

## OTHER TOP TIPS...

1. Put people at their ease. Help them understand that you are asking for their experiences in order to improve quality of life in care homes for residents, relatives and staff.
2. Let them know how the information they share is going to be used. (Consider confidentiality issues.)
3. Hearing people express their emotions can feel uncomfortable. It is important to actively listen and not take things personally.
4. Talking and listening to each other can lead to helpful new ways of working.
5. Be brave about using these tools - talking about emotions is important.
6. Look out for other *My Home Life* tools on the website [www.myhomelife.org.uk](http://www.myhomelife.org.uk) including the Big Care Home Conversation tool – another fun method for creating dialogue in your home to inform quality improvement.



## ACKNOWLEDGEMENTS

The tools have been informed by:

### Emotional Touchpoints

Bate P and Robert G (2007) Toward more user centric OD: Lessons from the field of experience based design and a case study *Journal of Applied Behavioural Science* 43,41 <http://jab.sagepub.com/cgi/content/abstract/43/1/41>

Dewar B, Mackay R (2009) Use of emotional touchpoints as a method of tapping into the experience of receiving compassionate care in a hospital setting *Journal of Research in Nursing* 15(1) 29–41

### Caring Conversations

Dewar B (2013) Cultivating compassionate care, *Nursing Standard*, 27,34, 48–55

### My Home Life

*My Home Life* is a UK-wide initiative promoting quality of life for those living, dying, visiting and working in care homes for older people, through relationship-centred and evidence-based practice.

This toolkit is supported by **City Bridge Trust** as part of a wider project aimed at promoting quality of life in London care homes.

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## My home life TOOLKIT CONVERSATIONS FOR QUALITY IMPROVEMENT

Start a journey of quality improvement in your care home, through dialogue with residents, relatives and staff!

Welcome to the *My Home Life* Toolkit, which has been developed from research and piloted with care home managers.

Follow the instructions overleaf to help start taking forward real improvements in your care home.

## WHAT'S INCLUDED?

1. 'Emotional Touchpoint' Cards to help open up the conversation about experience of living, dying, visiting and working in care homes
  - a. 36 'Emotion' Cards
  - b. 40 'Touchpoint' Cards
    - i. 8 green for **staff and students**
    - ii. 9 pink for **residents and relatives**
    - iii. 23 orange for **everyone**

NB. Blank cards also supplied to create your own 'Emotion' Cards and 'Touchpoint' Cards

2. 'Best Practice in Care Homes' Cards to help reflect on what we know residents, relatives and staff 'want' from care homes and 'what works'
3. 'Top Tips' on how to have Caring Conversations (in this booklet)

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# My home life TOOLKIT

## CONVERSATIONS FOR QUALITY IMPROVEMENT

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### I N S T R U C T I O N S

Real improvement in care home practice starts with conversations between the manager and residents, relatives and staff.

We need to know what best practice looks like and invite others to tell us their experience of being in the home, what could make it better and how we could all help make this happen.

Here are 3 tools to support meaningful conversations between residents, relatives and staff around their experiences of living, dying, visiting and work in care homes. Good luck!

#### **Tool 1: 'Emotional Touchpoint' Cards**

Using the 'Emotional Touchpoint' cards is a good way to learn about people's experiences and take forward action. Through these conversations, you will be encouraging a positive culture where participants feel valued, supported and enabled to play a role in driving forward real improvements in your care home.

1. Make at least 15-30 minutes available to engage in this exercise. Invite a resident, relative or staff member to participate.
2. Spread the appropriate set of 'Touchpoint' cards out on the table and ask the participant to select one.
3. Next, spread out the 'Emotion' cards and ask the participant to select the 'Emotion' words that best sum up their experience of the 'Touchpoint'.
4. Ask the person why they felt that way.
5. Discuss together what could be done in the future to improve their experience.
6. Agree some actions and thank for sharing.

#### **Tool 2: 'Best Practice in Care Homes' Cards**

These are provocative statements based on the evidence base for what we know residents, relatives and staff 'want' from care homes and 'what works'.

They can be used in conjunction with the 'Reflective Questions' at the front of the lanyard to explore how people feel about best practice in care homes and what more could be done to help develop practice within the home.

1. Make at least 15-30 minutes available to engage in this exercise
2. Invite an individual or group of residents, relatives or staff to read a 'Best Practice in Care Homes' Card and use the reflective questions to share their thoughts on how things are for them in the care home.

#### **Tool 3: How to have Caring Conversations**

Research has shown that there are 7 important dimensions of good caring conversations.

These may be helpful to prompt discussion with residents, relatives and staff.

1. **Be Courageous** What matters? What would happen if we gave this a go? What is the worst that could happen if you did this?
  2. **Connect Emotionally** How did this make you feel? I feel... You made a difference to my day because...
  3. **Be Curious** What strikes you about this? Help me to understand what is happening here? What prompted you to act in this way? What helped this to happen? What stopped you acting in the way you would have wanted to?
  4. **Collaborate** How can we work together to make this happen? What do you need to help you to make this happen? How would you like to be involved? How would you like me to be involved? What would the desired goal/success look like for you?
  5. **Consider Other Perspectives** Help me to understand where you are coming from? What do others think? What do you expect to happen? What is real and possible?
  6. **Compromise** What is important to you? What would you like to happen? How can we work together to make this happen? What do you feel you can do to help us get there? What would you like me to do?
  7. **Celebrate** What worked well here? Why did it work well? How can we help this to happen more of the time? If we had everything we needed what would be the ideal way to do this? What are our strengths in being able to achieve this? What is currently happening that we can draw on? I like when you...
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