

The My Home Life Transformation Package

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



My home life

About the My Home Life Transformation Package



“Essex CC has been working with My Home Life for the past 4 years. It has been invaluable to us. It has enabled the care home managers who have been through the leadership programme to understand and put into practice the evidence base for quality in care homes and create real sustainable improvements for their residents, relatives and staff.

There is now a movement of managers who have found a new energy and capacity to ensure care homes are a positive option for older people. Through the work of My Home Life, we are helping to open up a dialogue between care homes, health and social care professionals to ensure that they are working collaboratively to deliver improvements.”

Liz Chidgey, (Former) Executive Director for Adult Social Care, Essex County Council



My Home Life is a UK-wide initiative that promotes quality of life and delivers positive change in care homes for older people. It is based on a vision for best practice that is evidence-based and relationship centred.

The My Home Life Transformation Package has been developed and refined over the past six years through working with care homes in local authority areas across the UK.

It is underpinned by an evidence base developed by over 60 academic researchers from Universities across the UK in partnership with older people, relatives and staff in care homes. Thousands of care home practitioners are now using this vision for quality of life to support their practice.

The vision has three components, which together are relevant not only to older people but also relatives and staff in care homes.

- **Best practice themes (identifies what older people want and what works)**
- **Relationship-centred care (provides the underlying approach to deliver best practice)**
- **Caring conversations (helps us to achieve relationship-centred care)**

The Transformation Package delivers this framework for quality, translated into positive outcomes for care home residents, relatives and staff and the wider community.

It combines three Programmes spread over 18 months.

Programme 1: Leadership Support

Programme 2: Integrated Care

Programme 3: Community Engagement

The approach works appreciatively with stakeholders to understand their challenges and provide supportive environments to bring about transformational change.

Meeting Policy Priorities



The Transformation Package can help you meet your policy priorities and outcomes:

Integration of health and social care

Better partnership working with NHS

Quality monitoring and safeguarding

Community engagement

Promoting quality of life (wellbeing)

Personalisation

Dementia friendly communities

Shaping future markets

Compassionate and dignified care

Workforce and leadership development

Impact

My Home Life is increasingly seen as the voice for quality for the care home sector. It is making a significant impact, delivering a range of benefits and has the following proven outcomes:

- **Enhanced leadership skills/ increased confidence among care home managers¹**
- **Higher quality engagement between residents , relatives and staff¹**
- **Better quality of life for residents¹**
- **Stronger relationships between care homes and the wider health and social care system ²**
- **Positive impact on quality of life for residents as a result of enhanced community engagement ²**
- **Community visitors found community engagement role rewarding²**
- **Perceived reduction in hospital admissions ³**

My Home Life is endorsed by:

- **Government, as a “recognised quality scheme” for care homes alongside the National Institute for Health and Care Excellence (NICE) social care quality standards and the Dementia Care and Support Compact for the Provider Quality Profiles. The Government also pledged support for the work of My Home Life in the White Paper ‘Caring for our Future’.**
- **Residents and Relatives Association**
- **All UK national provider organisations for care homes (National Care Forum, Care England, Registered Nursing Home Association, National Care Association, Care Forum Wales, Scottish Care, Independent Health and Care Providers in Northern Ireland)**
- **Local Government Association/NHS Confederation/Age UK Commission on Dignity**
- **Centre for Social Justice Older Age Working Group**
- **Demos Commission on Residential Care**
- **National Assembly for Wales Health and Social Care Committee**

¹ based on data collected from over 500 care home managers

² based in part upon independent evaluations of work undertaken in Essex

³ based on insights from statutory agencies

Programme One

Leadership Support



Care home managers are pivotal to the delivery of quality. They often work very long hours and operate within a highly stressful environment. Rarely are they offered support to develop professionally and lead change within the home.

The My Home Life Leadership Support Programme has been successfully delivered to nearly 600 managers in 23 local authorities in England and 14 regions of Scotland, bringing significant culture change within the homes.

My Home Life supports care home managers on a journey of personal and professional development, so that they can be inspired to lead cultural change in care homes that makes care for older people more relational, personalised, dignified and compassionate.

Our emphasis is on encouraging sustainable transformational change where staff are supported to do things differently rather than doing different things.

How it works

Typically, the 12-month Leadership Support Programme works with groups of sixteen care home managers in four stages:

1) Launch and Recruitment

A large group of care home managers, deputies and stakeholders from statutory agencies attend the Launch. The event provides opportunities to

- **Share good practice**
- **Discuss what gets in the way of quality**
- **Identify support needed**
- **Invite care home managers to participate in programme**

2) Four-Day Workshop

Care home managers learn more about the evidence base for best practice and the importance of relationships to ensuring quality. They examine their leadership style and consider their pivotal role as agents of change.

3) Monthly Action Learning sessions

A continuous process of learning and reflection over eight months. Managers work on real problems with the intention of achieving improvement and transformation in their homes.

4) Validation Day

Care home managers come together at the end of the programme to reflect on their learning and agree what will be shared with others. They are given space to celebrate their achievements and to plan how to best support each other going forward. They are invited to become My Home Life associates.

Highly experienced Action Learning facilitators are trained and supported by the My Home Life Team at City University, to lead the sessions.

“We have made it less task-orientated and more about people”

Manager, Essex

“The whole place is calmer... more residents are referring to staff by name rather than shouting ‘nurse’ which some of them used to do. This is because there is better human engagement between residents and staff”

Manager, Derbyshire

“We have seen more engagement between residents, helping to feed each other. Relationship is across the home. There is such an emphasis and feeling of family now”

Manager, Kent

Programme Two

Integrated Care



Quality of life in care homes relies on positive support and partnership between care homes and the wider health, social care and housing systems. Having invested in the leadership of care home managers, this strand helps to ensure that they are offering a positive contribution to the wider health and social care economy to meet your five year strategic plans (e.g. Supporting system resilience, integration, partnership).

My Home Life has significant experience in “whole-systems” working and focuses on being appreciative – considering what works rather than what doesn’t. This allows us to address shared issues and promote positive and equal relationships between care homes and the wider agencies in enabling a step-change in partnership-working and integration.

How it works

Typically, the Integrated Care Programme comprises three stages:

1) Information is gathered

Information is gathered at the Launch and from managers undertaking the Leadership Support Programme. We do this to ascertain what more support from the wider health and social care will help enable care home managers to deliver quality of life to residents, relatives and staff in care homes.

2) Information is shared

Local commissioning teams across health, social care and housing explore how these issues relate to their own strategic priorities.

3) An action plan is co-created

Once areas of shared concern are identified, key stakeholders are invited to a meeting with care home managers and the local commissioning team to explore:

- **What is currently working well?**
- **What would make it better?**
- **How can we make this happen together?**

The event is facilitated by My Home Life using a model called Appreciative Inquiry – a well-established approach that helps deliver positive change. Those involved are supported to co-create an action plan for change which is owned and taken forward by all stakeholders.

“My Home Life is assisting us in bringing about a cultural change in how we work with local residential and nursing home providers. The role of the council and health in working with providers is becoming clearer. Through facilitation by My Home Life, we have all begun to examine how we need to change in order to bring about better services for very vulnerable residents”

Ray Boyce, (former) Head of Older People’s Services, London Borough of Southwark.

“We were delighted with the benefits offered to our homes through My Home Life. It helped the authority in providing a mechanism through which to explore some difficult issues such as improvements in discharge from hospital, access to a fuller range of health and social services, and protocols for accessing equipment. I would strongly recommend My Home Life and feel that it has much much more to offer – as the potential to build on its foundation is enormous, and the benefits clearly cascade down... to the residents.”

Cathi Sacco, (former) Head of Strategic Commissioning, Kent County Council

Programme Three

Community Engagement



Over the past three years, My Home Life has gathered considerable knowledge of what works well in supporting community engagement in care homes.

Given the limited financial resources available to care homes from state-funded placements, it has become even more important to map the resources that are available to care homes from the wider community. In contrast, hospices attract enormous support from local communities, yet care homes are often viewed as ‘islands of the old’ – isolated and undervalued by society.

The Community Engagement Programme supports the development of an independent broker role for care homes, individuals and organisations within their local community to help achieve successful engagement.

How it works

Typically, the Community Engagement Programme comprises two stages:

1) Community engagement mapping

We work with funders to map the organisations within the community that have an interest in supporting community engagement in care homes.

2) Shaping their offer

We provide consultancy to help community organisations engage appropriately with care homes. We help care homes understand the benefits of community engagement and support them through the associated bureaucracy and workload. We help community engagement initiatives network with each other, share learning and signpost resources to help sustain engagement.

“I feel really proud of the role, it gives me a lot of pleasure to come in and feel that I’m giving older people time, and trying to bring ideas in”

**My Home Life Essex
Community Visitor**

“One of our homes has an allotment. Local school children work on it with the residents who are able to do so. Everyone has fun! The children learn a lot about the life experiences of the older people and the residents feel valued because they contribute.”

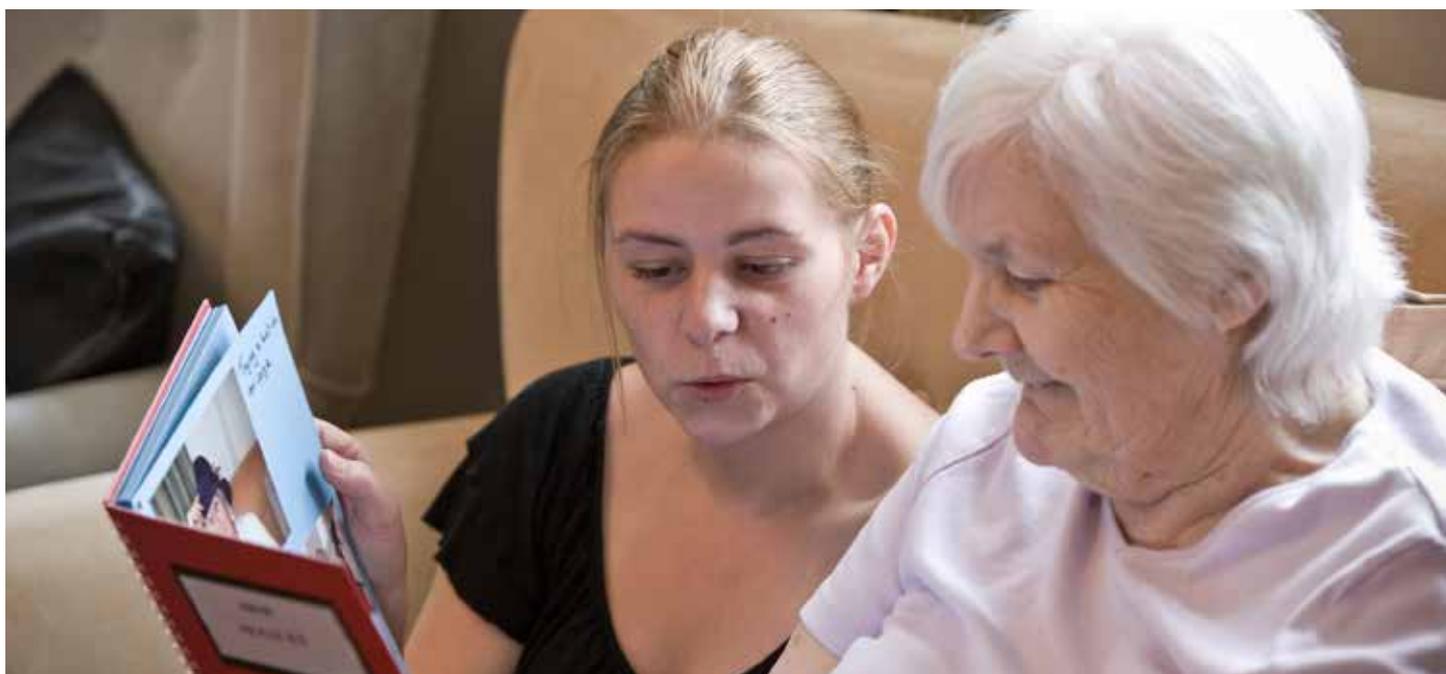
**Kim Davies, Buckinghamshire
County Council**

Outcomes

Community engagement greatly enhances care homes.

- **A positive atmosphere of inclusion and value is created for residents, relatives and staff when local volunteers, schools, churches, community groups and the commercial sector are involved with care homes**
- **Residents have the opportunity to have deeper conversations and pressure on staff is reduced when members of the local community spend time with residents.**
- **Older people’s wellbeing is improved and their sense of continuity is retained when they are reconnected to their former lives, interests and places that they visited**
- **Care homes are great places for the public to learn more about old age, frailty (including dementia) and end of life**

Evaluation and Reporting



The Leadership Support Programme

Managers on the Leadership Support Programme are encouraged to keep a confidential Action Learning Log to help them identify the lessons learnt from the process and outcomes of their individual journey of quality improvement. The My Home Life facilitators also keep reflective field notes and use before and after measures to monitor change over time.

At the end of the programme a final report is co-created with the care home managers and subsequently presented to the funder.

The Integrated Care Programme

A report that summarises data gathered from events and discussions on the key challenges and actions that need to be taken to improve partnership and integration is provided to the funder.

The Community Engagement Programme

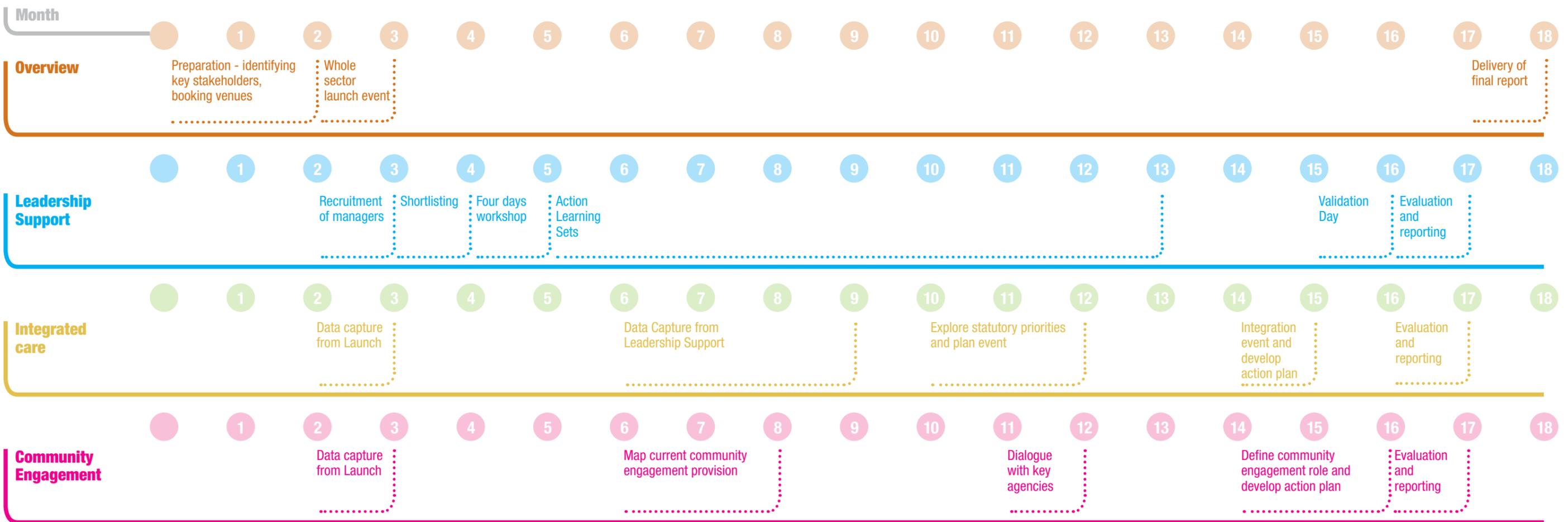
A summary of activity undertaken is presented to the funder, together with an analysis of what more could be done to take forward community engagement in the local area.



“My Home Life has not just changed me as a person but has changed the way my home is operating; staff morale, staff communication, team building and other things have changed not just for the better - but for the best.”

Manager, Buckinghamshire

A typical timetable of progress through the My Home Life Transformation Package



Working together

We recognise the importance of a positive, open and honest partnership with our funding partners and enjoy good relationships with them.

When engaging key stakeholders from the health, social care and housing system for the Integrated Care Programme, we prefer to work closely with a senior colleague who can help champion the change locally.

We foster enhanced partnership working by sharing different perspectives, co-creating action plans, and helping teams to deliver and evaluate change in relation to mutually agreed outcomes.

My Home Life extends across national borders, so we are able to

Get in touch

This brochure outlines, in general terms, the key features of the My Home Life Transformation Package. However, we are always keen to discuss how we can deliver bespoke programmes to meet your specific needs and the costs involved.

Do not hesitate to get in touch if you would like any further information or would like to discuss a particular specification.

share key learning from a range of different approaches to support your commissioning processes and policies. In the course of the Transformation Package, we ask you, as the funding partner, to co-ordinate and cover the costs for the following:

- **Help identify key stakeholders with whom to collaborate**
- **Arrange My Home Life meetings locally, including invitations and reminders**
- **Book and fund hire of rooms and audiovisual equipment**
- **Organise and pay for lunches and refreshments**
- **Follow up on attendance and post event feedback**

All profits are invested back into the work of My Home Life and the wider research activity relating to improving quality of care for older people.

Please call:

**Tom Owen, Co-Director
My Home Life
Tel: 020 7040 5776
Email: mhl@city.ac.uk**

My Home Life is a UK-wide initiative that promotes quality of life and delivers positive change in care homes for older people. It is based on a vision for best practice that is evidence-based and relationship centred. Our approach is appreciative and focused on making a difference. We work with care homes, statutory bodies, community organisations and others to co-create new ways of working to better meet the needs of residents, relatives and staff.

Our key activities include:

Research

We work across settings in health and social care to pilot, test and evaluate new ways of working to improve quality for older people and share the lessons learnt.

Enterprise

We deliver local packages of engagement and support to enhance leadership and encourage quality improvement.

Social Action

We engage nationally and locally with policy makers, practitioners and the public to take forward a shared vision for quality of life.

In England, My Home Life is led by City University London in partnership with Age UK; the team is based within the Research Group on Quality of Care for Older People at City. It is supported by all the national provider organisations for care homes across the UK and the Relatives and Residents Association.

We work with a team of highly experienced Action Learning facilitators who have considerable depth of experience of working and researching care home practice and a range of professional partners both inside and outside the University to support our work.

mhl@city.ac.uk

www.myhomelife.org.uk

My Home Life
Quality of Care for Older People
Research Group
School of Health Sciences
City University London
Northampton Square
London EC1R 0HB
+44 (0)20 7040 5776