

Working effectively with Relatives and the Community



Tom Owen

My Home Life

Our vision is a world where care home are great places to live, die, visit and work



Three parts

1. What works well in nurturing positive relationships with relatives?
2. What works well in engaging the community?
3. What might a national community engagement programme look like?

Relative engagement

You are the experts!
Share an story of how you worked with a particularly challenging family member?
What worked well and why?



What we have learned?

- Space, time and investment at the beginning
- Relative induction or training?
- Relative as a resource
- Supporting relationships – privacy/ events/ meetings
- Communicating the positive
- Using negative feedback for reflection



What is Community Engagement ?

Anything that connects care homes (CH) with local people, charitable groups, businesses and clubs. Neighbourhoods CHs have a wealth of knowledge and experience to share with their local community (expertise in caring for frail older people, including dementia at the end stage of life). CE should enable all CH residents (even the most frail) to be part of civic and community life.



Community engagement work to date

- **Research:** Identify what older people want and what works (literature), pilot and test new ways of working, share best practice with others
- **Enterprise:** Leadership support for care home managers to be in state of readiness for community engagement
- **Social action:** Engage nationally and locally with policy makers, practitioners and the public to better support care homes take forward a shared strategic vision for community engagement

Care Home Connections

<https://carehomeconnections.wordpress.com>

Working with others

- Department of Health (2013)
- MHL Essex, JRF and University of Essex (2014)
- NCVO (2015)
- The Henry Smith Charity (now)



Why engage with community

- Resource to support quality of life
- Attracting potential 'customers'
- The community as your allies
- Broader political aim: Care homes being cherished by their communities



Some reflective questions

- How do we feel about people popping in as 'neighbours'?
- What is our role in supporting the community to engage?
- When can we avoid DBS?

What works well ...

- Role of a connector/ catalyst – activity co-ordinator
- Understand each other
- Single contact in the home
- Welcoming positive culture
- Prepared for work with care homes (dementia)



Our learning – the challenges

- Uncertainty on both side of the right 'way in'
- Risk-averse cultures.
- People find care homes difficult places to be in.



Things to remember ...

- No one 'right way'
- Single point of contact
- The role of the activity co-ordinator or all staff?
- Community mapping
- All residents deserve to be connected to their communities
- Encouragement and support (not blame from outsiders)
- Educational support from care homes
- Connections need to be nurtured and helped to settle.



Wouldn't it be wonderful if...

A promising approach: Care Home Friends and Neighbours (FANs)

- Focus on neighbourliness
- Broker role to bridge community & care home
- Sharing possibilities
- Links to Care home Open day/ NAPA





FANS CLUB

HOME GET INVOLVED GROWN UPS WHAT WE'VE BEEN UP TO ACTIVITIES NEWS GET IN TOUCH

MINI FANS
AGE 4-8

BECOME A HERO IN YOUR COMMUNITY

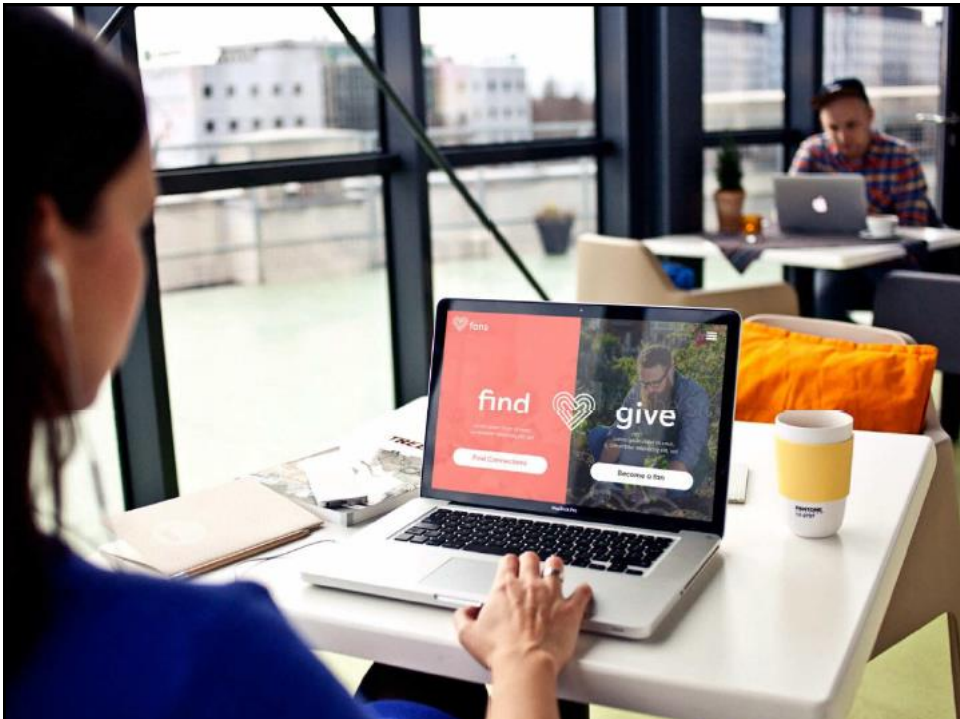
Develop your super powers and become a real life hero in your local community. Become a Mini FaN here.

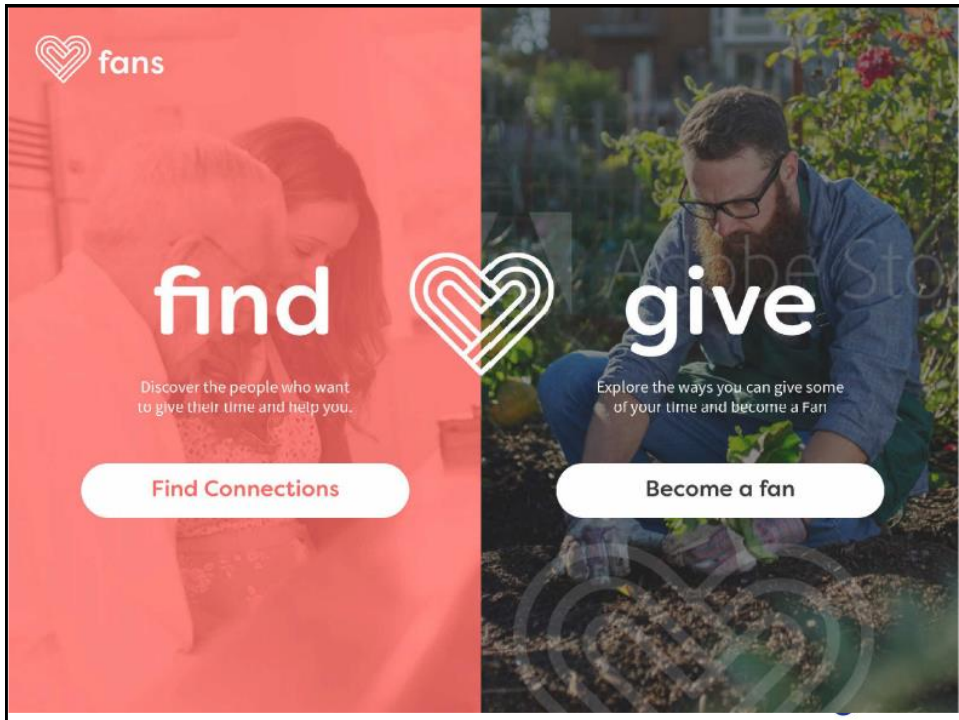
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My home life

Promoting Quality of Life in Care Homes



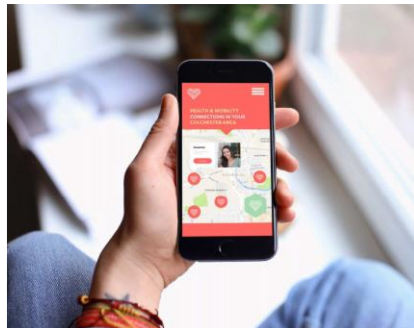


My home life

Promoting Quality of Life in Care Homes

Next steps for us

- 6 local areas trying out similar models – exploring what works well
- Making connections with other relevant initiatives
- Fund-raising for a larger national community engagement programme if it is wanted by the sector
- Connecting national with local



Over to you?

- What are your immediate thoughts and feelings about what you have heard?
- Are aspects of the FANs initiative compatible with your organisational priorities?
- How might your organisation wish to be associated with Care Home Fans?

Interested? Keep in touch!

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