Transforming care home life through person centred approaches and community inclusion

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23 June 2011
Introductions!
Background, ethos and principles

- South East Regional Initiative (SERI) on Independent Living for older people with high support needs. 

- Adopting person centred approaches and strengthening community connections:
  - Enables older people living in care homes to have a ‘good life’ and maintain positive relationships with families, friends, neighbours and local communities.
  - Empowers staff to support people differently, promoting their health, wellbeing and social inclusion.
  - Increases the voice, choice and control of older people with high support needs.
  - Achieves benefits for individuals, families, staff and the care system.
What we did - key aspects of the programme

- Intensive development programme in 5 homes across 3 authorities: 110 staff and 20 older people and family members over 1 year
- Adopted practical approaches for supporting older people to exercise voice, choice and control in their lives, and take up opportunities to be part of home, family and community life.
- 1 day introduction to principles, practices and outcomes associated with person centred approaches; and use of person centred thinking and planning tools

- 2 follow up days: in-depth learning to share what’s been tried, what’s changed for whom – learning from individual stories.
  

- 1 day community mapping/inclusion: principles & practices of community inclusion using “traffic lights” to assess current situation and identify actions to build strong community relationships. Use of inclusion web and community mapping techniques
  
THE INCLUSION WEB

- Education
- Arts and Culture
- Faith and Cultural Communities
- Services
- Family and Neighbourhood
- Employment
- Volunteering
- Sports and Exercise
- People Lives Communities

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Outcomes, lessons and stories

- Improved relationships for older people with their families and friends (& staff)
- Reduced levels of depression and challenging behaviour
- Better health and reduced medication for residents
- Reduced sickness levels and staff turnover

- Stronger relationships between homes and communities
- Increased access to personal budgets
- Some people supported to return home to live independently
Outcomes, lessons and stories

- Seeing older people as unique and valued human beings with gifts, talents and contributions

- Staff and residents developed a shared understanding of older people’s aspirations and priorities for support - and how to achieve this

- Move away from “doing to” to a focus on enabling and doing with

- Focusing on people’s lives and goals drives real and lasting change – rather than focusing on service demands/resources

- Strategic and operational leadership vital

- On-going development process not “one-off training”

- Adopted as standard and rolled out within the 3 authorities
Learning from Personal Stories

Fred

Mr R

Pauline

people  lives  communities
Sharing and Learning

- What did you hear?
- What do you do in your home to increase the voice, choice and control of the people who live there?
- How would you describe current relationships with local communities? How would older people living there describe them?
- What will/can you do differently now?