

# Step 2 - pinning down your possibilities

## What is step two?

- + Who in the community could we easily connect with, but don't (yet!)?
- + What individuals, groups and organisations might residents wish to reconnect with (having been connected with them in the past)?
- + What could the community do for us in supporting our home and responding to the little things that matter to our individual residents or relatives and staff?
- + What might the community support us to deliver what matters to residents?

You're building on step one, but this time spreading the net a little wider and asking residents and relatives for their ideas too.

## Why do this?

Pinning down your possible connections will help you see the range of relationships that you could develop to support your home.

## How do we do this ?

This step is about asking questions, capturing responses and then seeing what you've got. Ask your residents, families and staff about the people, groups and organisations that they know who could help support the home and vice versa.

It's about turning "If only we could..." into "I think we can!" Get your team excited about what amazing things could be achieved by making these connections (see 'FaNs in action' on website).

Download our guide to help you get it done.

## 1. Ask your Staff, residents, relatives and friends....

"We're interested in building better links with our local community to help our residents feel more connected with where they live...."

- a) ...are there any individuals, local groups or organisations that you have a particular connection with that might be happy to connect with us?
- b) ...are there any individuals, local groups or organisations that you used to connect with when you lived at home that you might wish to reconnect with? (a question for residents)
- c) ....are there things that we, as a care home, could offer to the community?

## 2. Ways of asking and collecting answers

Face to face meetings Scheduled or spontaneous	Explain what you are after, share examples. Ask for a response or leave people with a prompt card.
Suggestion box	Set up a suggestion box in a place that is easy for everyone to get to. Distribute prompt cards. Ask people to fill them out and return to suggestion box.
Poster	Create a poster for people to write their connections on. Fill in a few before you put it up so people get an idea of what you 're after. You could put it next to a map or pictures of the local area to inspire people.
Social media	You could use Facebook to ask for connections from staff and relatives. It's probably best not to use it as your only method unless you are 100% sure everyone you want to hear from uses it.

It's good to set a deadline. It helps create focus and motivates people to respond.

## 3. What to do with your answers

- ✓ Make sure you have the permission of people to gather up the responses and share with others.
- ✓ Sort out the answers in a way that helps you create a picture of all the possible connections you could make:
  - + use Post-it notes stuck onto a board
  - + Pin labels with every community group onto a 'wishing tree'
  - + draw a mind map
  - + create a spreadsheet

AN EXAMPLE - ALSO SEE PROMPT CARD 2

Step 2 Prompt Card - Mapping our community



## Step 2 - Mapping our community

Name	Organisation	Why?	Contact details	Next Steps
Thomas Smith	Local Baker	Could he come in and do a baking activity with residents?	On high street	Pop over to see him next Wednesday afternoon
Jennifer Rose	Relative of former resident	Strong links with the home and the residents. Jennifer could support events and perhaps support smaller projects in the care home such as our gardening club. (shared interest)	On database	Call Jennifer and discuss how she would feel if she continued her contact with the home and the residents by supporting us in events and clubs
Adrian Nicholls	Taxi driver	He engages with our residents when taking them out for the day. Very funny and caring. Fantastic conversations with the Men.	075211 113311	Ask if he would like to join the men of the care homes pub nights. Perhaps from there discuss what he'd like to do with the residents.
Julienne Whinney	Local artist	Julienne has some of her art in the local cafe which is around the corner of the care home and visited by residents often.	On database	Perhaps invite her in for a coffee and see whether we can support/ display her work in the home. Develop conversations from there to ask if she's like to paint with residents.



At this point ideas about how you could work with new or existing connections will probably start to form. Pick out a few connections that would be easy for you to make and the reasons why you would make them and move onto Step Three.

**Advanced Steps: Really understanding what matters to residents and how the community might be able to help....**

We want to make sure that where possible, the connections we make to the community can help us respond to the little things that can make a big difference to the lives of residents.

Of course, this requires us to open up a conversation with residents and their relatives about 'what matters to them?' or 'what are the little things that make life worth living?'

My Home Life are producing a bulletin in early summer with some top tips on how to really engage residents around this topic. Sign up to FaNs and we will send you a copy.