National Museums Liverpool

House of Memories: Dementia Quality of Care

Claire Benjamin, Deputy Director Education & Visitors

National Museums Liverpool

@house_memories

House of Memories

National Museums Liverpool

International Slavery Museum

Lady Lever Art Gallery

Merseyside Maritime Museum

Museum of Liverpool

Sudley House

Walker Art Gallery

World Museum

House of Memories is an innovative education programme delivered by museums across the UK to support people living with dementia.

@house_memories

House of Memories

The approach promotes compassion, respect and dignity in care to achieve better health and wellbeing, professional care and family support.

@house_memories

House of Memories

House of Memories is designed to:

- Enhance older people’s quality of life
- Provide training and memory resources for professional and family care givers
- Utilise new digital innovation with museum objects
- Create memory archives through personal possessions

@house_memories

House of Memories

Core Values are: Respect, Compassion and Dignity in care

- **Positions** and connects museum as a community social asset
- **Follows** individual dementia journey
- **Developed** in consultation with the ‘experts by experience’
- **Utilises** latest digital technology tools and museum objects
- **Resources** designed to be intuitive, interactive and accessible
- **Aligned** with existing UK clinical guidance for dementia awareness and practice

National Museums Liverpool

@house_memories

House of Memories

How does it work?

National Museums Liverpool

@house_memories

House of Memories

- Interactive training days
- ‘How to’ memory activity guides
- Memory suitcases containing objects, photographs and memorabilia - available to loan from the museum

National Museums Liverpool

@house_memories

House of Memories

- Museum memory walks
- Access to free object loan service
- Dementia-friendly drop-in events
- *My House of Memories* app includes a wide range of content from 1920 - 1980

National Museums Liverpool

@house_memories

House of Memories

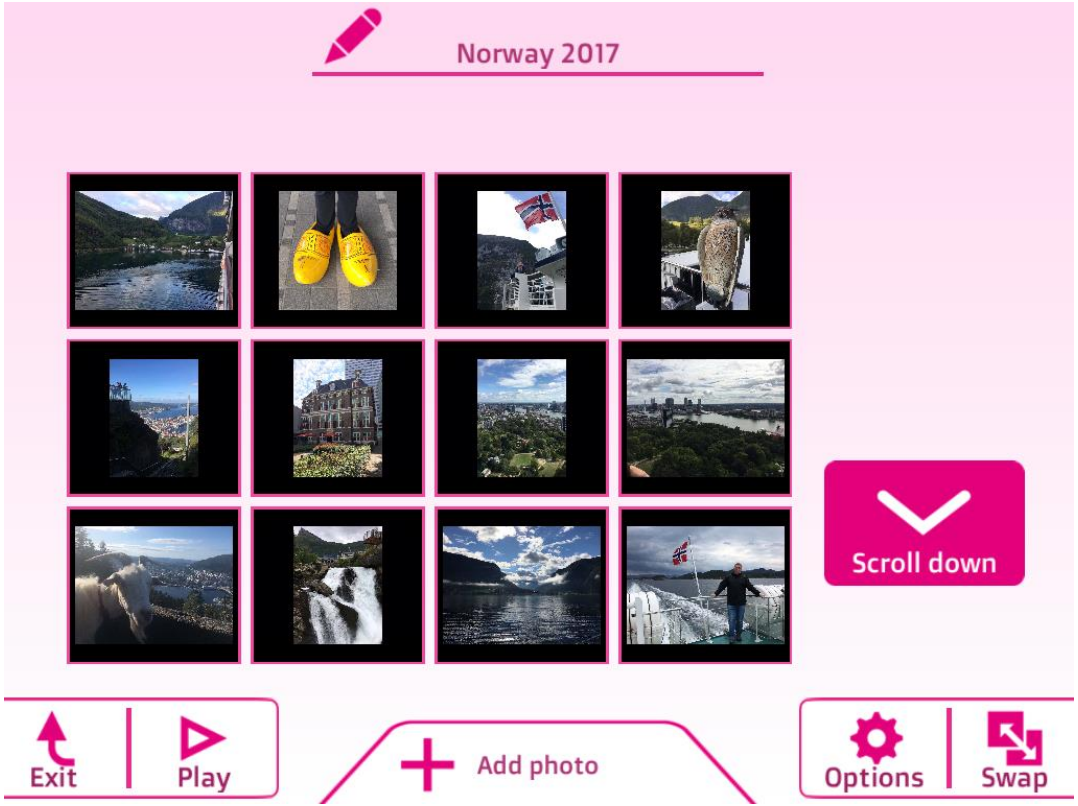
My House of Memories

- Free download for iOS and Android
- 100s of museum objects within ‘living memory’
- Multi-sensory experience music, sounds, video
- Activities to do together
- Dementia-friendly options, e.g. intuitive design – touch screen controls, read aloud

@house_memories

House of Memories

New 2017: My Memories



Impact

- Active in Liverpool, Salford, Bury, Birmingham, Sunderland, Nottingham, Leicester, Brighton and London, Gloucestershire, Republic of Ireland and Scottish Highlands.
- USA funded programme with Minnesota National Historical Society
- Engaged more than 11,500 museum, health and social care workers and family carers in England
- App has achieved 23,047 downloads to date

National Museums Liverpool

@house_memories

House of Memories

Revenue generation

- **Commercial business plan exercise**
- **Online shop** – House of Memories memorabilia, memory resources, activities, replica objects
- **Direct training** – charging training model for health and cultural organisations
- **Train the Trainer** – Tier 2 training for acute care trusts
- **App** – bespoke regional app packages
- **International partnership** – grant revenue funding

National Museums Liverpool

@house_memories

House of Memories

Future Development

- Highlands of Scotland
- New partners in England and Wales
- UK Digital Museum Care Academy
- British Council in Singapore

National Museums Liverpool

@house_memories

House of Memories

Happy Older People

HOP

Happy
Older
People

National Museums Liverpool

@house_memories

House of Memories

Happy Older People

- Create an **effective forum** for older people, cultural organisations and health providers
- Increase cultural participation of older people
- Enable older people to influence **age friendly cities** agenda
- Collect evidence of **‘what works’** in engaging older people in cultural activity
- Celebrate the achievements and creativity of older people

National Museums Liverpool

@house_memories

House of Memories

Thank you

Claire.benjamin@liverpoolmuseums.org.uk

@NML_Muse
@house_memories