

Daily Sparkle®

The Activity Coordinator's Friend

The Insider's Guide to The Whole Home Approach



Practical Ideas From Our Competition

IDEAS FOR THE WHOLE HOME

“Time - the most important resource of them all. Ask an activity coordinator if they have enough time to do their job and they will invariably say ‘no’; then ask a care home resident what they treasure the most and many of them will say the time spent with others. A care home resident has so much time, free for anyone to take, but an activity coordinator has so little time to share around. The more I meet people working in care, the more I become convinced that the only hope for care is a Whole Home Approach – we simply must be working towards this. Let’s all share our time.”

Chris Harding, founder, The Daily Sparkle

SEARCHING FOR GREAT IDEAS...

Our recent Whole Home Competition was designed to be a way to recognise those homes, teams and activity coordinators who have successfully managed to either implement a whole home approach in their care homes, or at the very least started to find meaningful and successful ways of engaging all staff from the home in activities and interacting with the residents.

We wanted to hear about ingenious ideas, little breakthroughs, major moments, top tips and lessons learned. We wanted to celebrate your hard work and the difference you make to people every day. We wanted to know what you did when you came up against resistance; how teething problems were ironed out; how a small idea has become a home-wide agenda; and how this has made a difference to yours, and your residents', lives.

The response to our competition was overwhelming. It was so hard to pick a winner that we ended up with three winners and four runners up; and this is not forgetting all the other entries that equally had their own wisdom to impart.

With so many great ideas and experiences shared, we wanted to bring them all together in a way that would be useful to you, to provide starting points for implementation and ideas for encouraging those more reluctant team members.

This booklet is designed to spark ideas and see how your home could implement a whole home approach; and then to help you move from concepts to practical solutions. To ensure that you feel you have a simple, manageable starting point, or a way to take things that step further.

Good Luck!



Turning Hobbies into Help

- ★ Engaging the wider team
- ★ Allowing people to indulge their passions
- ★ Empowering others about what they can offer

“ One of our carers loves to sing, and holds a monthly singing group for those who wish to join in. She takes the time to learn lyrics to old favourites that the residents know and remember.”

Autumn House

Perhaps one of the most simple and successful ways to get other care staff working towards the same goal is to tap into the things that interest them – whether it is hobbies, special skills or previous qualifications. Getting people to contribute in this way is less about them giving up their time and more about them indulging their own passions. They can give freely of their time because it doesn't feel like work, or a chore.

These could be things as simple as running bingo, art classes, cycling clubs, pampering sessions, gardening lessons, bowling, dominoes, ball throwing or skittles.

At one care home a 'knit and natter' session is run by a senior staff member with good knitting skills, who can help residents when they get stuck, or help them learn new patterns; while at Grange Nursing Home, one of the cleaners, who loves playing the guitar, keeps a guitar at the home and plays it each day after his morning shift – he takes requests from residents and sometimes dances for them! He even visits the residents who are confined to their beds/bedrooms. At the Joe Fagg Community Centre great success has been had with playing Boccia – a paralympic sport which can be played seated and invites plenty of spectator involvement - and much laughter and fun.

Take time to help people see how they can 'plug a gap' or fill in the blanks.

Everyone's contribution is so valid. And needed. When a hairdresser left Atkinson Court, the activity co-ordinator, determined to ensure the residents didn't miss out, tried her hand at hairdressing...with somewhat disastrous results. But her efforts attracted the attention of one of the carers, called Rae, who was a qualified hairdresser. Suddenly every Friday was taken up with salon sessions, Rae doing all the perms, cuts and colours, and the AC helping out where needed.

Sometimes an idea can come from something as simple as a chat over lunch.

At Tynwald Residential Home a natter about a knitted cardigan led to the establishment of a knitting group, run by the wife of the home's volunteer keyboard player. Providing an outlet for people's interests and keeping your mind open to the different ways people can help, is vital.

You can even encourage contractors who come into the home to add to what they already offer.

Autumn House, for instance, has also found a unique way to extend the skills of specialists they work with, such as their in-house beauty, nail and massage therapist, who is on hand every afternoon to look after the residents. However, recently she has started supporting the activity coordinator in her regular 'Ladies Group', providing them with an afternoon of pampering and chit chat.

Making the Ordinary, Extraordinary

- ★ Turning tasks into meaningful activity
- ★ Giving someone a sense of purpose
- ★ A simple way to engage other staff

“ At Mapleton we follow the philosophy that daily living requires meaningful employment. We believe that people, including those living with dementia, get most satisfaction by feeling useful and by having worthwhile activities/ jobs to do.”

Mapleton House

Many of your residents, at some point or another will have had jobs that kept them busy, or commitments to children and family that focused their days.

The change in pace when they enter the home can be especially challenging – and the desire to be useful or helpful, or to achieve things each day doesn't go away. Activities don't have to be games and diversions, they can be part of the running of the care home; tasks that need completing that the residents can help with.

Breaking down this divide between the residents who are cooked and cleaned for, and the cooks and cleaners who look after them can create a radical shift in the overall feel of the care home.

Suddenly it is a place where everyone is working together, to the same goal. Everyone in the home can be involved in the daily activities of the home, and this can include simple things like helping with the washing and drying up, baking, doing the laundry and helping to make beds.

This helps people have a sense of purpose, a reason to get up in the morning, and supports people to feel involved with their community.

Having meaningful activity reduces distress and anxiety, promotes social interaction and physical activity.

Perhaps they could work with the laundry assistant, keeping their hands busy folding clothes and towels;

or spend time with the housekeeper, helping with the daily cleaning schedule of wiping down tables or sweeping the floor. “Many of our residents like to have a sense of worth and doing normal day to day activities like this really help to boost their self-worth and esteem.” (Autumn House). Or they could enjoy a leisurely walk around the local streets, help plant a variety of vegetables in the spring; sweep up leaves in the autumn; use cordless vacuum cleaners to vacuum their bedrooms; go with the accounts team to do the banking; sit with the receptionists to help with their paper work; or just to enjoy a cup of tea at the front of house, greeting people as they come into the home.



Starters for Ten

- ★ Simple tasks and games
- ★ Conversation ideas around the home
- ★ Easy ways for shy or reluctant staff to get involved

“ The housekeeping team have started to hand out The Daily Sparkle each Monday to the residents in their rooms. This helps the residents who do not want to interact in social settings and gives them something to discuss with the housekeeping team whilst they are tidying the room.”

Avery Lodge

Whenever there is spare time, your care staff can use that time stimulating residents through activity

Whether it be a one to one chat, a game of cards or reading the paper, or The Daily Sparkle, together. Make sure all staff have access to The Daily Sparkle resources to use at any time of the day.

You could organise a special session each week that brings everyone together.

At Abbeycrest, picking a simple and sociable activity that everyone would want to join has led to barriers being broken down between residents and different departments. Each week on a Friday morning residents, relatives and staff meet for “Sherry Morning”. There is a full drinks trolley and snack and nibbles provided. Chatting during the Sherry Morning led to the daughter of one of the residents coming in to do a quiz during this session, and staff and residents join up in teams. This is all followed by a fish and chip lunch, where the atmosphere is always jolly and friendly.

The important thing is that interacting with residents doesn't feel too scary or challenging for some of the less confident staff.

Just asking someone to ‘start a conversation’ can be daunting for some people, so giving them a purposeful activity to do, or a specific topic to discuss, can help. At Jansondean House the housekeeper joins residents and the activity coordinator to do a crossword puzzle; the kitchen assistant is tasked with chatting to a couple of residents at lunchtime to ask about their favourite meals; some of the carers on duty in the communal areas join in with singalongs and dances; the cleaner practises his English by chatting to residents about their past lives.

In other homes, things like having a projector, which shows short films or reminiscence images and which can be moved from room to room provides an instant conversation starter. ‘Memory boxes’ in each section of the home have items in which carers can use to start conversations; and at Avery Lodge, key workers are responsible for organising their residents’ birthdays, ensuring they get to know everything about that resident and can be involved in activities that most interest them.



Cooking up a Storm

- ★ Engaging all kitchen staff
- ★ Sharing a passion for food
- ★ Remembering traditions and favourites from home

“ Our kitchen team do tasting sessions with new and different foods each month – it’s always a popular activity which most of our 43 residents participate in.”

Autumn House

Food has always been a great way to bring people together, and meal times and cooking are some of the best ways to make a start with a whole home approach.

For kitchen staff, chatting to residents about favourite dishes or old recipes should be second nature, even if they have a very different background, and it can be a super way to start to learn things about your residents.

Starting simply is best.

Your Kitchen team could begin to get involved by taking a role in monitoring what food and drinks the residents consume, to assist nurses and carers in fluid and food administration, as they do at Highfields Home. Or perhaps cooks could leave the kitchen and serve puddings from a trolley, giving them a chance to chat to the residents about what food they enjoy, or what are their favourite meals.



At Autumn House, the head chef holds a monthly tasting session, where he provides a selection of different foods for the residents to try.

“This is always a popular activity which most of our 43 residents participate in.” (Autumn House). Foods offered can change each month, allowing everyone to share their passion for different dishes.

Encouraging domestic staff to chat to the residents can help as they then get to know their likes, dislikes and interests, and they can even come to you with information about a resident who is feeling low or lonely. Maybe your kitchen staff would be interested in using some of their spare time in the mornings or afternoons to help residents bake their own dishes, which often leads to lovely reminiscence sessions of baking with their mothers or their children.

Managing with Management

- ★ Reaping the rewards of giving their time
- ★ Setting a good example
- ★ Getting engagement from the top

“ Our deputy manager, Neil, swapped his suit and tie for a white coat and hairnet recently, as he cooked a full Chinese banquet for our residents on Chinese New Year.”

Lavender Hills Care Home

It's important that the management team also try to take a little time from their busy schedule to involve themselves too

Something as simple as five or ten minutes of getting up, walking around the home, singing and dancing with the residents can make all the difference. At Park View Home, they run a session called 'Together for 10' where all staff members take 10 minutes to speak to a resident every day.



If you feel something more structured would be beneficial, then agreeing some specific time, set aside each week can work.

At Avery Lodge, the senior team leaders have now been delegated two hours extra a week to deliver activities on the floor. The activity team support with planning and devising activities at the outset, and then team leaders will run the sessions. The activities team use this freed-up time to concentrate on one-to-ones. The home is also setting up areas where the team leaders can access any equipment needed to deliver activities, so, as their confidence with running activities increases, they don't have to rely on the activity team.

“If they are positive and encourage the team, the whole team get on board.”

The managers in the home can be a huge support in driving this new activity vision through the home.

They can delegate staff members to support, and can help with budgets. Make sure to recognise their contributions too – listen to their advice and suggestions, maybe they have improvements or new ideas to offer and encourage them to feel as invested in activities as you are.

Allow people to indulge their passions too.

At Lavender Hills, it is not uncommon to find the managers helping out in the kitchen cooking fresh and creative meals for the residents, or even to see them running exercise classes, or even putting on fashion shows.

Celebrating with Special Events

- ★ A whole home effort for a big party
- ★ Chance to reminisce about past experiences
- ★ Focused way to engage different departments in simple tasks

“ Throughout the build-up to the event, and during the day itself, there were plenty of opportunities for chat and reminiscence about past experiences at Christmas time.”

Collingwood Court Care Home

Regular theme days for different seasonal events - such as Valentines, Easter, Christmas, Mothers' Day, Summer Fayres – are a great way to open the home to all families to come along and enjoy a day of fun with their loved ones.

At Collingwood Court Care Home, the build up to their Christmas Fayre provided a focus for all departments. In the weekly art class posters were designed and coloured; the chef made sandwiches, cakes, and small sponge buns which the residents also helped to decorate; all staff, and some family members, donated items for the tombola stall and raffle, and residents helped attaching tickets to each item; maintenance and cleaning staff helped set up tables, while residents arranged items of various stalls and helped decorate the home.

You can also personalise events for each resident, giving them a project to work towards, that brings in different departments.

At Larkhill Care Home, the kitchen and activities team made individual Christmas cakes for each resident, giving them the ingredients and mixing bowls to make their cake, and then over the following weeks they were all involved with 'feeding' the cake with brandy. They then decorated and gift-wrapped their cakes, finally giving them to family members or taking them home at Christmas.

Unique Approaches

- ★ Simple and surprising solutions
- ★ New ways of communicating and sharing experiences
- ★ Changing habits and processes can make all the difference

“ Not only did it get everyone talking about their favourite books, but we found the residents were talking to the staff about their childhoods and bringing up their children.”

Wadhurst Manor

There are a number of clever initiatives you can start in your care home that will, by their very nature, engage the whole home.

One such idea is ‘Care Passports’ – or something similarly named – that provide a detailed account of what is important to each resident.

They are a vital part of ensuring that the whole home can target their care for specific residents. Passports, such as the ones used at Castle Gait Manor, include what kind of music they like, how often their family visit and what they take in their tea and coffee. There are also details on how best to support the resident – how they like their hair to be combed, what kind of shampoo they prefer and where they like to purchase their clothes. This gives all staff, from cooks to cleaners to care staff and the resident handyman a clear picture of the residents at a glance, and helps them gain a quick guide to what matters to each resident and how they can provide the best support to that individual.

Abbey Court have taken this concept still further, and started a process called Tenant of the Day.

This happens on the first day of each month, and the chosen tenant’s keyworker is asked in advance what they would like to do on a one-to-one basis on this specific day, and it is then undertaken. Activities so far have involved everything from shopping trips to doing jigsaws or tidying cupboards. “This allows the staff member to really spend time with the tenant and get to know them. Often we find tenants feel they are holding care staff up and taking time away from other tenants when they are chatting. The benefit for tenants is knowing their day is coming up and planning ahead with something to look forward to.”

Another lovely idea comes from Wadhurst Manor, who invited staff to bring their young children into the Home for National Storytelling week.

Resident, parents and children sat in a circle, with the children on the floor, and read a story that everyone could join in with. The children were then invited to go and look through their favourite stories with residents, many of whom then read the story to the children. Everyone was talking about their favourite books, but we found the residents were also talking to the staff about their childhoods and bringing up their children.” A simple and easy way for everyone to learn a little more about each other.

Sometimes something as simple as just one project involving all the different departments can be the way forward to showing staff about the benefits of a whole home approach.

At one home, getting chickens provided the perfect platform for engagement – maintenance teams built the coop, gardeners prepared an area for the run to be placed in, kitchen staff used the eggs in daily meals and provided scraps from the kitchen as snacks for the chickens, while the happy hens provided a wonderful distraction for residents and visiting family members alike. And at Lloyd Court, the creation of four themed rooms became something that all staff could get involved in creating, with smells, sights, sounds, memorabilia, reminiscence items, and more.

The Final Frontier

- ★ The crucial things that can make all the difference
- ★ Setting out your intentions are important
- ★ Communicating your ideas helps everyone feel engaged
- ★ Changing people's minds doesn't have to be hard

“ Every person in Foxbridge House is our family. We follow a principle called the ‘Five L’s’: Learning - we teach by example and learn through experience; Loyalty - we stick together. We stand by each other during times of trouble; Love - privacy, intimacy, sharing, belonging and caring; Laughter - laughing together builds up a family; Leadership - in times of crisis, lead family members must get the family to work together. We do not work as individuals, but as a team, ensuring that we enrich the lives of our residents with our family-centred approach.”

Foxbridge House

This lovely mantra from Foxbridge House is a great way for different aspects of the home's ethos to be underpinned by practical ideas, and puts at its centre the idea that everyone should be working together as a family.

Introducing a whole home approach does have its challenges. You will come across scepticism and reluctance. The important thing is to keep going, and to see every step forward as positive progress.

Communication is key.

Lots of homes have agreed that talking all the time about what you're doing is vitally important. Many homes have web pages with log-ins for families and friends to follow so they can see what activities are going on within the home. Encourage other staff members to add to this page – sharing photos or little moments from the day. Elmstead Home has a Facebook page for staff, and residents' families and friends, on which it lists all events and activities as well as suggesting opportunities for relatives to get involved.

Setting out what's important to you is vital if you want to create a sense of cohesion in your home.

And sometimes, it helps to focus that with some training. At Hawkinge House, staff are currently training to become 'Esther' coaches. Esther is a Swedish model of care which centres around the individual and what is best for them and not what is best or easiest for the home.

“It is about getting all care providers to talk to each other and set what is best for the individual.”

The staff chosen to be coaches are from all departments of the home, from social, catering and maintenance to carers and nurses. As part of the training, staff were asked to pick one thing which they would like to improve for an individual resident or group of residents - the improvement projects ranged from improving safety to making their lives as dignified as possible. More details on the Esther project here: <http://tinyurl.com/y9u4sdtu>

Think about how to explain the benefits for staff, and not just for residents.

At Apthorp Care Home, Poets Day - where poems are printed out and handed round the entire home to carers, administrators, kitchen staff, handyman, domestics, senior staff and relatives – has created a real sense of shared experiences and learning opportunities. Staff were asked to find just ten minutes or so to sit down with a least one resident that day and read the poem to them. They were given pointers to starting the conversation and prompts about what responses they got and how the poem made them both feel. For some of the younger staff or those whose English was limited it provided an opportunity for the resident to read the poem and impart their own wisdom about language and words, and it wasn't long before discussions were flowing.

Finally, keep going when you are facing resistance, and remember that you are slowly piquing people's curiosity.

At Abbotsford Care a weekly singing group for the residents was met with enthusiasm from the residents but scepticism from some of the staff. The activity coordinator bravely started the group alone, singing with her residents in the day room, with the door open, the raucous happy sounds of voices raised in song trickling down the corridor.

“In the past, carers scattered to the winds, but gradually my colleagues started to ask about singing group, or popping their heads around the door and joining in with the songs, even suggesting songs.”

Carers took to sitting with residents they knew well and started to learn some of their favourite songs, while one of the nurses joins in as she is doing her rounds, and can be heard singing up and down the home. The atmosphere on a Wednesday afternoon is now one of shared joy throughout the home – a wonderful result and great evidence of how important it is to keep going in something you believe in.



The Way We Were

The Way We Were

Daily Sparkle



The Way We Were



Scrubbing the front step

The Way We Were



Lancaster Oilcloth



A wood model aircraft

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The Way We Were



Measuring blood pressure

The Way We Were



TCP antiseptic

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The Way We Were



Bone-handled knives

The Way We Were



Chicken in a basket

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The Way We Were



IBM Golf Balls

The Way We Were



Filling in forms

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The Way We Were



The Way We Were



Bailers

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The Way We Were



Manager, foreman and worker

The Way We Were



Matron

My Stan worked in a factory just like this. The man on the left must be a manager. The one in the centre is the foreman.

Meanwhile the woman worker just gets on with the job while the men pretend to know how to organize things. I was never a real women's libber, but I often thought we could run things far better than the men!

Stan never got to be foreman. But he was shift chargehand. He always said that was quite enough responsibility. He wasn't one to lord it over people wasn't my Stan.

After the war, I worked as an orderly at the Fever Hospital. Stan wasn't on a big wage, and it brought in a little bit more.

Matron Simpson was in charge. I was terrified of her at first. She was quite a bit older, for one thing, and I was a quiet sort. She was very strict, and she could be quite abrupt.

The nurses said that Matron Simpson's bark was worse than her bite. I will say it was a happy place to work. I think Matron Simpson just wanted the best for everyone, patients and staff alike.

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The Way We Were



The Way We Were



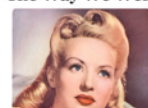
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The Way We Were



Victory Rolls

Do you ever wonder where things get their names? It was easy to see why a 'beehive' hairdo was called a beehive, but what were 'bangs'? It's the American name for what we call a fringe!

In the 1940s, women loved to have great big curls at the back. These were called Victory Rolls. They were following the fashion set by film stars like Betty Grable.

In the 60s, bouffant was all the rage. "What's bouffant?" asked Stan. "Well, it's big hair all heaped up," I said, but I still had the pageboy hairstyle from just after the war.

The Way We Were



Hair Rollers

Didn't we have to suffer to be beautiful, as my Aunt used to say. Trying to sleep with your hair in rollers was the worst. And by day you had to wear a head-scarf to make yourself look presentable.

Now I used pin curls instead. You had to wind a strand of hair round your finger then fix it, flat, with a hair-grip.

I used to glue the pin curls in place with setting lotion. It felt cold on your scalp. I always thought it smelt a bit peppery, but my sister Joyce said the smell reminded her of salad cream! I wonder what was in it?

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