

Focusing on relationships

- Security**
What helps you to feel safe?
- Belonging**
What helps you to feel part of things?
- Continuity**
What helps you to experience links and connections?
- Purpose**
What helps you to have goals to aspire to?
- Achievement**
What helps you to feel you are making progress towards these goals?
- Significance**
What helps you to feel that you matter as a person?



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Nolan, M., Brown, J., Davies, S., Nolan, J. and J. Keady. (2006). The Senses Framework: Improving care for older people through a relationship-centred approach. University of Sheffield. ISBN 1-902411-44-7.

Having caring conversations

- Be Courageous**
What would happen if we gave this a go?
- Connect Emotionally**
How did this make you feel?
- Be Curious**
Help me to understand what is happening?
- Collaborate**
How can we work together to make this happen?
- Consider Other Perspectives**
What do others think?
- Compromise**
What is real and possible?
- Celebrate**
What worked well?



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Dewar B and Nolan M (2013) Caring about caring: Developing a model to implement compassionate relationship-centred care in an older people care setting. International Journal of Nursing Studies, 50(9):1247-58.

Developing best practice together

Personalisation Navigation

- Maintaining identity**
How can we better understand who you are as a person?
- Sharing decision making**
How can we involve you more?
- Managing transitions**
How can we help you to adjust?
- Improving health & healthcare**
How can we enhance your health and well-being?
- Creating community**
How can we connect with you more?
- Supporting good end-of-life**
How can we support you till the end?

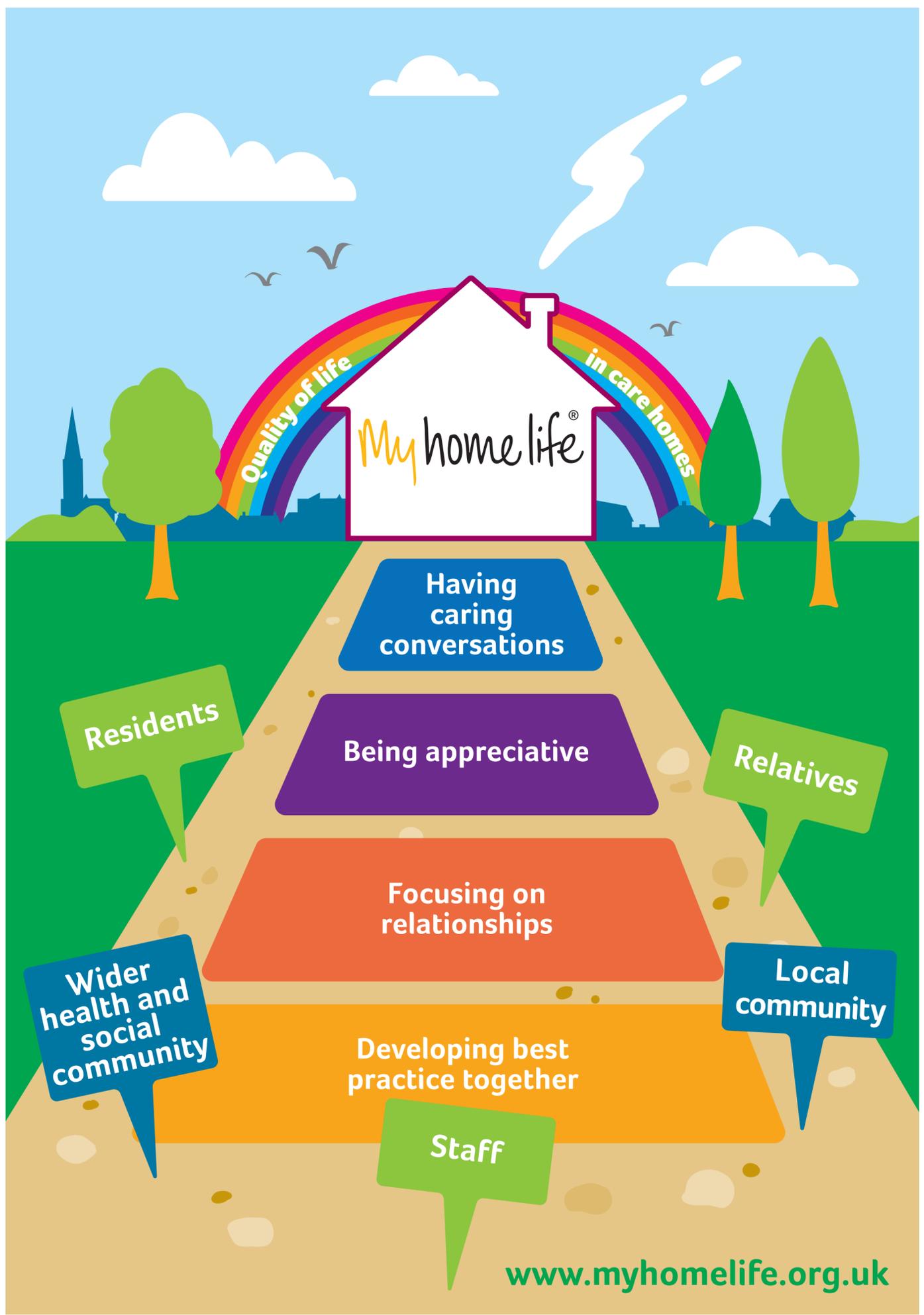
Transformation

- Keeping the workforce fit for purpose**
How can we encourage you to learn and develop?
- Promoting a positive culture**
How can we enable you to support change?



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NCH&D Forum (2007) My Home Life: Quality of life in care homes - Literature review. London: Help the Aged.



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Being appreciative

Being appreciative is a positive and motivating approach to developing practice and enhancing participation. It underpins the My Home Life Programme.
It pays attention to the best in us, not the worst; to our strengths, not our weaknesses; to possibility thinking, not problem thinking.

- Discover**
What is working well?
When do you feel most proud?
- Envision**
How would you like things to be?
What do you value?
- Co-create**
How can we work together to make it happen?
What strengths do people have that would help us?
- Embed**
What can we do together to make it happen more of the time?



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Reed, J (2007) Appreciative Inquiry. Research for Change. London: Sage.