**Positive Practice**

**Poster**

**Guidance**

Positive Practice Poster

In the busyness of everyday activity it can take a particular attentiveness to pick up on the positive practices that are happening. The Positive Practice Poster has been designed to help the **intentional naming, celebrating and exploring of positive practices**, which can then help us **to learn more of the detail about specific practices that tap into what people value and care about.**

Examples of Positive Practices for the Positive Practice Poster:

“We were looking after a resident with a rare medical condition. We were upfront about the fact that this was new for us- this didn’t seem to bother the patient, she told us that she liked the way we were genuinely asking her to share her knowledge with us.”

“I learnt a lot from how *Alan* was with a relative who appeared upset during a visit. He asked her questions so he could understand what was on her mind, rather than guessing that she was worried about the same thing that she had been worried about the last time they spoke”.

“First day back after sick leave and the team were so supportive. People subtly checked in a few times during the day so I felt like they were keeping an eye out for me without feeling like I was being watched”.

How

Pointers for Writing up the Positive Practice on the Poster

Short is sweet- Keeping what you write **short (2-3 lines)** can help keep the focus on the essence of the story

The delight is in the detail- While keeping it short, also try to include some of **the detail** of the specific action or behaviour related to the positive practice

Write it as you’d say it- imagine you are telling a colleague about the positive practice- use the same language on the poster as **how we say things out loud often captures the heart** **of a story** best

**Recording the Positive Practice on the Poster**

1. Gather your positive practice either from something you have noticed or heard someone say or do, or from a written source- such as thank you cards.
2. Write up the positive practice in one of the bubbles on the positive practice poster, pointers above can guide how the positive practice is written up.

**Facilitating the Discussion Using the Positive Practice Poster**

**Approx. 10-15 mins.**

* Gather a small group together (2-5 people) around the poster- this could be staff from different departments, external people visiting the home.

When you feel comfortable with using the resource, you might also want to include residents and relatives in the conversations.

* Choose one positive practice, that has been written up on the poster, to focus on.
* Use the three questions at the bottom of the poster to frame your discussion about the positive practice you have picked.
* Starting with the first question, offer your response to the question first. Good to keep your response brief, and related specifically to the question on the poster, which can help others in doing the same.

Then invite others who wish to, to respond. Each person takes it in turn. We don’t need to discuss what each person shares.

* Continue on with the second and third questions.
* If time allows, check in with people how they found discussing the positive practice using the questions.

Where and When

After handover or team meeting

As an impromptu way of celebrating and valuing positive practices in the home- as it takes 10-15 mins it doesn’t necessarily require lots of planning

As a way of focusing on a particular theme e.g. focusing on collecting and exploring positive practice stories around mealtimes, or supporting people who spend a lot of time in their rooms.

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