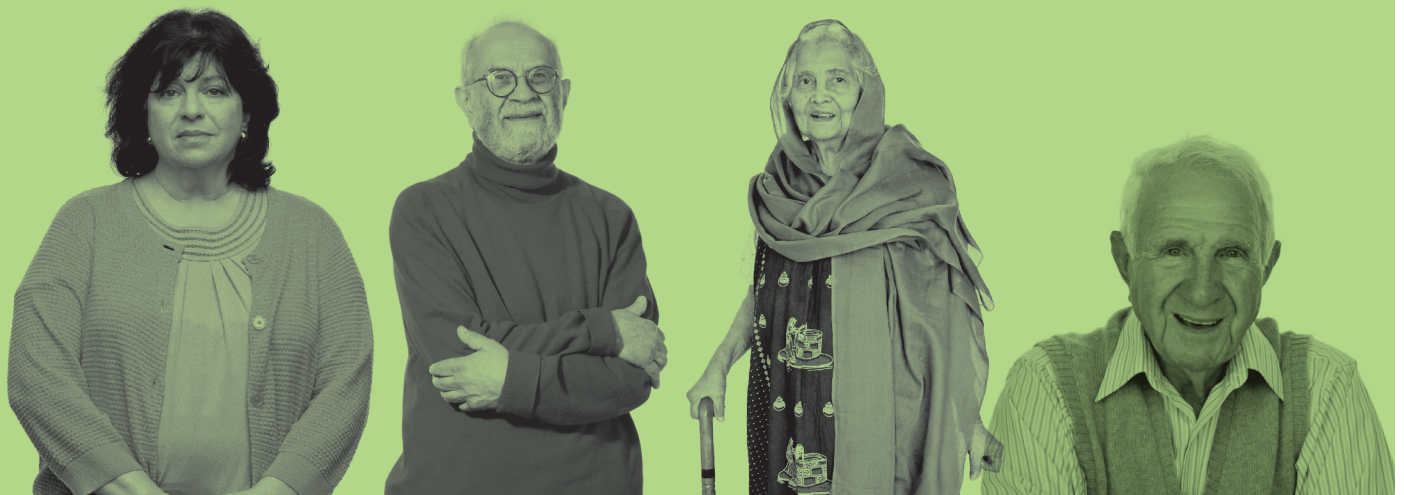


## Participation

### Resident and family meetings

Good practice in  
residential and nursing  
homes



At Healthwatch Somerset we have identified from our Enter and View visits some examples of good practice which can assist you in your planning.

## General good practice identified in our visits

- Hold regular meetings at least quarterly if not more frequently.
- Incorporate the meeting into larger events such as a cheese and wine evening.
- Ensure that residents have the opportunity to add to the agenda - and ensure that they receive the agenda well in advance.
- Invite guest speakers to talk about a topic of interest such as finance, care home fees, hobbies and crafts, reminiscence or light comedy. This can help to encourage residents who may not otherwise attend to be more motivated to participate.



- Ensure that residents are able to feed into agendas in advance, and that they receive minutes of meetings. Give updates on how resident feedback has been used.



- Give residents who do not wish to attend a meeting the opportunity to contribute in other ways, for example via a key worker or suggestion box.



## If you would like more information, please contact us:

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