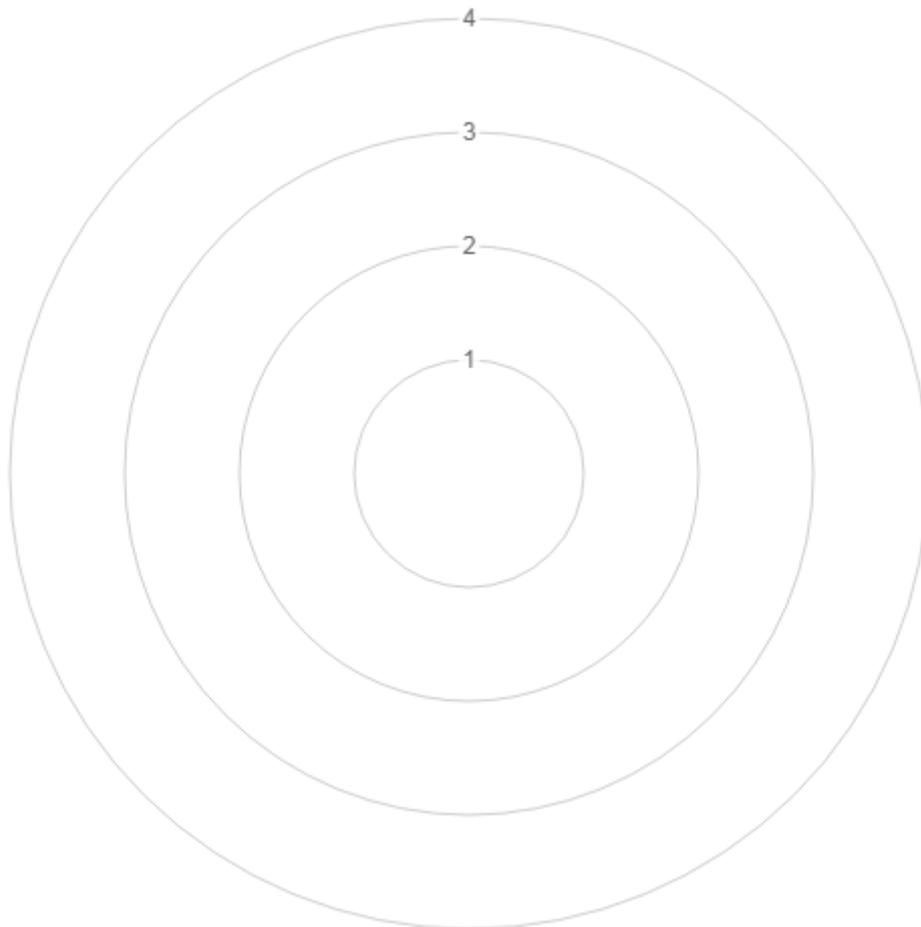




# Improving personalisation in care homes

## Care home action plan



## Transition

Moving into a home can be stressful and often bring feelings of loss and disorientation. Care homes need to understand what makes a good transition for people and what individuals need to adjust to a new setting.

Transition	Where we are now?
We recognise that people can feel especially vulnerable when they move to a new home. We pay particular attention to making sure that we work together with family and other people who are important to the person to help the transition go as smoothly as possible	
We recognise that moving into a care home can be difficult for people and their families. We take responsibility for working with the individual and their family as well as with existing residents and staff to deal with the emotions brought up by the move. We work flexibly with the person and the people in their life to design a transition that works for them. We take care to keep checking with people on an ongoing basis to see how they are adjusting to their new home and tailor our support accordingly	
We recognise that moving into a care home can be difficult for people and their families. We take responsibility for working with the individual and their family as well as with existing residents and staff to deal with the emotions brought up by the move. We work flexibly with the person and the people in their life to design a transition that works for them	
We recognise that moving into a home can be stressful and we do our best to make people comfortable as quickly as possible	
How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)	
When did we make this assessment and who was involved?	

## Choice and control

Making choices about who supports you, when and where you get support, and what kind of things you get support with can make a huge difference to people's sense of dignity and their quality of life. The amount of choice and control people exercise may vary depending on their circumstances, but making efforts to ensure people always have opportunities to exercise choice and control should be at the heart of how services work with people.

Choice and control	Where we are now?
We understand that having choice over the big things and the small every day things makes a real difference to how people feel and we take this seriously. Our care and support is designed around what is important to and for people and how they want to live their lives	
We have a number of different approaches we use to ensure how we support people as individuals and how our care and support is organized reflects the things that are important to people and puts them at the centre of decision making. Our staff are trained to interact with people to maximize their experience of choice and control and we make sure that our whole approach encourages people to feel like they are in control over their lives, and to make individual and collective decisions about how the home can best work for them. Room decoration, food choices, where and how people are supported and how they want to spend their time in a meaningful way are all key decisions we support people to make to make sure we are delivering what matters most to people	
We focus on delivering high quality care and support and making sure our staff are highly skilled at what they do. We give people choice and control when we can and when it's safe to do so	
We recognise the importance of people having choice and control over their care and support and we do our best to ensure we support people with the things that are important to them	
How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)	
When did we make this assessment and who was involved?	

## Identity and purpose

People living in care homes can risk losing connection with the people and the places and the activities that make them who they are and give them a sense of purpose in life. Making sure that people are able to maintain or regain these connections can have a significant impact on their sense of wellbeing.

Identity and purpose	Where we are now?
<p>All our staff spend time getting to know the people they work with, learn the things that are important to them, the people and networks in their lives. We explore what is important to them in the past and in the future and build our support around that. We make sure people have choices about how to spend their time and are able to get out and about and engage in activities which match their interests. We provide space for people to be with loved ones including double rooms and double beds where desired</p>	
<p>We focus on delivering high quality care and support and making sure our staff are highly skilled at what they do. We understand everyone is different and we do what we can to recognise that but our time is mostly tied up with delivering the care people need</p>	
<p>Our care and support is built around making sure people feel valued and their lives feel meaningful. We focus on the gifts and skills people have and explore ways to give people opportunities to share those gifts and skills with others and to engage in activities which speak to their passions and interests. All our staff are trained and supported to work in this way. We take care to ensure people can always get out and about when they want to. We ensure people are linked to the communities, as well as to activities and the places past and present which are important to them. We provide space for people to be with loved ones including double rooms and double beds where desired for both short-term or long-term stays</p>	
<p>We take the time to get to know people as individuals and not just focus on the care and support they need. We help people keep contact with their friends and family, get out and about and take part in activities which are meaningful to them</p>	
<p>How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)</p>	
<p>When did we make this assessment and who was involved?</p>	

## Community capacity

Living in strong and supportive communities make it possible for people to live well and can reduce the need for funded care. Communities mean different things to different people depending on their passions and interests. So in addition to local communities supporting people to connect with others who share their interest, they are an important part of supporting someone well.

Community capacity	Where we are now?
We develop a strong sense of community within the home where people are valued and we work together to develop strong links with the local community	
We have a strong community within the home where people are supported to develop how the service works. We work with local people and groups to ensure people have a valued role in local community life and develop networks that enable people to feel safe in the local community. We give people opportunities to contribute based on their skills and interests and develop ties with local communities than enable people to make their contribution felt	
We focus on delivering high quality care and support. We have people and organizations come in to support and entertain residents and we help people stay connected with their friends and family	
We have a strong community within the home where people are supported to develop how the service works. We work with local people and groups to ensure people have a valued role in local community life and develop networks that enable people to feel safe in the local community	
How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)	
When did we make this assessment and who was involved?	

## Co-production

Care home providers should work with people and families to ensure that the support they provide can help people live fulfilling lives. On a one-to-one basis this means putting people and families at the centre of the care and support planning. It means supporting people who have few or no contact with friends or family to build a sense of community. More broadly, it means providers should find ways of enabling people and families to help make sure care homes are working in a way which matches the priorities of the people who live there.

Co-production	Where we are now?
We have in the past, made efforts to get people involved in thinking about how well our service works and what we could do to improve and we will do it again but we don't do it routinely	
We take co-production seriously as the main driver to ensure what we do matches as closely as possible the things that matter most to people who live here. We understand how working in this way helps us strengthen the sense of community for all our residents including those people with little or no outside social networks. All our staff understand this is how we work and we have a number of different approaches that we use routinely to make sure we know how to involve people in meaningful ways to help us design and implement improvements in how we support people	
We understand co-production means more than consultation and we take a proactive approach to understanding what matters most to people and using that information to drive what we do here. We make sure people and families and our staff have the right space to work together to improve things	
It's not an idea we are familiar with. We try to make sure that we provide really good services for people and we do ask people for their feedback to make sure we are doing the right thing	
How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)	
When did we make this assessment and who was involved?	

## Person-centred approaches

Everyone who needs support should have the opportunity to make a person-centred plan to help them decide what kind of support they need, and how that can best be organised to help them lead the life they wish.

Person-centred approaches	Where we are now?
We focus on delivering high quality care and support and we make sure people have all their essential needs met and that we deliver what the commissioners have said is required	
Every person we work with has a person-centred care and support plan and we tailor our support to each person based on their plan. All our staff are trained in person-centred approaches and we have regular reviews to ensure our support meets what people want and need from us	
Every person we work with has a person-centred care and support plan and we tailor our support to each person based on their plan. Every plan records what is important to each individual including their interests, gifts and skills and these plans are reviewed regularly. All our staff are trained in person-centred approaches and are skilled in using person-centred thinking and planning tools	
We are working to ensure everyone has a person-centred care and support plan and our staff understand how to work in person-centred ways	
How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)	
When did we make this assessment and who was involved?	

## Positive culture

The culture of a home sets the tone for how people interact with one another and how the home feels for people living and working there. Taking a proactive approach to building a culture of positive interactions and a strong value base makes an enormous impact on what it's like to live and work there.

Positive culture	Where we are now?
We focus on making sure people feel this is their home and it's a safe and happy place. Our staff are trained to interact with people positively and build good relationships between everyone living and working here	
We focus on delivering high quality care and support and making sure our staff are highly skilled at what they do. Our approach is professional and respectful	
We focus on making sure people feel this is their home and it's a safe and happy place where people can relax and be themselves and lead their lives as they wish. All our staff are trained to interact with people positively and build good relationships between everyone living here and everyone connected with the home. We model the behavior we want to see and involve people in helping us take stock of how we are doing and find ways to continue improving	
We understand the feel of a place is important and we focus on making sure people feel safe and able to be themselves. We take responsibility for building good relationships with people we support	
How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)	
When did we make this assessment and who was involved?	

## End of life care

Caring for people towards the end of their lives requires a proactive and positive approach to thinking about death and dying. Good support means taking the time to plan and think through how people want to spend their time and what a good death means to people.

End of life care	Where we are now?
<p>Our staff have the support and training they need to use person-centred planning tools for people towards the end of their lives. We work proactively with people and their families to plan for the end of life and make our best efforts to support them in a way which reflects their preferences</p>	
<p>Every person we work with has a person-centred care and support plan which includes wherever appropriate a focus on what a good end of life means for them. We make sure people have the support around them to achieve a good death including spiritual, practical, social and emotional support. We provide support to people and their families as well as other residents and staff to support them through the dying process</p>	
<p>We have an open culture within the home which accepts the need to plan with each individual for a good death and to support people and families through the dying process as well as staff. All our staff recognise the importance to plan for this as a regular part of how we work together with people. We make sure people have the support around them to achieve a good death including the spiritual, practical, social and emotional support that suits them. We work closely with external partners including GPs, hospices and palliative care professionals and have an interdisciplinary approach to supporting people towards the end of their life. We make sure that those relatives who may wish to be with a dying family member in the last few days are given the emotional and practical support they need at the right time. We make space to celebrate people's lives after their death and make sure our residents and staff can support each other to grieve and adjust after someone has died</p>	
<p>We focus on delivering high quality care and support and we make sure people have the best care we can provide to support them through their end of life</p>	
<p>How do we know this? (what are the signs and evidence that tells us this is an accurate appraisal)</p>	
<p>When did we make this assessment and who was involved?</p>	

## Take the challenge - Forward Planning

What we want to achieve is...

This important to us now because...

What we will do first...

These people will lead the work...

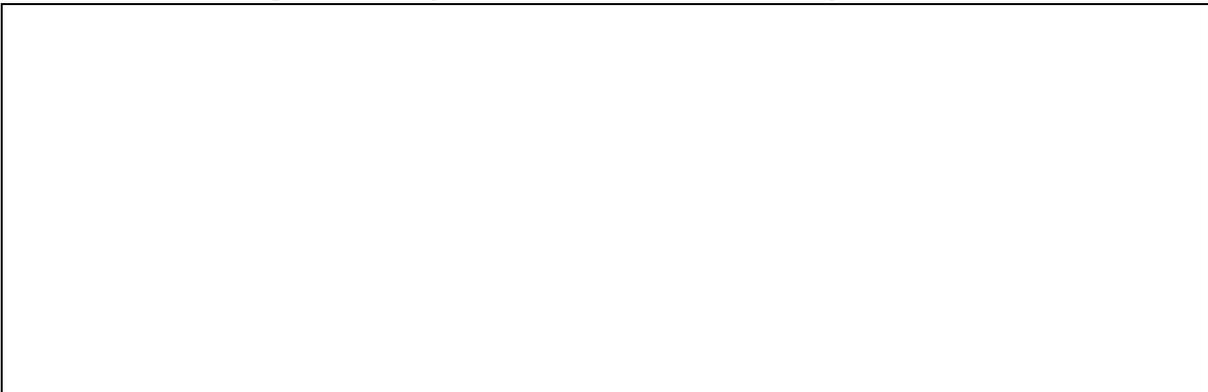
And these people will be involved...



In 3 months we would expect to see...



When the change is complete we would also expect to see...



We will we keep people informed and involved by...

