

# EXAMPLES OF TOUCHPOINTS

## STAFF

Starting in the care home  
Working as a member of the team  
Supporting students  
Managing change  
Talking with relatives  
Talking with staff  
Caring for residents  
Giving information to residents  
Achieving outcomes  
Going fro breaks  
My learning  
My career  
Feedback  
End of life care  
Maintaining identity  
Creating communities  
Working with the inspectorate

## STUDENTS

Starting in the care home  
My learning outcomes  
Getting feedback  
Working with my mentor  
Caring for residents  
Talking with relatives  
Talking to members of the multidisciplinary team  
Carrying out procedures  
Giving information to residents  
Breaktime  
Working with the team

## RESIDENTS

Coming into the care home  
Activity  
Mealtimes  
Medicine time  
Being here at night  
My room/space  
Talking to staff  
Using appliances  
Making decisions  
Being with other residents  
The environment  
My community  
Going to hospital  
Getting information  
Being kept in the loop  
Having visitors  
My expectations  
The routine of the place  
Speaking up

## RELATIVES

Getting information/knowing what is going on  
Being involved in care  
Being involved in the care home  
Visiting times  
Talking to staff  
The environment  
Involvement in decisions  
The care of your relative  
Expectations  
Mealtimes  
The routine of the place  
Speaking up