

The Whole Home Approach Step by Step Guide



Transforming your care home's culture

The Whole Home Approach is now an integral part of care home rating systems and is deemed essential by the CQC for an 'outstanding' score. Nothing has a greater impact on residents' quality of life than this project.

The Daily Sparkle Whole Home Pack was developed to assist you in establishing the approach in your own care home, as simply and successfully as possible.

Through a range of Daily Sparkles designed specifically for departments and nationalities within the care home, staff members are guided on how they can engage with residents using their own knowledge and interests. Articles that feel relevant and familiar will attract staff members and gently encourage them to play a part in the Whole Home Approach.



The Whole Home Pack contains

1 Role specific daily sparkles

11 Sparkles designed for various departments in the home, featuring articles about their tasks and how these looked in the 1950s and 60s



2 Nationality specific daily sparkles

9 Sparkles designed to help staff members talk with residents about where they originate from and how life differs in their home country



3 Insiders Guide to the Whole Home Approach

A handbook of ideas and advice compiled from teams who have successfully established the Whole Home Approach in their care homes



Benefits of the Whole Home Approach

- ★ staff are inspired to interact with residents
- ★ staff gain fulfilment from making a difference
- ★ residents receive more attention and company
- ★ develops stronger working relationships between staff
- ★ residents are much less prone to loneliness
- ★ no extra time or cost factor

“ An innovative way to help our residents and staff with topics for conversation. There’s so much value in everyone having the confidence to be able to chat to our residents... ”

Sue Mudie, Lifestyle Lead,
Femdown Manor Care Home



How to use the Daily Sparkle Whole Home Pack

While the benefits of the approach are huge, patience is key to obtaining best results. Take it one step at a time –

Step 1 - Familiarisation

If you are a new Daily Sparkle subscriber wait at least eight weeks before starting to work with the Whole Home Pack. During this time, make sure there are plenty of copies of The Daily Sparkle accessible to staff in the home.

Step 2 – Preparation

Your biggest assets in establishing the Whole Home Approach are your people skills, so positive working relationships are vital. Make a point to regularly connect with non-activity staff and slowly build up your connections with all the staff in the home.



Step 3 – Interesting a staff member in The Daily Sparkle

The first staff members to work with on this project are those you already feel a good connection with. Bring The Daily Sparkle into the conversation and ask if they have noticed them around the home. Chat about the articles and how you use them with residents to help them remember happy times. Give the staff member a copy of the Whole Home Pack Daily Sparkle appropriate for their particular role and/or home country. Reassure them that this is not extra work but something that they can do while they carry out their everyday tasks, to have a positive effect on a resident's day.

Step 4 – Supporting conversations

Some people don't need any excuse to chat with others, but there are many others who feel shy or fear embarrassment by not knowing what to say. These people will find the first conversation the hardest.

You can help by identifying residents who previously held the same job role as the staff member or who have an interest in their country of origin. Gently suggest to the staff member that they use the role specific Daily Sparkle to have a quick chat with those residents at the next opportunity.

In time, the staff member should grow in confidence and find chatting with residents a pleasurable routine. Give regular support and positive appreciation to encourage this. Let the staff member know where they can find a copy of the Daily Sparkle to aid conversation – or even better, give them their own copy.



Step 5 – Be Patient

Don't expect to change your home's culture in a day! It may take a month or two to get your first staff member engaging with residents. You are building momentum – as staff members witness other staff happily interacting with residents and gaining fulfilment they will become more inclined to do the same.

With patience your whole home will soon be involved in the approach.

Your Care Home Manager

As the Whole Home Approach is now widely known across the care sector, your manager will be aware of it and should be very enthusiastic about it being adopted in your care home.

We recommend you meet with the manager, give them a copy of this Guide and seek their on-going support.

Relatives & Volunteers

The Whole Home Approach also includes relatives and volunteers. You will probably find that they will be delighted to use The Daily Sparkle during their visits. Make sure they are introduced to The Daily Sparkles and know where to can find a copy - we suggest leaving the two printed Weekly Sparkles next to the signing-in book for easy access.

New Care Home Staff

Getting new staff 'on-board' from the start saves hard work later on. Ask your manager if you can show new staff around the home and assist in their induction process. Introduce them to the Daily Sparkle and show how it can be incorporated into their work. Explain the Whole Home Approach to them. Help them get off to a flying start.

“It’s proving to be very popular amongst the residents, the staff and also any visitors, encouraging quality time between all.”

Kay Nicholson, Activity Organiser, Broomgrove Trust Nursing Home



“It’s a lovely conversation starter.”

Amanda Rose, Health and Wellbeing Activity Co-ordinator, Caer Gwent Residential Home

