

Focusing on relationships

The My Home Life Vision recognises the importance of positive relationships between older people, relatives and staff, as well as, between care homes, their local communities, and the wider health, social care and housing system. To achieve good relationships and quality of life for all in this context, it suggests that we need to consider what gives each individual a sense of security, belonging, continuity, purpose, achievement and significance.¹

Security
to feel safe

Belonging
to feel part of things

Continuity
to experience links
and connections

Purpose
to have goals
to aspire to

Achievement
to make progress
towards these goals

Significance
to feel that you matter
as a person

My home life[®]

Having caring conversations

To deliver the My Home Life Vision, we need to consider how we talk to each other. We need to be courageous and ask what matters to individuals, connect emotionally, be curious rather than judgemental, collaborate to make things happen, consider the perspectives of all those involved, compromise in order to focus on what is possible and celebrate what works and what more needs to be done to make it even better. Caring Conversations help us to better engage with residents, relatives/friends and staff and work in better partnership with the local community and wider health and social care system.¹

Be Courageous

What matters?

What would happen if we gave this a go?
What might help us to feel able to take a risk?
What question is begging to be asked?
What story is longing to be told?

Connect Emotionally

How did this make you feel?

When did I experience strong emotion?
What if I told others how I was feeling?
How would I like to feel?

Be Curious

Help me to understand what prompted you to act in this way?

What caught our attention?
When were we most energised?
What assumptions or contradictions have come to light?

Collaborate

How can we work together to make this happen?

Who brings out the best in me?
What might help us to come together more?
What ideas/actions would we like to build on?
How do we want to be involved?

Consider Other Perspectives

What do others think?

How might I express myself in a way that is considerate of others?
How can we ensure that those who aren't present still feel included?
What alternative views might we explore?

Compromise

What is real and possible?

What would we like to let go of today?
What promises feel possible?

Celebrate

What worked well?

What do we value?
What new idea would we like to bring forward in to the future?



Being Appreciative

Discover

What is working well?

When do you feel most proud?

Envision

How would you like things to be?

What do you value?

Being appreciative is a positive and motivating approach to developing (improving) practice and enhancing participation. It underpins the My Home Life vision.

It pays attention to the best in us, not the worst; to our strengths, not our weaknesses; to possibility thinking, not problem thinking.

It focuses on the core strengths of a situation or organisation, then uses those strengths to reshape the future.

It focuses on doing more of what is already working, rather than focusing on fixing problems.

It's question based. The very act of asking curious and courageous questions helps us to both acknowledge diverse views and influence how we and others act.

It recognises the importance of storytelling as a helpful way to communicate and foster positive relationships.

The four phases of this approach are: Discover, Envision, Co-create, and Embed.

Co-create

How can we work together to make it happen?

What strengths do people have that would help us?

Embed

What can we do together to make it happen more of the time?



Developing best practice together

My Home Life Eight Best Practice Themes for Enhancing Quality of Life in Care homes

Personalisation theme

Maintaining Identity (See who I am):

Working creatively with people to maintain their sense of personal identity and engage in meaningful activity.

Sharing Decision-making (Involve me):

Facilitating informed risk-taking and the involvement of residents, family/friends, and staff in shared decision-making in all aspects of home life.

Creating Community (Connect with me):

Optimising relationships between and across staff, residents, family, friends and the wider local community. Encouraging a sense of security, continuity, belonging, purpose, achievement and significance for all.

Navigation theme

Managing Transitions (Help me to adjust):

Supporting people both to manage the loss and upheaval associated with going into a home and to move forward.

Improving Health & Healthcare (Enhance my health & well-being):

Ensuring equitable and appropriate access to healthcare services and promoting health to optimise quality of life.

Supporting Good End of Life (Support me to the end):

Valuing the 'living' and 'dying' in care homes and helping people to prepare for a 'good death' with the support of others.

Transformation theme

Keeping Workforce Fit for Purpose (Enable me to develop):

Identifying and meeting ever-changing training needs within the care home workforce and learning needs of residents, family & friends.

Promoting a Positive Culture (Encourage me to flourish):

Developing leadership, management and expertise to deliver a culture of care where care homes are seen as great places to live, die, visit and work.



www.myhomelife.org.uk

NCHR&D Forum (2007) *My Home Life: Quality of life in care homes – Literature review*, London: Help the Aged.