My identity
My expectations
Touchpoint/For Everyone

Connecting with the community

My home life
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
Touchpoint/For Everyone

End of life care
Taking risks
Caring for residents
Activities
Being part of the care home community
Managing change
TOUCHPOINT
CARD
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
Touchpoint/Relatives and Residents

Care for your relative
Touchpoint/Relatives and Residents

My room/space

My home life
Touchpoint/Relatives and Residents

Going to hospital
‘TOUCHPOINT’
CARD
Working as a member of the team
Working with the team
Touchpoint/Staff and Students

Achieving outcomes
Working with the inspectorate
Working with my mentor
Touchpoint/Staff and Students

Giving information to residents
Touchpoint/Staff and Students

Working with external professionals
Breaktime
Touchpoint/Write your own
Touchpoint/Write your own

My home life
Touchpoint/Write your own

My home life
Touchpoint/Write your own