which are changed out seasonally by Ballantyne Gardens.

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move into the apartment with them.

A variety of common areas provide stimulation and socialization: An all-season enclosed front porch allows residents to people-watch while connecting with neighbors. The living room is lightly furnished with a seating area, stone fireplace and desk. At the opposite end of the facility, a spacious window-filled hall-way called the Galleria gives residents a place to enjoy the landscape and visit with family members. Two activity rooms are used to host movie screenings, educational programs and craft projects, therapies which have already had positive impacts.

Loretto minimized the use of solid walls whenever possible to provide visual cues, so almost all areas are visible from anywhere in the community. By doing so, the entire community maximizes natural light, which lowers rates of depression and improves circadian rhythms, Ingerson says. Additionally, residents are engaged by staff to help with tasks such as delivering mail or making coffee at specific times to support those rhythms.

The centerpiece of the property is a two-story 1,849-square-foot indoor garden with water features and floor-to-ceiling windows. The space is decorated with live plants, which are changed out seasonally by Ballantyne Gardens, and residents engage in therapeutic gardening activities there. Nearby, a secure outdoor patio is available during warmer months, with tables, chairs and sun umbrellas; a vegetable and herb garden was planted in the spring. By providing a calming setting SEE DIGNITY, S9



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and a chance for hands-on physical activity, the gardens address the different needs that people with dementia and Alzheimer's have.

"We found that bringing residents with cognitive impairments into natural environments really helps with attention, awareness, expression and sleep patterns," she says.

Planning also focused heavily on the two areas that are often challenges for people in assisted living: dining and bathing. Residents can struggle with eating due to menu changes that occur from meal to meal.

As the disease progresses, people with dementia or Alzheimer's can lose concentration during meals or have difficulty identifying food and using cutlery. Loss of appetite is also a common problem.

All meals in the restaurant-style dining room are served on red plates and bowls, because the color has been shown to stimulate appetite. Mealtimes are designed to be flexible with a formal menu as well as à la carte food options. For example, a bistro in the nearby independent living area can send over brick-oven pizzas or specialty sand-

"We worked hard at giving them lots of choices," Ingerson says, "So if someone likes to have scrambled eggs and toast every morning at 11 a.m., we can do that."

The oven in the kitchen requires a key to operate, so residents aren't at risk of hurting themselves or leaving the oven on.

Each apartment's bathroom has electric radiant heat in the floor and heat lamps because older adults are often easily chilled; walk-in showers encourage residents to bathe. Red lids on toilets and nightlights assist navigation and recognition. Each toilet is lined up with the head of each bed, so residents can easily find the bathroom during the night.

Additional amenities at Borer include a large spa-styled bathroom for when residents need more assistance or want to take a relaxing bath, and a hair salon.

Ingerson hopes to develop the lower level of Borer into a research, training and education center. An additional 20,000-square-foot area would be dedicated to clinical trials and other testing to advance a cure for Alzheimer's, which they already participate in with partner Clarity Clinical Research.

"To help our employees and our family members and our residents, that's really so exciting to me," Ingerson says.

