



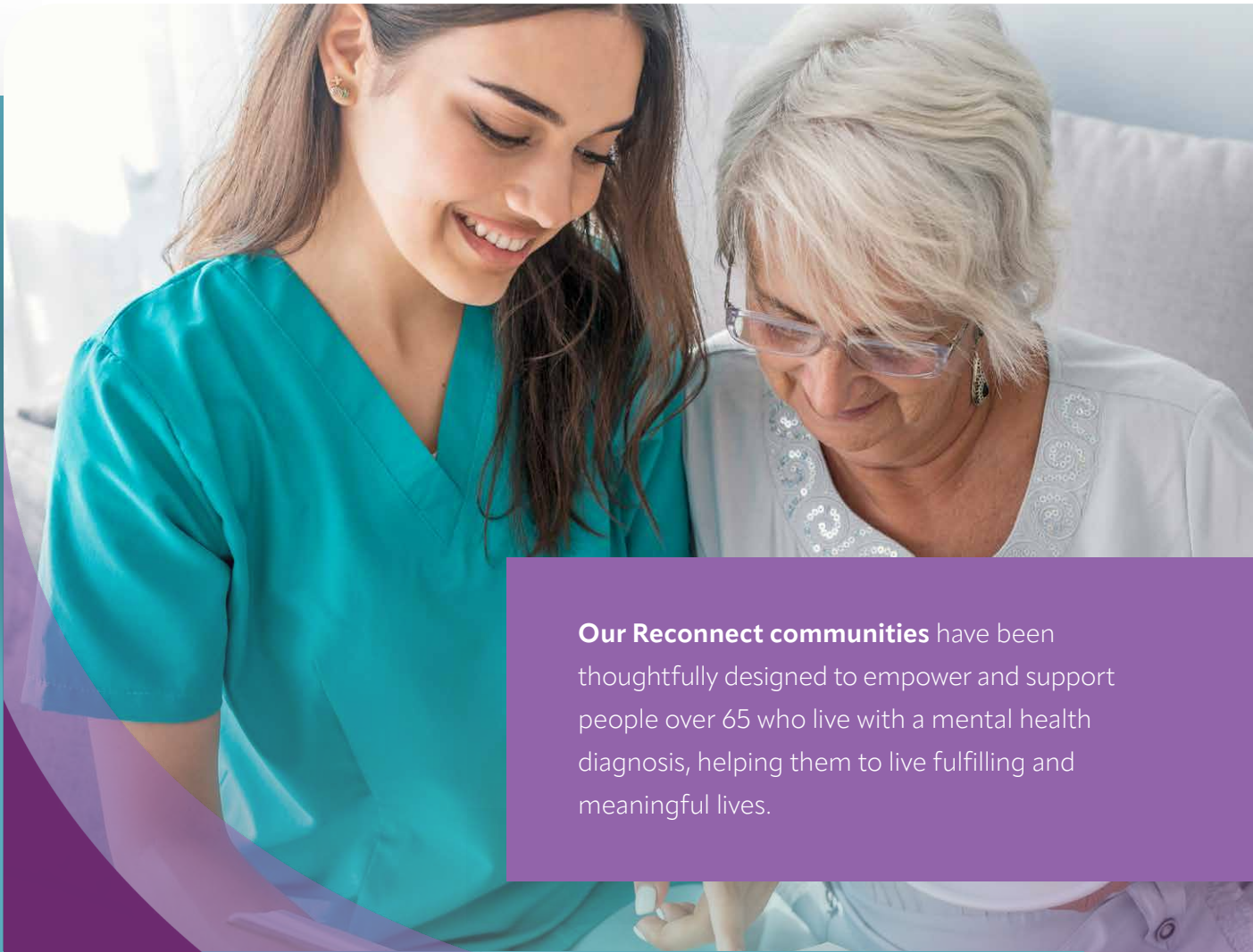
**Reconnect**  
Specialist Mental  
Health Care for  
Your Loved One



**ORCHARD**  
HEALTHCARE  
GROUP

## What is Reconnect Mental Health?

We are the sector's first provider to deliver specialist mental health care tailored to older people. Reconnect is a highly specialised, innovative, and pioneering approach to caring for older people living with mental health conditions.

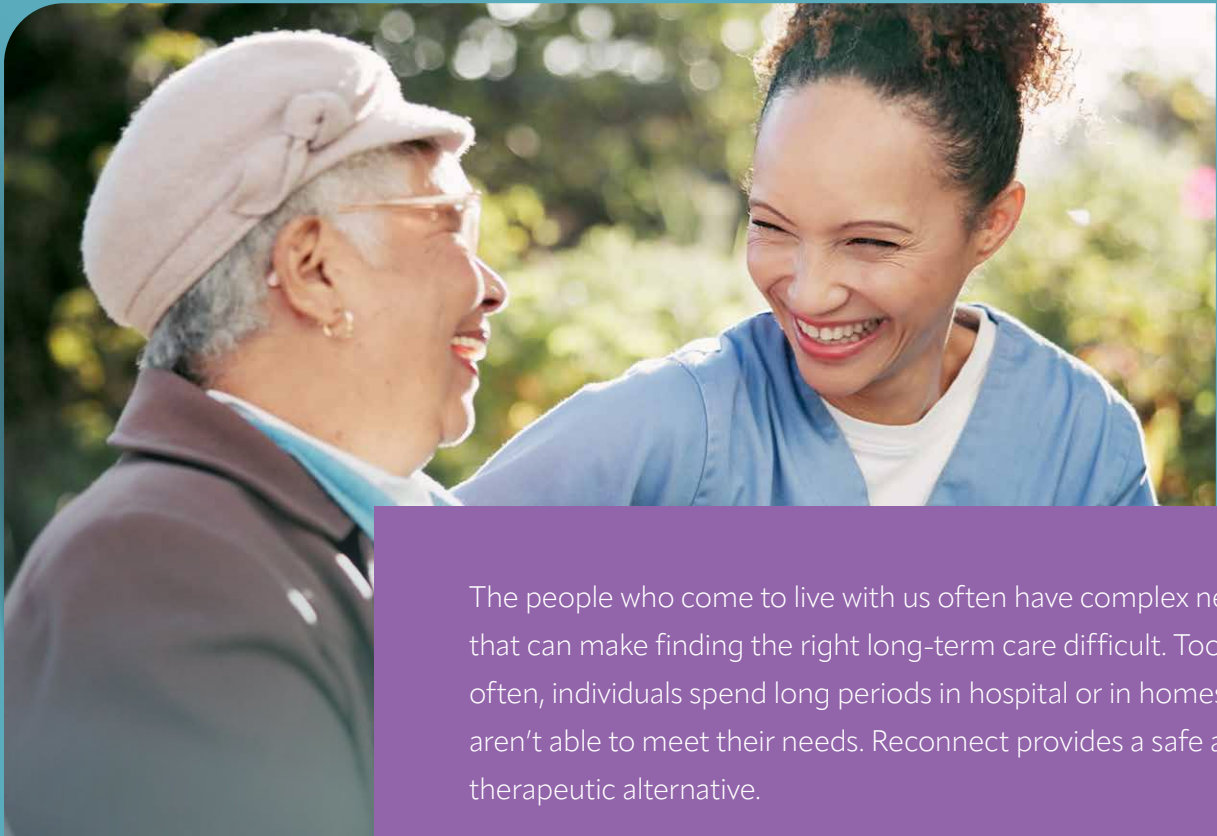


**Our Reconnect communities** have been thoughtfully designed to empower and support people over 65 who live with a mental health diagnosis, helping them to live fulfilling and meaningful lives.

We know it can be a life-changing step for a person to move into a care home. We understand the impact this can have on both your loved one and your family. You can be sure that in our care, your loved one will be supported with compassion and kindness, by people who truly listen and understand what matters most to them.

## Our Ethos

As the name suggests, our ethos is to help people reconnect with themselves, their family, their community, and the things that bring them joy.



The people who come to live with us often have complex needs that can make finding the right long-term care difficult. Too often, individuals spend long periods in hospital or in homes that aren't able to meet their needs. Reconnect provides a safe and therapeutic alternative.

Many residents have experienced frequent distress before joining us, sometimes managed through medication alone. We believe everyone has the right to a meaningful life, and our focus is on creating an environment where pleasure, purpose, and wellbeing are central, while reducing the distress they may have felt previously.

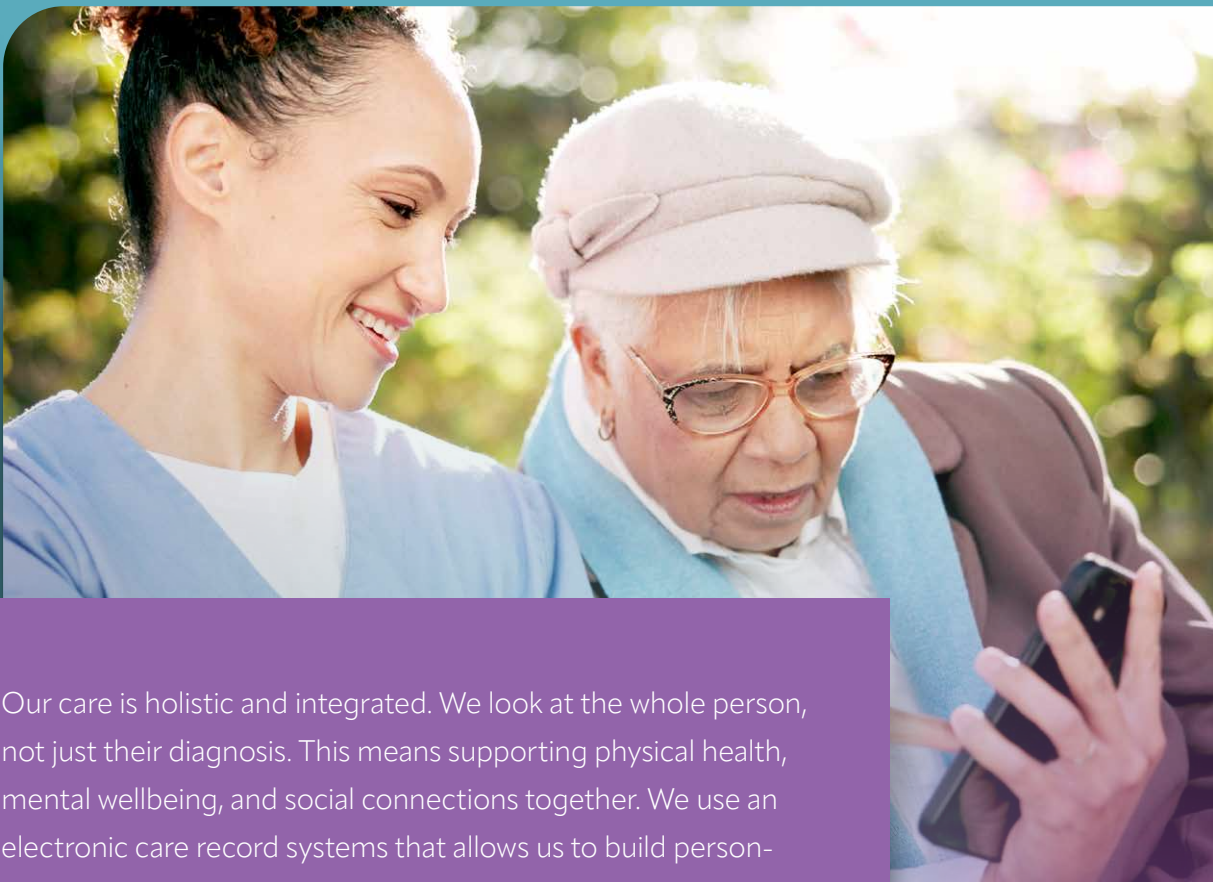
Our care is always tailored and flexible. Mental health needs in later life can be different, so we emphasise age-appropriate, accessible, and holistic support, with a focus on conditions that are most common among older people.

## Our Approach

Right from the beginning, we focus on truly understanding who your loved one is.

We'll work closely with you and your family to learn about their life history, passions, hobbies, routines, and what helps them feel safe. With this knowledge, we tailor our support to reflect their unique personality and experiences.

We recognise that people living with mental health conditions may feel anxious about new surroundings, struggle with trust, or withdraw from social connections. Our team of mental health specialists are trained to notice signs of distress and work sensitively to help residents feel safe, valued, and included.



Our care is holistic and integrated. We look at the whole person, not just their diagnosis. This means supporting physical health, mental wellbeing, and social connections together. We use an electronic care record systems that allows us to build person-centred care plans and risk management plans that are tailored to each resident's individual needs.



## Living Each Day with Purpose

We believe that every person can do, and may want to do, many things for themselves and we're here to make that possible.



We've created a supportive and therapeutic environment so that your loved one can, with the right encouragement, engage in daily activities that are familiar, meaningful, and enjoyable. Whether that's cooking, gardening, art, games, music, or simply enjoying a quiet space, we adapt to each individual's wishes, comfort, and safety.

We never forget that residents are first and foremost husbands, wives, parents, siblings, grandparents, and friends. Maintaining a sense of self-worth and belonging is vital, so we actively support relationships with family, peers, and the wider community.

As part of this, we place great emphasis on supporting families and carers. We recognise the vital role you play and offer emotional support, and regular forums where families can share their experiences and help shape our service.

## A Warm, Homely Environment

Our **Reconnect communities** are designed to feel welcoming and homely, not institutional.

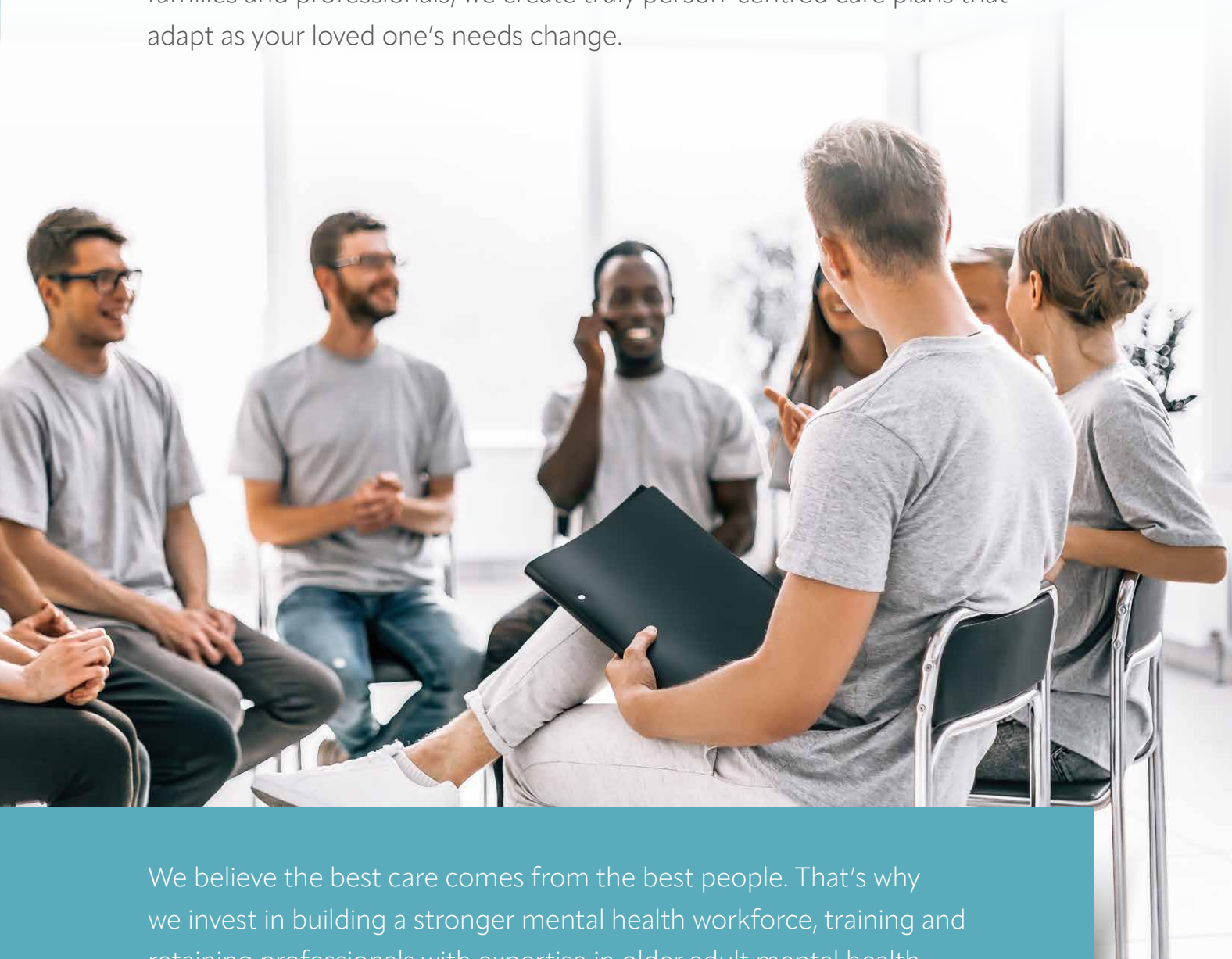


We have created comfortable spaces that encourage independence, choice, and inclusion. You might see residents cooking in the kitchen, tending to plants in the garden, enjoying hobbies in activity rooms, or relaxing in cosy lounges. These spaces are open for people to use whenever they wish, reflecting the familiar routines of home life and fostering a sense of belonging.

## Our Dedicated, Specialist Team

Our team of mental health specialists are trained to the very highest standards of mental health care through our **Orchard Academy**.

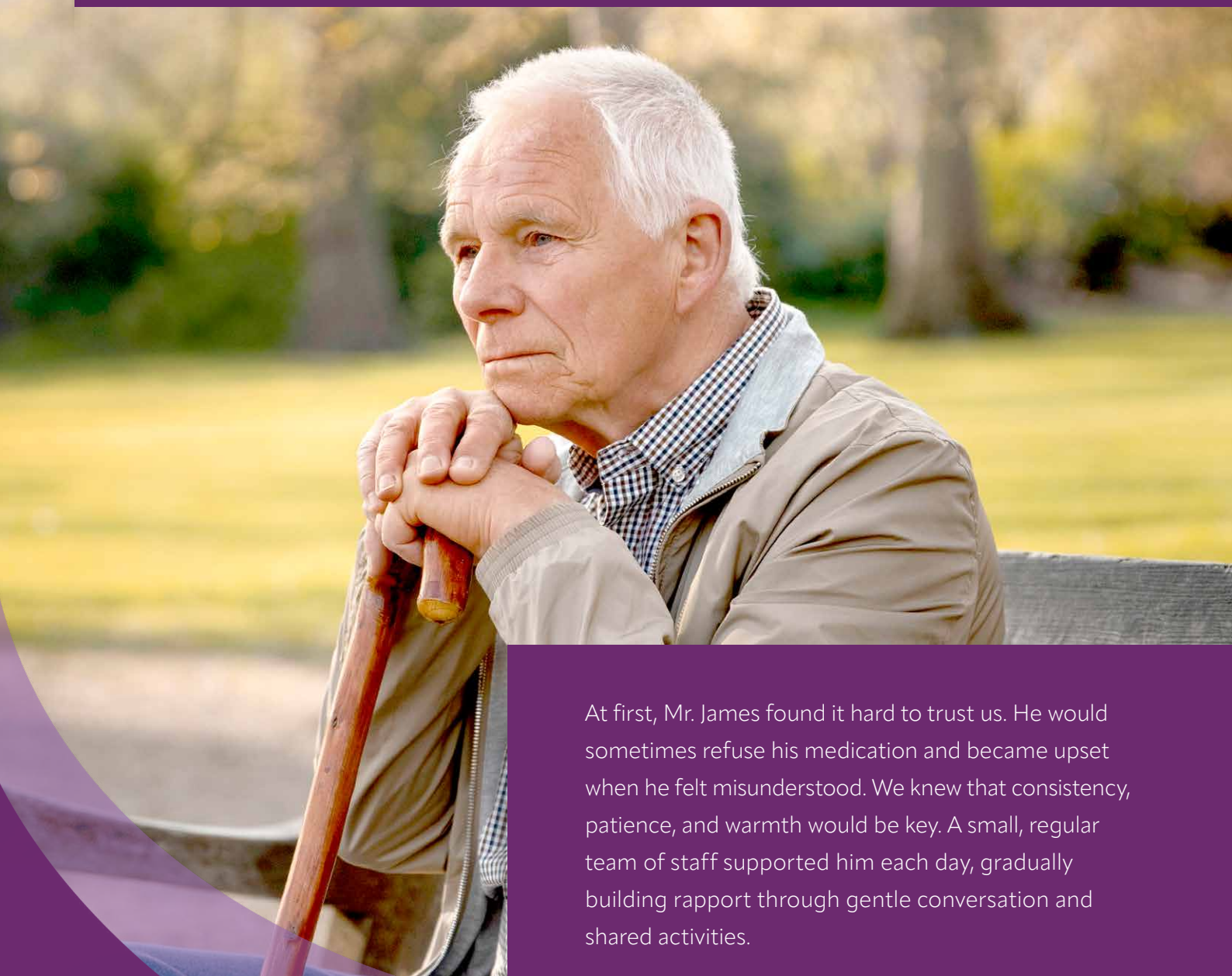
Their focus is on people, not just conditions. Our colleagues take time to build trust, learn what matters to each individual, and understand their values, beliefs, worries, and joys. With this insight, and by working alongside families and professionals, we create truly person-centred care plans that adapt as your loved one's needs change.



We believe the best care comes from the best people. That's why we invest in building a stronger mental health workforce, training and retaining professionals with expertise in older adult mental health. Every colleague receives training in line with our **PBS (Positive Behaviour Support)** as well as continued development and training.

## Case Study: Mr. James' Story

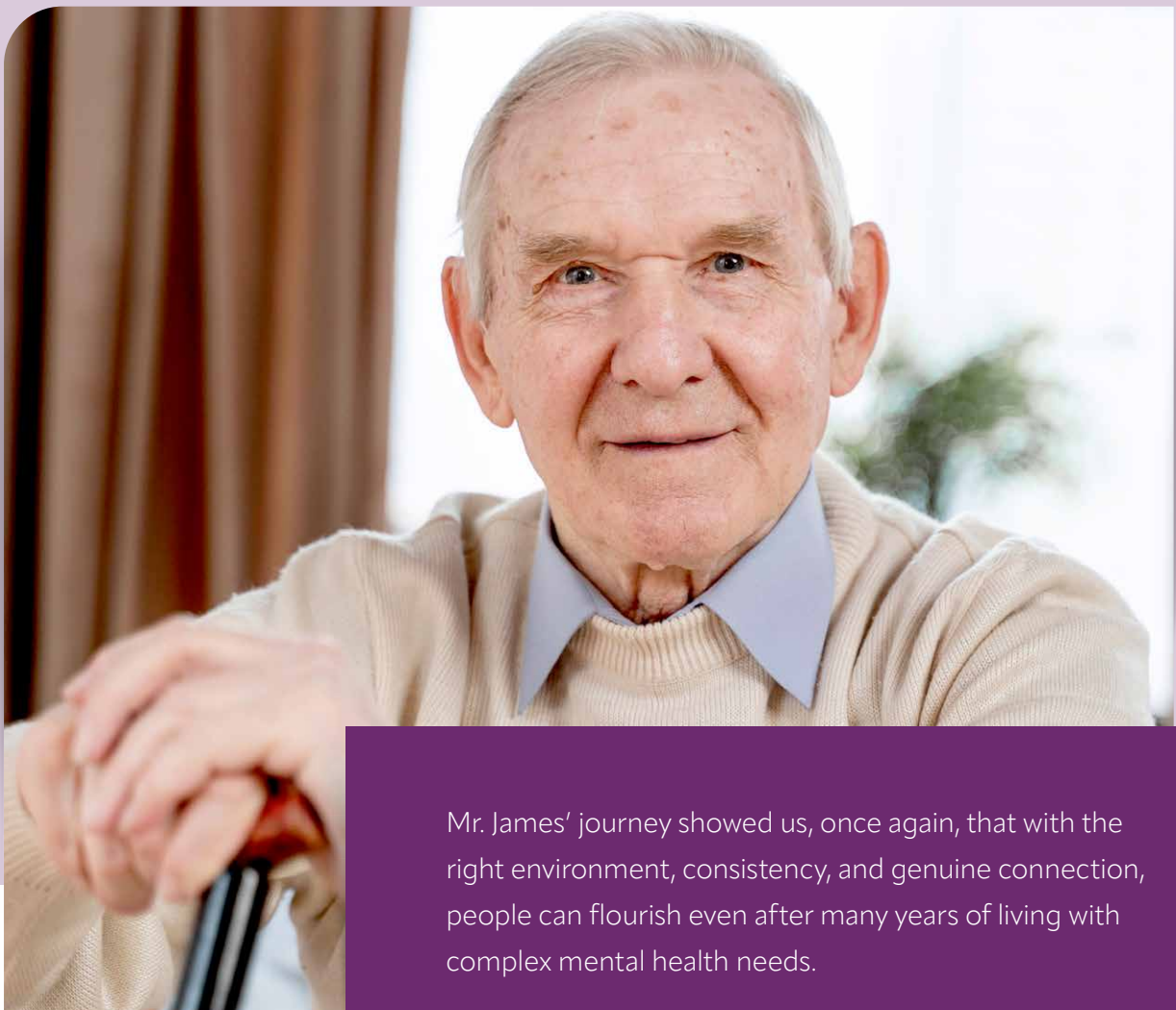
When Mr. James first came to **Reconnect**, he was 78 years old. He had been living with schizophrenia since his forties and had recently found life in a residential home increasingly difficult. He often felt suspicious of staff, withdrew from others, and sometimes heard voices that made him feel frightened and alone. His physical health problems, arthritis and high blood pressure added to his daily challenges.



At first, Mr. James found it hard to trust us. He would sometimes refuse his medication and became upset when he felt misunderstood. We knew that consistency, patience, and warmth would be key. A small, regular team of staff supported him each day, gradually building rapport through gentle conversation and shared activities.

Over time, we discovered his lifelong love of gardening and how much joy he found in caring for plants. With encouragement, he began helping in the garden each morning. We also worked closely with his psychiatrist to review his medication, and our staff received extra training in de-escalation and communication.

Within a few months, the changes were remarkable. Mr. James started taking part in group activities again, chatting more with peers, and even leading a small gardening club. His episodes of distress became less frequent, and when they did happen, he was more open to accepting help from staff he trusted. His family noticed the difference too, visits became more relaxed, filled with stories of what he had been growing.



Mr. James' journey showed us, once again, that with the right environment, consistency, and genuine connection, people can flourish even after many years of living with complex mental health needs.

## Life at Reconnect

The home-away-from-home environments in our **Reconnect communities** give residents the opportunity to continue enjoying their regular routines while also trying new experiences.



From shared meals and creative workshops to trips into the community, every day offers choice, connection, and the chance to rediscover joy.



We also regularly deliver family and carer forums to drive feedback and improvement, alongside befriending schemes and resident involvement programmes. Our holistic model of care is designed to promote dignity, respect, and autonomy, while focusing on wellbeing and empowerment.



## The home of specialist care

For more information about Reconnect Mental Health Care or to arrange a visit, please contact our specialist team: [specialist.services@orchardhealthcaregroup.com](mailto:specialist.services@orchardhealthcaregroup.com)