

Identifying what worked well in the first wave and sources of support

Identifying trusted sources for latest guidelines and who to contact if there's issues e.g. a PPE shortage



Linking in with coaching/counselling support



Discussing openly with staff what worked well and any concerns they might have



Preparing for increased role in end of life and supporting bereaved families

Developing relationships with local teams who may be able give advice



Running sessions where staff feel safe to open up, share feelings and raise concerns



Designating a place for conversations with bereaved family members, e.g. outside covered area



Sources of information - The My Home Life Bulletin No 6 'Dying, the last taboo' and Saying Goodbye



Letting families and schools know how children can support. Care Home FaNs: Intergenerational Linking has fun activities for children



Maintaining connections between team members

Showing staff appreciation - great examples included mentions in the care home newsletter, pizza parties, and donated beauty products from the community



Creating a shared vision for the home in a joint session where all contributions are valued



Updating staff recognition schemes



Considering how individuals can be supported to develop their leadership potential

Lockdown Learnings

Care homes have shared some of the things they've found helpful

My home life
England

Maintaining relationships between residents and relatives

Asking families what worked well for them during the first lockdown and what else could work. Building on these ideas



Asking local charities or businesses for donations of devices or running a local appeal



Maintaining and developing community connections

Highlighting specific ways people can link with the home without coming inside. Care Home Fans resources has ideas



Sharing newsletters about what's happening in the home with relatives, community networks and other individuals e.g. local press and the Mayor



Checking Wifi connection. Investing in technology and ensuring staff are comfortable with different devices and online platforms. E.g. The National Care Forum free resource supports online engagement

