

# A Guide to the My Home Life Charity Resources

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*My home life*<sup>®</sup>  
Charity

# My Home Life Charity Resources

Thinking about your own experience of getting to know people in your care home community do some of these ring true:

- There are several forms and documents that we already use to record what people tell us about themselves, and what matters to them.
- Often it is during chats we have on walks to the dining room, or late at night over a cuppa, or noticing someone when they're sitting quietly that we really get to know people.
- Sometimes talking about ourselves can be tricky, our minds can go blank .... if the person asking questions is also telling something about themselves, that can create a connection, and help the other person share something.
- If one approach to finding out more about someone doesn't seem to land well, it can take skill and courage to try a different approach.
- There's no one formula that will work for everyone and it can be helpful to try approaches other than direct questions; approaches that might be different or surprising that can open up conversations where we discover something new about others and ourselves.

## So what is the purpose of these resources?

To build on -

- The strong relationships you're already growing ... and to see what else might be possible.
- The great conversations you're already having ... and to see what else might be possible.
- The lovely information you're already gathering ... and to see what else might be possible.
- The quirky and curious questions you're already asking ... and to see what else might be possible.
- The (sometimes) hidden things you're already noticing ... and to see what else might be possible.
- The reflecting you're already doing ... and to see what else might be possible.
- The powerful stories you're already sharing ... and to see what else might be possible.
- The learning you're already spreading ... and to see what else might be possible.
- The new & different things you're already trying ... and to see what else might be possible.



# Before You Get Started

## Some things to think about before you get started

In *My Home Life*, when we think about the conversations we have we are guided by the Caring Conversations Framework. It is a framework of 7 C's- Celebrating, becoming Courageous, becoming Curious, Collaborating, Connecting emotionally, Compromising and Considering other perspectives (Dewar, 2011). These C's lie at the heart of caring conversations and conversations that can help to build community in care homes.

We have used these C's to offer some thoughts and suggestions about what might help when trying out the resources in this book.

**Celebrate** - that you are up for giving the resources a go...that you already do lots that helps you go to get to know others... that it's definitely not about having to use the resources 'perfectly', there may be 'wee mistakes' as you get used to using them, and that making wee mistakes together can also build community.

**Becoming Courageous** - It might feel a bit different to try out using these resources and therefore it might be worth thinking about what would help you to give them a go? If you were to give one of them a go, what's the worst that could happen?

**Becoming Curious** - At the heart of these resources is the idea of being curious; that there is always more to discover about the people in our care home community. As well as asking questions, if you were being curious when using these resources you might also:

- Be really listening to pick up what the other person wants you to understand.
- Ask others for their ideas because you feel ok with not having to have all the answers.
- Be open to the idea of changing your mind or thinking differently about something.

**Connecting Emotionally** - These resources have been created to get to the 'heart of the matter' quite quickly. As well as hearing about how others are feeling, they are also a way of sharing how you are feeling, if you would like to. It may also be useful to notice how you feel about the resources; is there something in particular you are passionate or curious about in terms of getting to know people in your care home community?

**Compromising** - Part of compromising can be about 'letting go'- is there anything you would like to let go of in terms of using these resources, for example letting go of:

- Having to do it perfectly.
- Everyone having to love them before its ok to use them.
- Having a set idea of what you will achieve if you use them.
- Feeling you need to come up with solutions or answers if people share problems, or dilemmas.

**Considering Other Perspectives** - When you use these resources you may find that people who mightn't usually speak out, do so. People might share feelings or perspectives that they hadn't shared before- how would you feel about this?

**Collaborating** - if you were to give these resources a go - would you like to have a pal with you when you try them out first, who could this be?

# Before You Get Started

General pointers that might be helpful

## Give it a Go with 1, 2, 3, 4.

1. For the majority of resources, it can be a good idea for you to go 1st so that the other person or people get an idea of what to do. You can also demonstrate keeping what you share brief, if time is a factor.
2. If possible, place a written version of the written version of the resource, with the question/ topic/ prompt where everyone can see them. It can be a good idea to repeat the question a number of times so that people can hear clearly and take in the question.
3. If there are 3 or more people involved in the conversation, it is important that everyone gets a chance to speak and so you might want to suggest doing a round first where everyone takes it in turn to share one-by-one, then follow this with group conversation.
4. Before you finish the chat- it can be worth asking people: how they feel now/ something they are taking away/ and check out if you have their permission to share what was spoken about.

## Agreed Ways of Working

In the case of group conversations, such as at meetings, it is good practice, where possible, to have a brief discussion at the start of the conversation about what will help you and others to feel safe, and comfortable to participate in the conversation.

*Some areas worth considering include:*

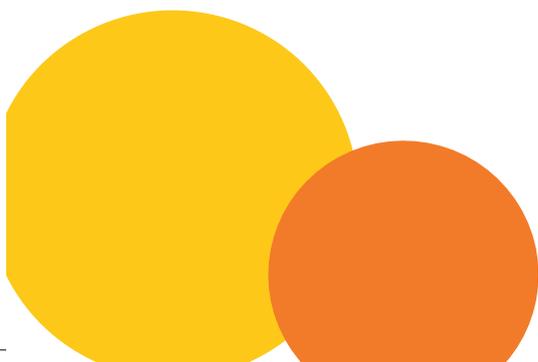
**Confidentiality** - processes for checking out about what 'stays in the room' and what can be shared with others.

**Feeling safe to share views** - consideration of how we would like to share our own views, and hear others' views.

**Emotion** - processes for checking out how people would like others to respond if they were to show strong emotion during the conversation.

**Air Time** - in the context of group discussions, coming to an understanding of people taking responsibility themselves for how much they are talking 'air-time' and keeping an eye on this so that everyone can have a chance to contribute and

Other points that you come up with together .....



The following tables give some ideas for the types of resources you might use in different situations. All resources are available at: <https://myhomelifecharity.org.uk/resources-guides/>

<b>Engaging with Residents, and their Family &amp; Friends</b>					
<b>Getting to Know One Another</b>  <b>(Building Relationships)</b>	All About Me	Beneath the Surface (Iceberg Tool)	Key Card Questions	Picture Knowing Me	QeST
<b>Getting to Know One Another</b>  <b>(Developing Care Plans)</b>  As above and ...	Insights into Me	Sense and Sensory Environment Profile			
<b>Engaging with People Beyond Language</b>	A Place in the Fun	Lingo of Connection			
<b>Review Meetings</b>	Emotion Words	Shining a Light	Visual Inquiry		
<b>Resident &amp; Relative Meetings</b>	At the Beginning of the Meeting: Instant Delights Visual inquiry	At The End of The Meeting: Making Sense of things Emotion Words from Emotional Touchpoints Pack	Positive Inquiry Tool		

<b>Using the Resources for Staff Connection, Learning &amp; Growth</b>					
<b>Relationship Building with Staff</b>	All About Me	Key Card Questions	Instant Delights	Picture Knowing Me	

## Using the Resources for Staff Connection, Learning & Growth

<b>Recruitment &amp; Induction</b>	All About Me And All About Me when Working in Groups	Instant Delights	Picture Knowing Me	QJeST	Visual Inquiry
<b>Supervision/ Appraisals</b>	Appreciative Feedback	Boost & Bounce	Positive Inquiry Tool	QJeST	The Well
<b>Team Meetings</b>	A Moment	Emotion Words	Instant Delights	The Well	Visual Inquiry
<b>Reflective Practice for Staff</b>	Boost and Bounce	Improving Experience Template	LIFE Sessions	Positive Practice Poster	Reflections & Ripples

## Supporting Organisational Learning & Development

<b>Noticing and Celebrating What is Working Well</b>	AEIOU	Appreciative Feedback	Positive Inquiry Tool	Positive Practice Poster	The Well
<b>Using Stories to Learn &amp; Develop</b>	Improving Experience Template	LIFE Sessions	Positive Practice Poster	Reflections & Ripples	
<b>Cultivating Attention to Language</b>	A Way with Words				
<b>Exploring Human Rights</b>	Human Rights in Care Homes Reflection and Conversation Resources				

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