



Tell a story in a Tweet

The examples below show how short snippets of everyday life are in fact what we mean by a 'story'. Short enough to fit in a Tweet but significant enough that sharing these stories with others can help them to go 'viral' in our care homes and communities.

Alongside each story is a sample question that could form the basis for discussion on the story.

A care home manager was asked by a neighbour of their care home if the residents might like a visit from his horses. The manager chatted with residents and the neighbour then brought two horses up to the back door and one resident cried with delight to be able to clap the horses.

Sample question: How can we encourage members of our wider communities to ring up with ideas of how they might be involved in care home life?

A community physiotherapist wrote to care home staff to tell them how moved they were by the care the residents receive. The staff shared how lovely it is to receive positive feedback, and were particularly grateful for the physiotherapist taking the time to put it in writing.

Sample question: What are the ways in which you give feedback, and what helps feedback to be well-received?

In a care home lounge the music playing accidentally went on to one of the staff's own playlists. One resident, who didn't tend to respond to music, was noticed by the staff to be moving to the beat of Mumford & Sons. The resident went on to listen to their full album.

Sample question: This story could be said to have arisen from a 'happy mistake' - have you an example of where a 'wee mistake' led on to something positive happening?

A care home manager recently discovered that members of the domestic team had a special relationship with a resident whereby they brought him in a can of ginger beer and different fruit such as strawberries each day. This was something that other staff hadn't known about.

Sample question: What can support people to have 'individual arrangements' within their relationships that are important to people?

A member of staff shared with residents how their grandson had been born prematurely. The residents asked each day for her grandson, and once he was home from hospital and able to visit she brought her grandson in to meet the residents who had cared about his well-being.

Sample question: Have you examples of where intergenerational connections are happening informally?

In preparation for a Lingo Flamingo Italian class a staff member brought in their coffee maker, and offered residents cappuccinos or lattes. For one resident this was her first latte, and she loved it.

Sample question: What ways can we help people to discover things they enjoy when they haven't tried them before?