# Discussion guide | Aratohu kōrerorero

*This discussion guide is included in the June 2019 report,* Nau mai, haere mai ki tōku kainga hou | Welcome to my home*, available online at:* [*www.hqsc.govt.nz/our-programmes/aged-residential-care/publications-and-resources/publication/3757*](http://www.hqsc.govt.nz/our-programmes/aged-residential-care/publications-and-resources/publication/3757)*. It is reproduced here in MS Word format to enable providers to freely copy and adapt the topics.*

The following topics provide a guide for relationship-centred quality improvement discussions between aged residential care (ARC) providers, people living in care homes and their families and whānau, for example, during resident or family/whānau forums.

The topics are grouped according to the themes identified in *Nau mai, haere mai ki tōku kainga hou | Welcome to my home*: entering ARC, settling in, meaningful connections, whānau involvement, living conditions and care, ARC being part of the community, living and celebrating culture, and mental health.

One topic could be discussed at each meeting. Record the answers then develop an action plan with the group to work on the matters raised, then follow up with the group about what actions were taken or trialled.

These are suggested discussion topics only. ARC providers are free to adapt them or develop other questions to suit their individual facility and residents’ needs.

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| Entering ARC | For residents and family/whānau:* What was behind the decision for 24-hour care in a care home?
* What was your experience of coming to this decision?
* How did you find your first day?
* How welcoming did you find the staff when you first arrived? What makes the experience more positive?

For family/whānau:* What other feelings did you experience during this transition? Guilt? Sadness?
* What advice would you give others that helped you?
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| Settling in | * What surprised you about care home living?
* What are the positive aspects?
* What differences would you like to see?
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| Meaningful connections | * How are the relationships between the people living in the care home? What advice would you give for improvement?
* What activities do you find most meaningful? What would you like to have available to you?
* How are the relationships with the staff? What advice would you give for improvement?
* How is communication from staff for you?
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| Whānau involvement | * What aspects facilitate meaningful family/whānau involvement at the care home?
* How could staff help you with communication with family/whānau?
* What would be helpful to support family/whānau?
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| Living conditions and care | * How did you find the management at the care home? What advice would you give to the management for improving the overall ‘feel’ in the care home?
* How do you find the food? What suggestions would you give about the food?
* How do you find the staff’s care? What suggestions would you give about the care?
* How do you find the care home environment? What suggestions would you give about the care home environment (cleanliness, facilities)?
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| ARC part of community | * What would be ways to become more involved in the wider community?
* What outings are most meaningful to you and why?
* What visiting groups are most meaningful to you and why?
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| Living and celebrating culture | * Do you feel that your individual religious practices are available to you? What advice would you give around this?
* Do you feel that your individual cultural needs are met? What advice would you give around this?
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| Mental health | * Some people who are less independent find this difficult and sometimes have problems with depression. What advice would you give to support these people?
* Some people are grieving after loss of a loved one. What advice would you give to support these people?
* Some people living in care homes are facing the last stage of their lives and death is a regular occurrence. What advice would you give to support other people when someone dies?
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