



*Clermont Manor (foreground) and Calais Manor (background)*

The Neighborhood at Les Maisons consists of four assisted living homes located on a private cul-de-sac in St. Louis. They are owned and operated by Dolan Memory Care Homes. The homes are named after French cities, Calais Manor, Clermont Manor, Lourdes Manor, and Lyon Manor. Each home has ten private rooms. Since the rooms are spacious and large enough to accommodate couples, each home is licensed for 11 residents.

I first visited the Neighborhood in January 2013. At that time, Calais Manor and Clermont Manor were operating and Lyon Manor and Lourdes Manor were under construction. (Click [here](#) to view the post from my previous visit). In April 2015, I had the opportunity to visit again. A lot had changed since my first visit.



*Lyon Manor during my 2013 visit*



*Lyon Manor 2015*





*Rain Garden next to Lourdes Manor during my 2013 visit*

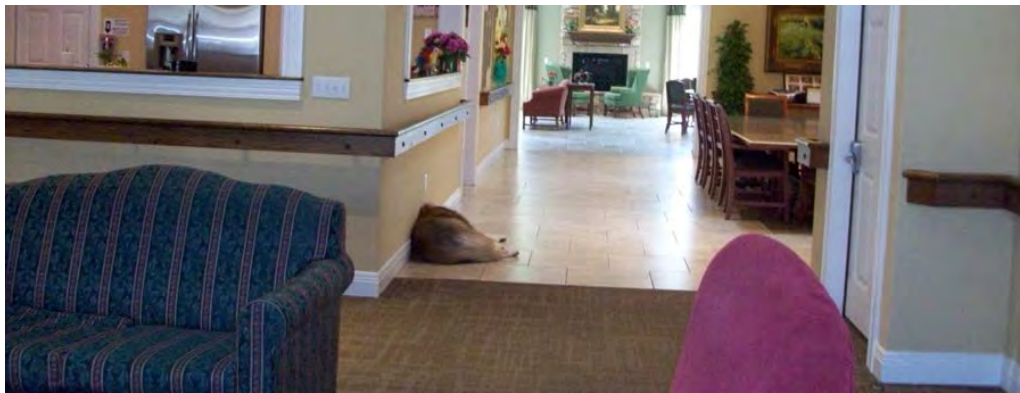


*Rain garden 2015 – I'd like to see it later in the summer when the plants are fully grown*





*Spencer – Personal pet of a married couple who live at Clermont Manor*



*Spencer lounging on the floor in Clermont Manor*



*Tobias comes to work with a Clermont Manor nurse*

As I toured with Marketing Director Tena Barry, we ran into Dolan Memory Care Homes President Tim Dolan. Mr. Dolan takes pride in the design and quality of construction put into the homes. They look similar to typical single-family homes with central open kitchens, dining rooms, living rooms, bathrooms, laundries, etc., they are just a little larger and with a few more bedrooms.

Deliveries are made directly into the pantries adjacent to the kitchens so that the homey environment is not disrupted. Life is similar to that of a typical family home too. During my visit, one resident was

napping on a patio. Another was eating in a dining room, even though lunch was long past. Yet another was wiping down a dining table. A staff member from another home dropped in to borrow something. Clermont residents were enjoying a sing along on the back patio.

The homes have wooden floors built over basements, rather than hard concrete slabs, which Mr. Dolan says lessens the likelihood of serious injury in the event of a fall. All of the cabinets and handrails are handmade. They are also equipped with geothermal heating and cooling that can be adjusted remotely by cell phone, which brings me to another one of Mr. Dolan's specialties, technology. He said, "When there is a technology advance, we find it and use it."



*Video surveillance system*

He pulled his phone out of his pocket and within seconds connected to the security system and showed me live video of us walking down a hall. Leadership team members can monitor activities anytime from anywhere. Security monitoring systems are also available to on-duty staff from the bathing rooms and nursing offices. There are other benefits to the system as well. He shared a story of a resident who complained that someone was taking apart and putting away the jigsaw puzzle that she had been working on. He remotely accessed recorded video surveillance footage of the area and discovered that she was actually putting the puzzle away herself but later forgot that she had.



*Video surveillance monitor located in nursing office*



He demonstrated how technology helps them to maintain a normal home environment and safety at the same time. The kitchens are always open. Residents can grab something from the refrigerator or help cook dinner if they choose. The ovens are equipped with a system that requires a two-step process to turn them on. Individuals with memory loss are not able to navigate the process without assistance and supervision. Dangerous items or utensils are locked in the pantry.



*Clermont Manor kitchen*

The outdoor enclosed courtyard doors are unlocked and residents can come and go as they please. Staff members receive an electronic alert when someone goes outside so that they are aware and can monitor.

Another impressive use of technology is their cloud-based medication administration system. Only nurses can make changes to the system and the nurse manager has to pass medications once a week to ensure appropriate review. Medications are scanned at the time of administration and the resident's photo appears on the screen. If the medication has not already been administered, the photo is in color. Once the medication is administered, the photo is grayed out. The system alerts if there is an error. It will also automatically log out when inactive.



*Cloud-based medication administration records*

Each home has a nurse. If a nurse gets a call at home, they can simultaneously view the medication administration record real-time, speak with the staff person by phone, and view the area by live video. The system also provides reports by resident, employee, blood pressures, etc. Mr. Dolan said, “We don’t have medication errors anymore.”

They have added an activities position since my previous visit. Recent activities included a fishing trip they took. Even though they didn’t catch anything, one resident has since been telling a story about catching a five pound bass. They shut down the street for block parties where they bring animals and play games. They have men and ladies clubs. They celebrated Valentine’s Day with a Sweetheart Dance. Staff members wearing tuxedos served the residents. A bowling trip was scheduled for the day after my visit.



*New bus parked in front of Lourdes Manor*

Other changes that have occurred since my last visit include the purchase of a new bus and they have also hired a professional chef who rotates time between the homes and works with the household staff members.



*Creek view from Lourdes Manor courtyard*



One of my favorite features is the creek that runs next to the homes. In the springtime, mother ducks can be seen swimming with their newly hatched ducklings. When the leaves are fully on the trees, you can't see the neighboring homes.

A recent experience really made me appreciate some of the features at the Dolan's homes. I participated in dementia simulation training at a regional MC5 meeting. We wore prickly inserts in our shoes, gloves on our hands, headphones with random loud distracting noises, and goggles that impaired our vision. We were instructed to enter a dark room with flashing lights and perform five specific tasks. Because my hearing was impaired, I only picked up on part of the instructions. We were told that the instructions were posted in the room but because my vision was impaired, I couldn't read them.

Inside the room, there were five tables, one for each task. One had a pile of laundry on it. Between what I picked up from the instructions and the items that cued me to the task at hand, I was able to figure out that I was to fold the towels, which I accomplished.

The next table had a water pitcher and stack of cups. Again, between the bits of instructions I heard and the cues from the item on the table, I was able to pour and drink a glass of water.

Without boring you with all the details, the point is that I learned how important it is to set up the environment for success. Without the environment having been set up to cue me to what I was supposed to do next, I would have failed miserably. It made me imagine how frustrating life must be for people who live with dementia and how important small environmental modifications are to maintaining independence and dignity.

At the Neighborhood at Les Maisons, each home has storage space in the basement where seasonal clothing can be stored to minimize what is kept in resident rooms. Each evening, caregivers assist the residents in choosing their clothing for the next day. The selections are removed from the large closets in their rooms and are placed in a small open closet area. The larger closet is then closed and locked. When the residents awaken in the morning, the single set of clothing is hanging in plain view. This prompts the resident to get dressed without the possibility of being overwhelmed with lots of options.

Additionally, the restrooms in the residents' rooms are arranged so that they can't be viewed from outside the room but are wide open and in plain view to the residents. Again, providing cuing and setting them up for success. These simple features help residents maintain their abilities and independence and to live as normal of life as possible for as long as possible.



*Open and closed closets in a resident's room*





*Open restroom in a resident's room*



*A resident's room*