BEST PRACTICE
IN CARE HOMES

My homelife Promoting quality of life for those living, dying, visiting and working in care homes for older people

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Reflective Questions

For each ‘Best Practice’ card, consider the following:

1. Do you agree with this statement? Why?

2. How do you think other residents, relatives and staff feel about this statement?

3. What is working well now in your care home, in relation to this statement, for residents, relatives and staff?

4. What could it look like at its best for residents, relatives and staff in this care home?

5. What more could be done to help this to happen? What is achievable and in our control?
Maintaining Identity

See who I am!
Maintaining Identity
See who I am!

We work creatively with residents, relatives and staff to maintain their sense of personal identity and engage in meaningful activity.
Sharing Decision-making
Involve me!
We facilitate informed risk-taking and the involvement of residents, relatives and staff in shared decision-making in all aspects of home life.
Creating Community
Connect with me!
We recognise the importance of creating a sense of community between residents, relatives and staff and also, between care homes and the outside world.
Managing Transitions
Help me to adjust!
Managing Transitions
Help me to adjust!

We support residents, relatives and staff to manage the loss and upheaval associated with going into a care home and to adjust to changing circumstance.
Improving Health and Healthcare
Enhance my well-being!
We ensure adequate access to healthcare services and promote health for residents, relatives and staff so as to optimise their quality of life.
Supporting Good End of Life
Support me to the end!
We value the ‘living’ and ‘dying’ in care homes and help residents, relatives and staff prepare for a ‘good death’, with the support of each other.
Keeping Workforce Fit for Purpose
Encourage me to learn!
Keeping Workforce Fit for Purpose
Encourage me to learn!

We identify and meet the ever-changing learning needs of residents, relatives and staff within the care home.
Promoting a Positive Culture

Inspire me to support change!
Promoting a Positive Culture
Inspire me to support change!

We recognise the importance of being flexible to meet the individual needs of residents, relatives and staff.
Positive relationships between residents, relatives and staff are at the heart of good practice.
Relationship-Centred Care

Research* has shown that residents, relatives and staff need to feel a sense of:

1. Security: to feel safe
2. Belonging: to feel part of things
3. Continuity: to experience links and connections
4. Purpose: to have a goal(s) to aspire to
5. Achievement: to make progress towards these goals
6. Significance: to feel that you matter as a person

By attending to these six senses in each other, relationships will be enhanced.