

# Insights into Me

---

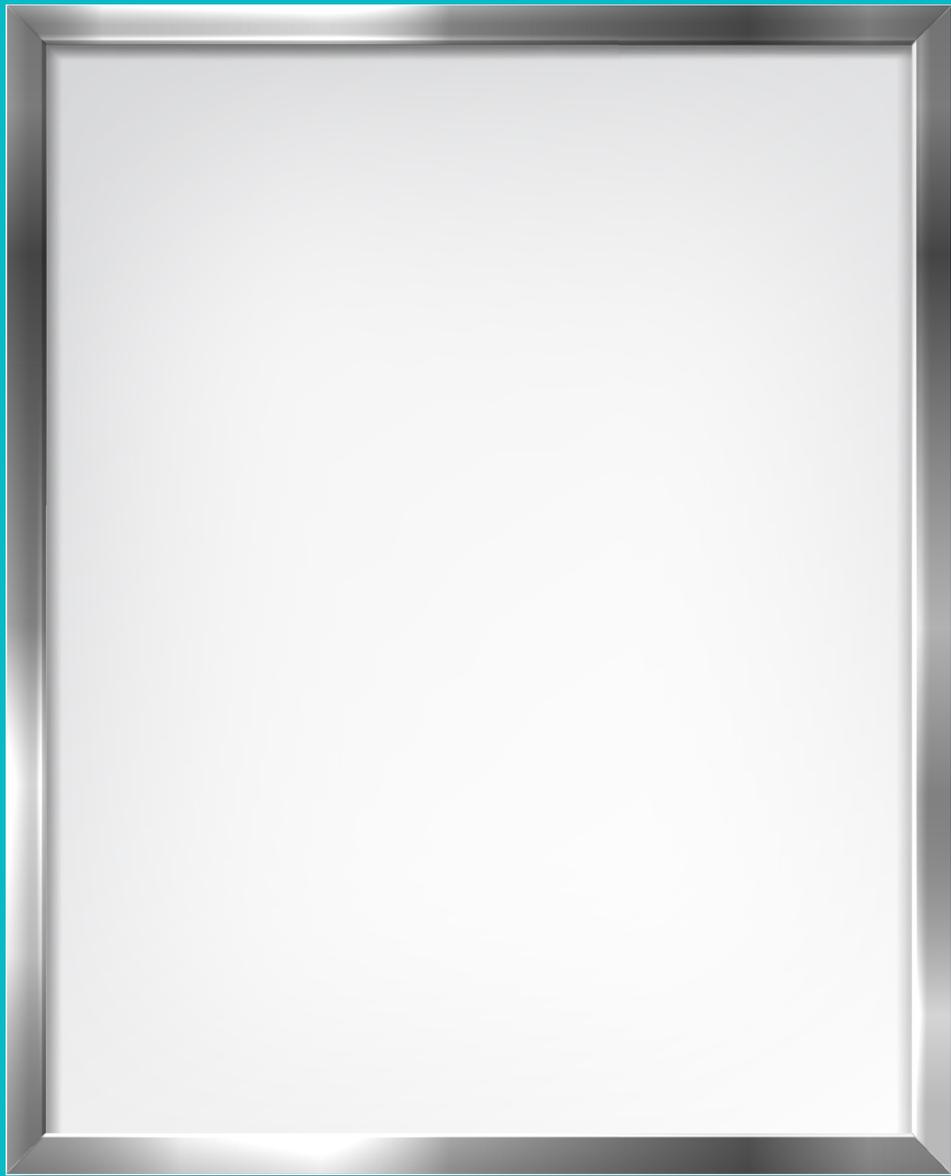
My home life.<sup>®</sup>  
Charity

# Insights into Me.

---

**A folder to spark conversations  
to help us to get to know you, and you  
to get to know us.**

# Insights into Me.



A folder to spark conversations to help us to get to know you, and you to get to know us.

# All about 'Insights into Me.'

The aim of this 'Insights about me' resource is to spark conversations that help us to get to know you, your friends and Family and you to get to know us.

## 1. About this 'Insights into Me' resource

In this 'Insights into me' resource there are lots & lots of different questions and prompts about the things that are important to you.

You may have already answered some of these questions since you arrived here, and other questions you might never have thought of before. The questions and prompts in this folder have been created so that we can quite quickly get to the heart of what makes any day a good day for you, and what we can do to help your move here to be as smooth as possible for you and your family. You might also find out some interesting, amusing or peculiar bits of information about the staff here as they share their responses to some of the questions.

---

## 2. General pointers when using the 'Insights into Me' resource guide

Feel free to select the questions that you would like to answer, and skip the questions you would prefer not to.

If you think of something you would like people to know, that doesn't relate directly to any of the questions in the folder, please also include this on the back page.



# All about 'Insights into Me.'

## 3. Who will use this resource?

**That is up to you- it could be you, members of your family and friends, or members of staff here.**

This resource has been developed to help us find out how best to support the person (resident) who is moving to the care home. We know that some new residents will be able to answer these questions themselves, and others may need a little or a lot of support in using this folder.

You or your relative may receive this resource before you arrive to the care home. We would like to emphasise that you don't need to fill in all the sections or questions, just those you feel comfortable to fill at this stage.

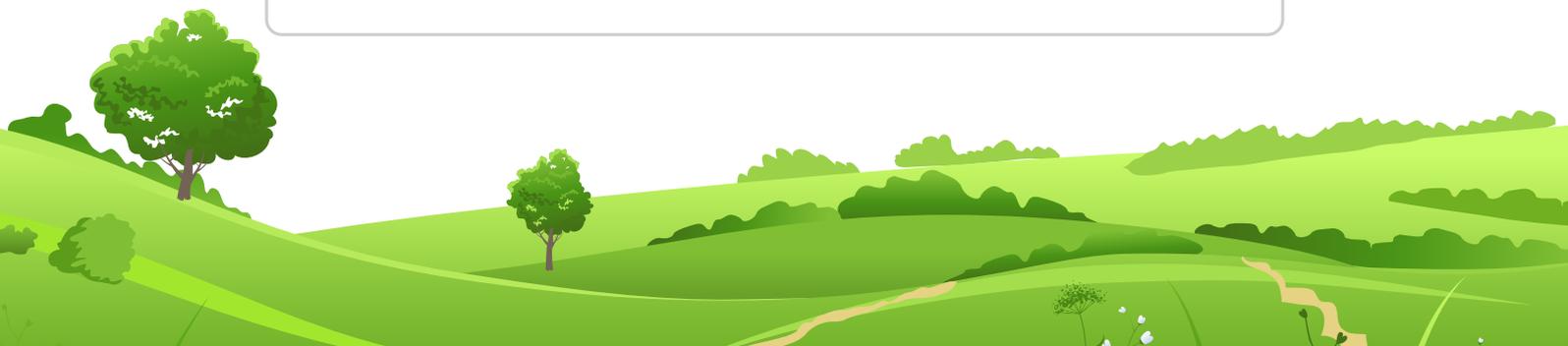
---

## For Family Members & Friends Using This Resource

You may be adding to this resource from your own knowledge and experience of your family member/friend or doing this together with them. Your contribution in filling in this folder will offer invaluable insights for the care and support of your family member/friend. Feel free to select whichever topics in this folder that you feel comfortable discussing with your relative/friend, or adding your own knowledge about.

**If you would prefer to discuss these topics, rather than write the information in, please let a member of staff know.**

**Key staff member to chat with about filling in Insights into Me**



# All about 'Insights into Me.'

## For staff using this resource

We know that you most likely have existing documentation which supports you to get to know the resident. This 'Insights into Me' resource can be used alongside this documentation, as you can choose to use the entire resource, or pick out certain pages that you would like to focus on.

We also know that you will have lots of valuable experience of gathering rich information about what is important to the people you support. This 'Insights into me' resource has been designed to complement the work that you naturally do when welcoming and getting to know new residents. Some questions you might like to consider when using this resource:

- what would help your conversations with the resident, using this resource, to go well, for example location, timing, privacy for the conversation?
- how might you use the visuals in the document to help the conversation?
- are there particular communication skills that you feel will be especially important and helpful for the conversation?
- what support might the resident and/or you need during or after the conversation?
- could there be opportunities during the conversation for the resident to get to know you as well as for you to get to know them?



# Hello!

## Introductions...

What do you like to be called?

Are there names or terms of affection that you do or don't like to be called?

What is your gender?

Male

Female

Other  
(please specify)

## Places...

Where have you been staying in recent times?

What other Places have you lived in?

Are there any other places that are really important to you?

## Visitors...

What do you imagine would help visits from family and friends to be enjoyable for you?

What other ways, as well as visits, would you like to stay connected with family and friends?

# Words others might use to describe me

What words from the list below might others use to describe you. There are blank spaces for you to add other words...

Making mischief

Welcoming people

Getting folk laughing

Owning up to being crabbit

Asking others for help

Connecting with people

Showing appreciation to others

Coming up with ideas

Sharing how they feel

Adaptable if plans change

Heart of gold

Showing perseverance

Brave in trying new things

Helping people feel heard

Making others feel special

# Words others might use to describe me

What words from the list below might others use to describe you. There are blank spaces for you to add other words...

Making time for others

Planning parties and events

Eagerness to learn

Talking about sensitive subjects

Sharing stories

Keeping everyone in the loop

Finding ways to compromise

Looking out for others

Forgiving people

Going the extra mile

Being calm when things get hectic

Fixing things

Helping people feel safe

# Words others might use to describe me

What words from the list below might others use to describe you. There are blank spaces for you to add other words...

Gentle hands

Enjoying being with children

Being affectionate

Not worrying about wee mistakes

Making the most of what's available

Keeping the place neat and tidy

Motivating people

Chattiness

Having wise insights

Knowing about nature

Friendliness

Loving dancing

Going with the flow

Hard-working

# Words others might use to describe me

What words from the list below might others use to describe you. There are blank spaces for you to add other words...

Finding things that get lost

Accepting other people's quirks

Matching colours and fabrics

Listening with heart

Sparkly eyes

Getting on with it

Getting joy from music

Supporting people's confidence to grow

Making things that are complicated or confusing more simple

Creating a warm feeling

Showing creativity

Finding solutions

Soothing voice

# Family & Friends Tree

Who would you like to put in your family and friends tree?



Are there dates during the year that are important to you and your family?

Are there family and friends who have passed away, or are no longer around, who you would like to remember in your tree?

# Personal History

## Growing Up

- What was it like for you when you were growing up?
- Any particular memories you would like to share?

## School

- What was school like for you?
- Were there things you enjoyed like certain subjects, games, music, drama, art or looking after younger children?

## Jobs

- What kind of jobs have you done over the years?
- Has there been unpaid work that you have done?

## Animals & Pets

- Have you had pets in your life?
- Any there particular animals you like or don't like?

## Groups & Organisations

- Are there any groups or organisations that were important to you and would like to stay involved in or join now?

# Good Morning

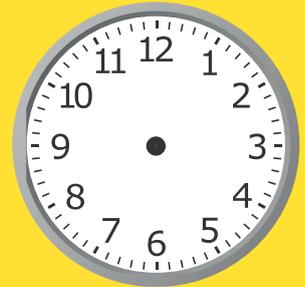
Tell us about a good morning for you

**Some ideas for what you could put in the box above...**

In the morning do you like: Curtains opened or closed. Music, chat or quiet. Radio or TV on. Something to drink. Pain medication before you get up. A hug to start the day.

**Start my day at...**

What time do you like to get up at in the morning?

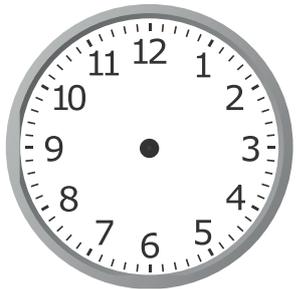


# Good Night

Tell us what makes a good night for you

**End to my day...**

What time do you generally like to head to bed around?



**Some ideas for what you could put in the box above...**

At night do you like: Nightwear heated up on radiator before you put it on. Radio, TV or music. A hug to end the day. A scent on your pillow. Blankets or duvet up to your ears. Toes out getting some air.

There may be times, even though everyone is trying their best, when it may not be possible for staff to support you with your preferred time for getting up or going to bed. If this is the case, how would you like staff to let you know so that we can come up with a new plan together?

A large, empty, rounded rectangular box with a thin blue border, intended for a user to write their response to the question above.

# Feeling fresh & clean

Here are ideas for what some people like when keeping fresh and clean...

- Loving water running down my back in the shower
- Making extra sure I'm dry between my toes
- Having my hair combed
- Splashing my feet in the bath
- Soaking my fingernails to get them clean
- Washing my stockings myself
- Getting help to remove facial hair
- Washing my hands after my continence pad has been changed
- Having a code word with staff for going to the toilet when I'm in company

Is there anything you would like us to keep in mind if we are supporting you to have a wash?

What words do you use for having a wash, or a freshen up?

Can you think of any tips or treats that would help 'keeping clean and fresh' to be extra enjoyable for you?

Have you any favourite lotions, potions or smells?

In terms of keeping yourself fresh and clean, what kinds of things do you like to do yourself?

Are there things you would like help with?

# Feeling fresh & clean

Here are ideas for what some people like when keeping fresh and clean...

- Loving water running down my back in the shower
- Making extra sure I'm dry between my toes
- Having my hair combed
- Splashing my feet in the bath
- Soaking my fingernails to get them clean
- Washing my stockings myself
- Getting help to remove facial hair
- Washing my hands after my continence pad has been changed
- Having a code word with staff for going to the toilet when I'm in company

Is there anything you would like us to keep in mind if we are supporting you to have a wash?

Do you prefer:

Baths - How often?

Shower - How often?

Other?

Anything you would like us to know in relation to what helps you feel clean and fresh after using the toilet?

Have you any tips for Healthy Skin and Hair?

Are there things you would particularly like us to do/ not to do, to ensure your privacy and dignity are respected?

# Your Appearance

How important is your appearance to you?

Not important at all

Extremely important to me

## Hair

Anything that makes getting your hair done feel like a real treat?

Have you any routine for looking after your hair between getting it done by the hairdresser/barber?

---

## Nails

Anything you would like us to know about caring for your finger and toe nails?

---

## Skin and Shaving

Are there particular products that work best on your skin?

If you remove hair on your face do you prefer a razor or electric shaver or tweezers?

For those who shave, what helps it to feel like you've had a proper good shave?

# Your Appearance

How important is your appearance to you?

Not important at all

Extremely important to me

## Make-Up

When do you like to wear make-up?

What type of make-up do you like to use?

What parts of putting on make-up do you like to do yourself? Any parts you might like help with?

---

## Clothes

From the clothes you have, do you have:

A favourite item

Clothes that are most comfy

A favourite type of material or colour

Do you like to wear any accessories like hats, scarves, jewellery?

Anything else you'd like us to know about your clothes?

---

## Special Occasions

How do you like to get ready and dress on special occasions?

Do you like seeing pictures in magazines or photos of other people's special occasions?



# Eats & Treats



## Things you like to eat when you are

Celebrating

Feeling Poorly

Not Hungry

Very Hungry

## Making mealtimes enjoyable

As well as the food, what other elements make mealtimes enjoyable for you?

## The kind of things you like to eat are

Breakfast

Lunchtime

Evening Meal

Favourite Snacks, Treats  
or Takeaway



# Eats & Treats



## Atmosphere at Mealtimes

While you are eating - do you tend to like to sit alone or with others?

Is there particular chat or music you enjoy listening to while you are eating?

## Foods you don't like

Are there foods you don't like the taste, feel or smell of?

**Please notify a staff member in charge of any food allergies or intolerances if they are not already aware**

## Drinks you enjoy

The kind of drinks you enjoy before, during or after meals

In terms of alcoholic drinks - you drink or don't drink?

We'd like to hear about any recipes or cooking tips you'd like to share.

# Feeling at Home



## Your space

What is important to you in terms of your room, and what it looks and feels like?

What can staff do to show our respect when we come to see you in your bedroom?

# Feeling at Home



## Feeling at home

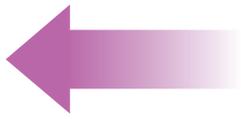
What small touches help you to feel at home?

Is there anything you would like us to know about any of your belongings that you have with you?

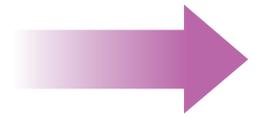
## Being around others

Is there anything you would like us to do, to help you to get to know other residents, or for them to get to know you?

During the day there may be people you don't know coming and going throughout the home - how do you feel about this?



# On the Move



## Getting about the place

Are there ways of keeping active or exercising that you enjoy?

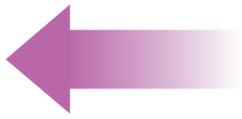
Have you any aids or tricks that help you to move about?

Do you like to be on the move a lot indoors, is there anything that can help this to be enjoyable for you?

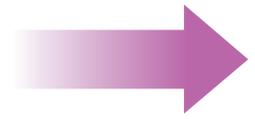
## For people who use a wheelchair

What does it feel like for you when people are wheeling you in the chair?

What should we try to remember when you are in the wheelchair?



# On the Move



## Being outside

What type of weather do you like, and not like to be outside in?

## Are there things from the list below that you like about being outside

- Getting some exercise
- Breathing in fresh air at nature
- Noticing birds and animals
- Watching people and the world go by
- A change of scenery
- Feeling the wind / sun on your face
- Having private chats

Other things not included in the list above...

## Making decisions about safety together

If a situation developed where there were safety concerns in relation to you being on the move, what would be important to you and your family when making decisions together about your safety?





# Feeling Healthy & Well



## Your Feelings

How do you tend to show that you are feeling  
**1. content 2. pleased**

Are there certain things that help you feel these emotions?

How do you tend to show that you are feeling  
**1. fed-up 2. anxious 3. frustrated**

Is there any way you would like us to respond if you are feeling any of these emotions?

Are there other feelings that are significant to you?

Are there certain situations or times of the year that tend to affect your emotions?

# How I like to spend my day



What kinds of things have you enjoyed in the past and what things do you enjoy doing now?

Keeping in touch with people

Following the news

Favourite TV or radio programmes  
Gardening

Fixing or mending things

Playing or listening to music

Card, games or puzzles

Singing

Cooking or Baking

History

Spending time with children or teenagers

Using technology

Looking after your appearance

Prayer, meditation or religious services

Being around animals or nature

Reading

Sport

Going for walks

Fashion

Helping with parties & events

Being a calm presence

Art

Crafts

Comedy

Movies

Helping out about the place

Something else?

# How I like to spend my day



If you're having time by yourself when you don't feel like being busy do you like to...

- Watch people and the world go by
- Look out the window
- Listen to the Radio
- Sit in silence
- Sit with your eyes closed
- Watch TV

- Read
- Nap
- Something else?

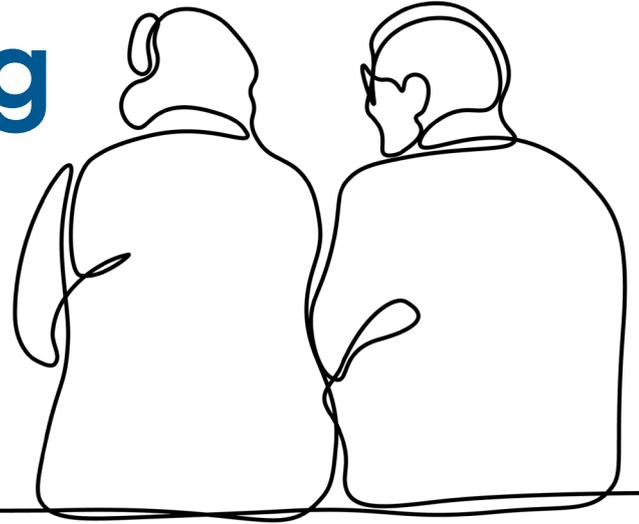
---

Would you say you are someone who likes any of the following...

- Chit-chat
- Surprises
- Your own space
- Being kept busy
- Feeling useful
- Giving new things a go

- Having a regular routine
- Parties and events with plenty of people
- Something else?

# Connecting & Communicating



## Connecting and communicating with me

When you are spending time with someone, what helps you to have a good chat or connection?

Any tips or tricks that others can use that help when communicating with you?

For example when we are with you are there things we should bear in mind when communicating like:

- **Tone of our voice**
- **Speed we are talking**
- **How we stand or sit beside you**
- **How we explain what we are talking about**

## Expressing ourselves in non-verbal ways using our face and body

Are there any physical gestures or signs, in your face or body, you use to communicate how you are feeling to others?

## Connecting using humour

What kinds of things do you find funny?

What kind of humour do you enjoy?

# Connecting & Communicating



## Expressing ourselves with our face and body

When you are spending time with someone, what helps you to have a good chat or connection?

Are there types of physical affection you like and don't like from the list below?

- **Kiss on the cheek or hand**
- **Hugs**
- **Arm around your shoulder**
- **Holding hands**
- **Playing with your hair**
- **A shoulder rub**

Is there anything else you would like us to know about how you feel about physical touch?

## Intimacy and close relationships

Are there previous or current close relationships with a partner that you would like us to know about?

Is there anything else you would like us to know that is important for you in terms of your needs around intimacy?

# Getting to know us



This page gives residents and their family members an opportunity to think of questions you might ask or conversations you might have as you and your family get to know the people and rhythm here.

## Possible Topics to Explore:

- Keeping each other in the loop of developments
- Making decisions together
- Hearing perspectives on protected meal times
- Best times for family to ring if they would like to speak with a nurse / particular staff member
- Bringing food & other items into the care home
- Having conversations if there is something you are unhappy about
- Looking at the list to the right... are there key topics that are important for you to discuss?

## Topics you would like to explore:

## Questions you have:

# Filling in the Blanks

Space to add in other snippets of information that hasn't been covered so far, or that there is more to say about.



A series of horizontal dotted lines providing space for writing.



This resource was created as part of the Kinnections – enhancing community in care homes project.

This My Home Life Scotland project was led by researchers in the University of the West of Scotland, with funding from Life Changes Trust.

**To read more about this project visit  
[www.myhomelife.uws.ac.uk/scotland](http://www.myhomelife.uws.ac.uk/scotland)**

University of the West of Scotland is a registered Scottish charity.  
Charity number SC002520