

Top Ten Tips for holding Resident's Meetings in Care Homes: a best practice guide

1. Consult and establish what type of meetings people in your care setting would like; for example, residents' meetings, residents' and relatives' meetings, separate relatives' meetings. Record and evidence how views were sought.
2. Wherever possible, people living in the home should be involved at every stage in arranging and holding the meetings.
3. Agree format of the meetings, frequency, when and where it should occur, how long for and how it will be publicised. At the first meeting, agree standing agenda items.
4. Identify who will be responsible for gathering agenda items, sending out the agenda and who will facilitate the meeting and take notes. This does not have to be one person and could include residents.
5. Enable residents to contribute to the agenda and circulate in advance of the meeting. Be mindful of the [Accessible Information Standard](#).
6. Establish ground rules.
7. Consider and support people's communication needs in the meeting and in the notes.
8. Facilitators will need to:
 - Ensure everyone has sight of the agenda, as well as the notes of last meeting
 - Review the notes and actions of last meeting ('You said, We listened, We did')
 - Ensure everyone has the opportunity to speak
 - Keep meeting on track and to time
 - Agree when issues need to be picked up outside of the meeting
9. Note taker will need to:
 - Record all those present and note any apologies
 - Ensure notes have a 'to be completed by' column
 - Summarise main points from each agenda item
 - Identify time and date of next meeting
 - Circulate notes as agreed
10. Review the meeting and notes. Record and act upon any compliments, comments and complaints that arise and embed these as part of your quality assurance practice.

Please remember to forward a copy of your minutes and advance notice of any resident's meetings to the Contracts and Monitoring Team
contracts@westsussex.gov.uk

USEFUL LINKS and FURTHER INFORMATION

- What you can expect from a good care home. CQC Guidance
http://www.cqc.org.uk/sites/default/files/20160223_CQC_Good_Care_Home_leaflet_FINAL.pdf
- The Relatives and Residents Association - Involving Relatives and Friends, a good practice guide for homes for older people. <http://www.relres.org/>
- GP services for older people: a guide for care home managers' responsibilities and the NHS reforms - Actions as a result of listening to residents and relatives
<http://www.scie.org.uk/publications/guides/guide52/managers-responsibilities/actions.asp>
- Dignity in Care website
http://www.dignityincare.org.uk/About/The_10_Point_Dignity_Challenge/
- Time to Listen in Care Homes. CQC Report (2012)
https://www.cqc.org.uk/sites/default/files/documents/time_to_listen_-_care_homes_main_report_tag.pdf
- Southdown Housing Good Practice guidance when holding resident's meetings
http://www.brightpart.org/documents/BHPB/Other%20Documents/Resident%20Meeting%20Guide_Web.pdf
- Accessible Information Standard video with sign language and subtitles
https://youtu.be/WWrZIEu_KhQ

Agenda/Minutes Templates and Guides

- <https://www.businessballs.com/communication-skills/meetings-how-to-plan-and-run-meetings-148>