

#### My identity

# My expectations

# Connecting with the community

### Involvement in decisions

### Talking with staff

### The environment

#### Mealtimes

# The routine of the place



### Talking with relatives

#### Being involved

#### Speaking up

### Meetings in the care home

### Looking after each other

### Promoting health

### Coming into the care home

#### My learning

#### Getting/ Giving feedback

#### End of life care

#### Taking risks

### Caring for residents

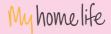
#### **Activities**

# Being part of the care home community

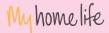
## Managing change



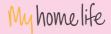
# Being kept in the loop



### Being with other residents



# Visiting or being visited

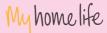


Touchpoint/Relatives and Residents

#### Getting information/ knowing what is going on

Touchpoint/Relatives and Residents

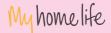
#### **Medicine time**



# Being here at night

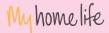


# Care for your relative



Touchpoint/Relatives and Residents

#### My room/space



Touchpoint/Relatives and Residents

# Going to hospital



# Working as a member of the team



### Working with the team



### **Achieving outcomes**

## Working with the inspectorate

## Working with my mentor

# Giving information to residents

# Working with external professionals

#### **Breaktime**

