

Human Right to Personal Expression



A Slice* about Gathering Stories of Positive Practices Related to Personal Expression

* Over 20 different strands of work took place between March and October 2022 as part of Rights Made Real Phase 2. Each of these strands was situated under one of 4 Human Rights. This Slice offers a slice of insight into one of those strands.

HUMAN RIGHT TO PERSONAL EXPRESSION

A Slice about Gathering Stories of Positive Practice Related to Personal Expression

This opportunity was a collaboration between Rights Made Real and Oakminster Healthcare. It involved Edel Roddy from Rights Made Real visiting two care homes, Chester Park Care Home and Oakbridge Care Home to meet with staff and hear stories about what helps them to connect and tune into what is important to residents. These stories have inspired a resource called Express Yourself! Which is available under the Right to Personal Expression Resources Tab at www.rightsmadereal.org.uk.

Creating Connections with the Right to Personal Expression and the Principles from the National Care Standards

Some key elements of this opportunity connected with the right to personal expression and the National Care Standards Principles were:

- An invitation to staff to intentionally reflect on the theme of 'personal expression' and celebrate what helps them to tune into and find out more about what is important to residents
- Staff hearing stories from colleagues that might not otherwise be shared, which enabled staff to learn more about the residents they support

How we gathered the stories

Staff were invited to look at a selection of emotion words, and choose one that they have felt recently at work in relation to connecting with a resident.

Anxious	Uncomfortable	A bit silly	Relieved	Comfortable	Included
Confused	Misunderstood	Numb	Connected	Fortunate	Moved
Awkward	Flustered	Frustrated	Valued	Calm	Respected
Tired	Powerless	Let down	Heard	Trusted	Reassured
Overwhelmed	Confused	Embarrassed	Hopeful	Surprised	Confident
Unsupported	Stuck	A little irritated	Safe	Encouraged	Pleased
Fed up	Apprehensive		Supported	Excited	

This then opened up rich conversation and story-sharing; they were asked to particularly describe more about what was helping them to connect/tune into what was important to the resident.

Two different methods were used to explore the stories:

Positive Practice Poster

LIFE Sessions

Method 1: Positive Practice Poster

This is a tool which helps to delve deeper into a story to bring out key learning that positive practices can reveal, as well as to create a ripple effect by encouraging further story-sharing.



The process for using the positive practice poster is to:

Write up some positive practice stories on the poster

Gather a small number of people, 3-4, around the poster

Select one of the stories that has been written up on the poster

Start with

Question 1. What do you like about this practice (from the story selected)?

Take it in turns for each person to respond to the question

Continue with the same process for questions 2 and 3.

Question 2: Have you, or someone else, done something a little bit similar?

Question 3: What has this discussion, about the positive practice, sparked in you?

After reading the story below, perhaps you'd like to answer the questions for yourself. Some of the responses from staff are detailed below.

A Story from Practice:

I went to Anne this morning and asked if she would like to sit out of bed today. Anne has been unwell for weeks, and this would be her first time out of bed in quite a while. Anne was up for it. I thought rather than rushing, that we could make getting ready to get up into a whole experience,

and so I made it into more like a pamper session. I felt proud of myself for taking the time to make it the best experience for her. It gave Anne such a lift to be in new surroundings after being in bed for so long.

Sample Responses from Staff Who Participated in the Positive Practice Poster Discussion

Question 1:

What I liked was

- The way the staff member saw the value in taking her time with what might be quite a big experience for the resident- it was more than a task
- How both the staff member and the resident came away feeling good

Have you, or someone else, done something a bit similar

- Member of maintenance team- Every day I'm here I call into Peter (resident who likes to spend most of his time in his room), and chat with him for 10 or 15 mins , he seems to like the chats
- There's a resident who has her own names for me and my colleague, we go with it, and start calling each other the names the residents uses- it brings a bit of fun and specialness to our time together

What has this conversation sparked in you?

- I hadn't realised that Peter has these visits everyday- it means so much to hear this, I'm delighted
- I feel valued, like we're celebrating what might be the 'small' things but they're actually quite big- I'm surprised all that's come from the story.

Method 2: LIFE Session (Learning & Innovating from Everyday Experience)

In this process a story is shared, and people respond in turn to 4 different questions. The purpose of this method is to use stories to uncover learning, and new ideas and possibilities for the future.

Question 1: What would you like to celebrate in what you heard in the story?

Question 2: What are you wondering about?

Question 3: Based on our discussions about the story, what do you hope for going forward?

Question 4: What one small thing would you like to ask, do, think more about after discussing the story?

The LIFE Session below took place with 10 staff from Chester House Care Home inc. care staff, admin staff, maintenance staff and managers.

Story from Practice

Residents were playing Bingo in the lounge and I was sitting across from two in particular whilst assisting another – I watched them as they bickered throughout – Elizabeth was nudging David constantly telling him “look look you’ve got that one whilst Frank would continue to miss the numbers – Elizabeth became quite irate with David but in an almost affectionate caring manner – This really intrigued me so when the game was over and Elizabeth had walked away I leaned over and asked David – “why do you always miss the numbers?” He very quietly replied “because I actually like her taking care of me”.

Sample Responses from Staff Who Participated in the LIFE Session

Question 1 Responses:

I’d like to celebrate ...

Staff member noticed what was happening, and asked some questions that brought out the story we read

The beauty of human connection.

That the interaction had affection in it

The way David enjoys Elizabeth’s company

The staff member assisting those who needed some help

That it was about more than bingo as an activity- the relationship was key

People being together, aliveness and sharing

Question 2 Responses:

I’m Wondering about

the different ways residents express frustration

opportunities for companionship in care homes

how the relationship between Elizabeth and David developed

what Elizabeth’s opinion is, what is it like for her playing bingo with David

are there other relationships in the home similar to this

David’s quietness, and if there are wider circumstances behind this

what they see and value in one another.

Question 3 Responses:

Going forward, wouldn't it be great if...

We had lots of conversations where we asked lots of curious questions like this staff member did

There were more opportunities for activities outside the home (Post-Covid)

That there are unusual pairings, so that people who we mightn't think would get on get a chance to spend time together

We continue to facilitate and nurture relationships

Residents who don't enjoy each other's company aren't 'landed together'

We expand opportunities for connection

Question 4 Responses:

1 Thing I'm going to ask, do, think more about is ...

Put on an 'Instant Delight' board at entrance to the unit

Continue to get a lift, and energy from being with residents

Share my knowledge about local community links- reach out to one community group that has re-opened since lockdown

Going to place more value on sitting chatting with residents

Do some research on residents expressing frustration, to understand this a bit more

After we finish the session today, have a cup of tea with a resident

Focus on finding out as much as I can about one resident in particular

Try not to make assumptions about who might like to be paired with others

Maybe use emotion words to find out how people feel about mealtimes

*All resident names in the stories are pseudonyms

1 Thing you Might Want to Do

Visit www.rightsmadereal.org.uk and go Resources- Resources for Personal Expression to source a copy of the Positive Practice Poster and further information about LIFE Sessions.

Something you Might want to Ask or Think more About

Have you stories about personal expression of people living in care homes being supported?

Going forward, are there others you would like to share these stories with?

