NEW AGE CARE

A GUIDE TO

Supporting Guests With Dementia in Hotels



www.newagecare.co.uk

Introduction

Hotels can make travel and accommodation more accessible and comfortable for guests with dementia by implementing thoughtful adjustments to their design, layout and services. This guide offers general advice for hotels aiming to enhance their dementia-friendly practices, ensuring a safer and more welcoming environment.

The importance of good lighting

- **Enhancing visibility:** Adequate lighting is essential for helping guests with dementia to navigate spaces safely, helping to reduce confusion and prevent accidents.

- **Maximise natural light:** Utilise bright, natural lighting wherever possible. Keep curtains open and remove obstacles like unnecessary nets, blinds or vegetation, such as plants and flowers, that block sunlight.

- **Strategic lighting placement:** Ensure key areas such as staircases, hallways and bathrooms are well-lit. Make sure light switches are easily reachable and simple to operate.

- **Automatic lighting solutions:** Install motion-activated light sensors in key areas so lights turn on automatically when guests move through spaces.

- **Night-time considerations:** Provide options to keep rooms dark at night to aid sleep, while also offering soft, non-intrusive lighting for those who may need it during the night.



Managing excess noise

- **Sound absorption:** Use carpets, cushions and curtains to absorb background noise, which can be particularly distressing for guests with dementia.

- **Quiet flooring materials:** Avoid noisy flooring materials like laminate or vinyl, which can amplify footsteps and create a disorienting environment.

- **Consideration for hearing aids:** Be mindful that guests using hearing aids may experience amplified background noise, so keeping public areas as quiet as possible is beneficial.



Safer flooring choices

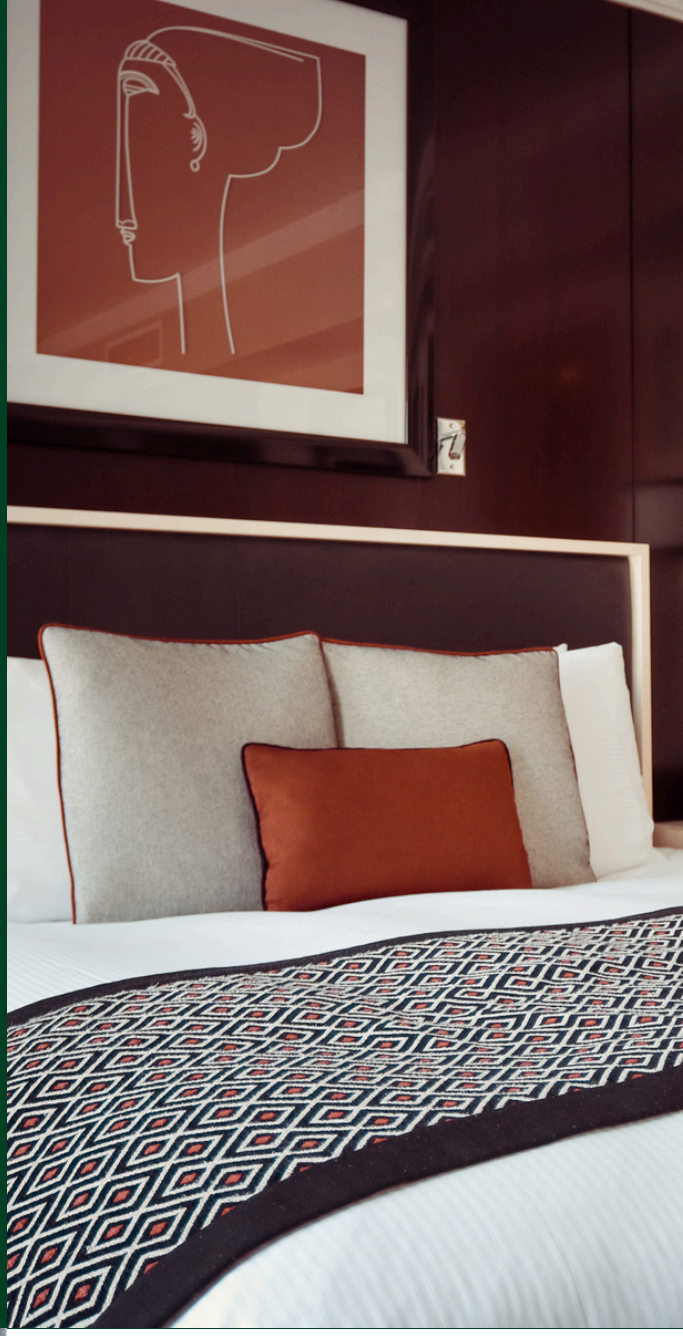
- **Avoid trip hazards:** Rugs or mats can be dangerous for guests with dementia, who may misinterpret their purpose. Removing them from common areas can help prevent accidents.

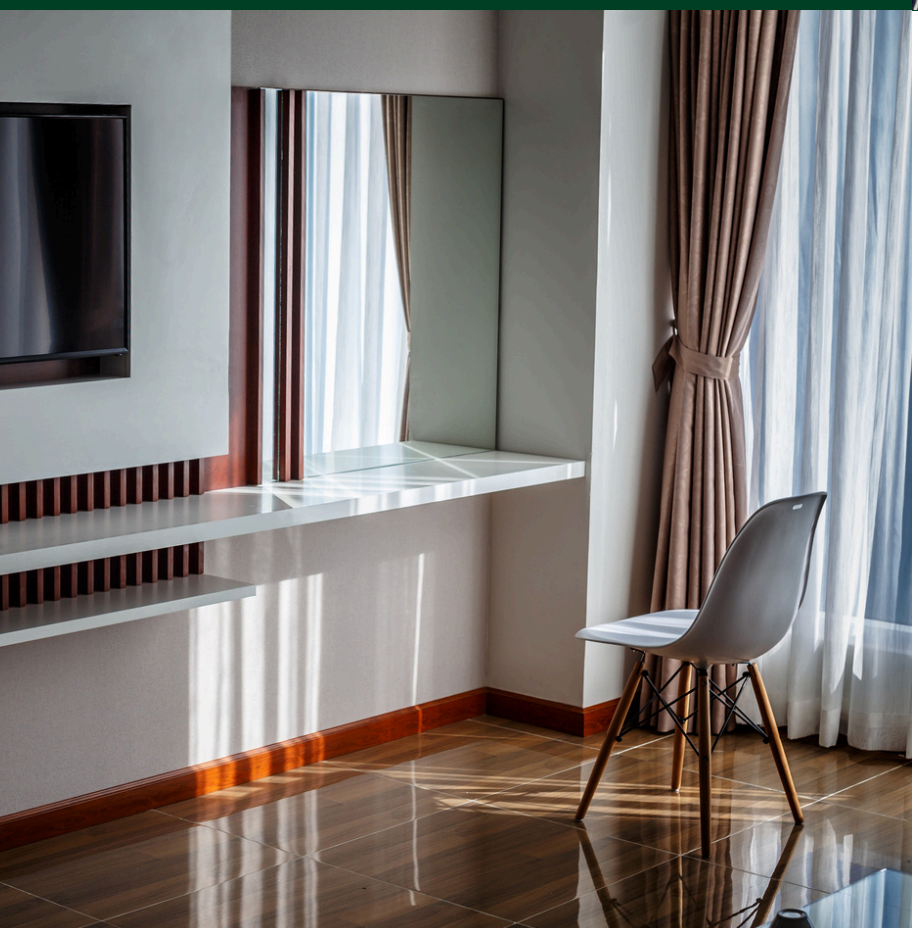
- **Non-reflective flooring:** Opt for matt flooring to avoid reflections that can be confusing. Choose colours that contrast with walls to help guests distinguish between surfaces.

- **Thoughtful colour choices**: Avoid flooring colours that mimic natural elements, such as green (which may resemble grass) or blue (which may resemble water), as these can be misleading.

Using contrasting colours

- Walls and floors: Ensure a clear contrast between walls and floors to help guests distinguish between different surfaces.
- Furnishings: Select furniture in bright or bold colours that contrast with walls and floors, making it easier for guests to recognise key pieces like beds, chairs and tables.
- Bathroom fixtures: Use toilet seats in contrasting colours to the rest of the bathroom to make them more visible.
- Dining areas: Opt for crockery that contrasts with tablecloths or tabletops to clearly define dish edges, helping guests to identify their food more easily.





Managing Reflections

- **Mirrors and windows:** Reflections can cause confusion and distress for guests with dementia. Consider reducing the number of mirrors in rooms and communal areas, and close curtains at night to minimise reflections in windows.

Effective signage

- **Clear labels and directions:** Use clear, easy-to-read signs throughout the hotel to help guests navigate. Signs should include both text and pictures, with a contrasting background for better visibility.

- **Appropriate sign placement:** Place signs slightly lower than usual, as older guests may naturally look downward.

Thoughtful furniture choices

- **Stable and accessible:** Ensure that tables and chairs are stable, with rounded, smooth edges to minimise injury risks. Furniture should be at a suitable height for all guests, including those using wheelchairs.



Gardens and outdoor areas

- **Safe pathways:** Provide flat, even walking surfaces in outdoor areas to prevent trips and falls.
- **Comfortable seating:** Include sheltered seating areas in gardens to encourage guests to spend more time outdoors.
- Adequate lighting: Ensure that garden paths and entrances are well-lit, particularly in the evening.

Additional considerations

- Personalised service: Train staff to understand the needs of guests with dementia, ensuring they offer personalised care and assistance when required.
- Engagement and activities: Offer gentle, engaging activities that stimulate cognitive function and provide comfort, such as guided walks, art sessions or memory-triggering events.





By implementing these practices, hotels can create a more inclusive and supportive environment for guests with dementia, ensuring they feel safe, comfortable and valued during their stay. This approach not only benefits guests with dementia but also enhances the overall guest experience for all older adults.

www.newagecare.co.uk
0808 808 5000