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Step on board

Helping residents connect with places, people and passions.
We want to make it easier for you to open your doors and develop stronger relationships with your local community. This can help improve quality of life for residents, families and staff.
Join us! We've designed three easy-to-take steps to help you build on your community connections.

Step 3

Get the message out - go ahead and ask "do you want to connect with us?"

Step 2

Pin down your possibilities - identify potential other contacts

Step 1

Thank those that currently connect positively with your home



Life's better with good Friends and Neighbours

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a project by My home life NAPA National Activity Providers Association



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Despite all of our efforts, residents can sometimes feel a bit forgotten by the wider community. Taking part in Care Home FaNs can help local people become good Friends and Neighbours.

Helping residents to build local relationships is important for quality of life. Individuals, groups, companies and businesses could potentially play more of a role in supporting your home.

It's also on your inspector's radar, so taking a positive approach can help deliver a good inspection for your care home.

Care Home FaNs is about putting ideas into action. We've created three easy-to-take steps to help you. You can keep track of your progress, pick up tips and share stories on our website.

For more examples of FaNs in action plus practical guidance - see carehomefans.org.



Step 1

Thank those that currently connect positively with your home

What is step one?

To say thank you: For staff to identify and thank the people, groups and organisations that your care home has good relationships with.

Why do this?

It's nice to be nice and let people know they are appreciated. By thanking them, they may wish to do more for you. What could you achieve if you got to know each other a little better?

How do we do this?

Firstly, use the window sticker to identify your home as part of the Care Home FaNs project,

Then, simply think of the people that your residents, families and staff might wish to thank.

You could thank them face to face or perhaps you might like to make a bit more of a fuss.

Why not use your Care Home FaNs 'thank-you cards' or certificates to thank those people that go the extra mile or you could invite people to your care home for a coffee morning or tea party?

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Step 2

Pin down your possibilities - identify potential other contacts

What is step two?

This step involves exploring:

- + Who in the community could we easily connect with, but don't (yet!)?
- + What could we do for the community and what could the community do for us?
- + How might the community support us to deliver what matters to residents?

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?

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).

Step 3

Getting the message out to your community that you are interested in building new connections.

What is step three?

This is about making contact with some of the individuals or organisations that you have identified in Step 2. You're asking, "Do you want to connect with us?" It's a bit like asking someone out on a date. You hope there will be chemistry, but you won't know until you ask.

Why do it?

If you don't ask you don't get. Many people see care homes as a separate and not particularly active part of the local community. This step is about painting a different picture for them.

Having good community links will help you to respond to your residents' needs and wishes. Stronger connections will help the whole care home feel more involved with community life.

How do we do this?

- + Start a conversation with (or write to) 2 or 3 individuals or organisations that were identified in Step 2
- + Get them interested in the fact that you are part of a national project called 'Care Home FaNs' to see if they would like to be involved?
- + Let them know that you want to help residents connect with the people, places and passions that matter to them – this could mean helping residents to go out or getting the community into the home.
- + Ask 'Are there some little things we can do together to help our residents or help you?'

Good luck!

Have fun – and let us know how you get on!