

Regional Seminars, October 2015

Fully engaging with residents to drive up quality

Rhyl, Newport, Llanelli



In partnership with the



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Fully engaging with residents to drive up quality

In the report 'A place to call home?', the Older People's Commissioner for Wales called for action to be taken in various areas of care home provision, to ensure that residents could enjoy the best quality of life possible for them.

To this end, a series of seminars have been arranged in partnership with other national organisations which will address the areas covered by the Commissioner's identified Requirements for Action (RFA). Please look out for information about future seminars that will be available to you.

My Home Life Cymru is delighted to be working alongside the Older People's Commissioner for Wales in presenting to you the seminar, '**Fully engaging with residents to drive up quality**'.

- **What are we trying to achieve with our service to residents and their families**
- **How can we best engage with residents and also their families?**
- **How do we know if we are getting it right?**
- **What is the secret to compassionate, dignified care?**



Purpose and Outcomes

The seminar will showcase good practice from care homes across Wales who are having success in engaging with the residents and their families. And therefore improving the quality of life of those they support.

Reflection and peer learning will be used to explore what works when it comes to working collaboratively with those you support. We will hear from residents, relatives, care home managers and the Older People's Commissioner for Wales.

- What can we learn in regard to engaging with residents and relatives from others, and what can they learn from us?
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- What do residents and families really want?
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- What does a good quality of life look like?
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- How can we ensure that residents are enjoying the best quality of life possible?

Throughout the day, you will have the opportunity to identify at least one area of development that you can then focus on when you return to work.

My Home Life Cymru Regional seminars 2015

Fully engaging with residents to drive up quality Programme

- 9:30** **Registration and refreshments**
- 10:00** **Seminar welcome and introduction**
John Moore, My Home Life Cymru Manager, Age Cymru
- 10:15** **Engaging with, listening and responding to residents**
Sarah Rochira, Older People's Commissioner for Wales
- 10:40** **Let's get personal - rules of engagement**
John Moore, My Home Life Cymru Manager, Age Cymru
Presentation and discussion:
 - What are we trying to achieve?
- 11:40** **Refreshment and comfort break**
- 11:55** **From the inside - residents and relative's view**
Hearing from care home residents and relatives
- 12:25** **What can you do differently?**
Group discussions and reflection on how we best engage with residents and relatives
- 12:55** **Lunch**
- 1:35** **Challenge the challenges**
Discussion with care home managers about overcoming the challenges we face in engaging with others
- 2:35** **Refreshment and comfort break**
- 2:50** **See who I am; Involve me; Connect with me**
John Moore, My Home Life Cymru Manager, Age Cymru
Presentation and discussion:
 - How do we know if we're getting it right?
 - What is the secret to compassionate, dignified care?
- 3:35** **Moving forward**
Sarah Rochira, Older People's Commissioner for Wales
- 3:55** **Close**

To book your FREE place: mhlc@agecymru.org.uk or 029 2043 1555
Let us know which event you would like to attend

Oct 2 - Rhyl Oct 9 - Newport Oct 29 - Llanelli

