



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

**Magic Moments – embracing joy, love
and laughter in our care homes for
residents, families, friends and staff**

Regional Seminar

**Llandrindod Wells, 16 September 2016,
9:30-16:00**

Llandewi Parish Hall, Llandrindod Wells, Powys, LD1 6SE

A one day seminar to explore how to create more of those magic moments that make life big for residents, and build positive experiences for everyone living, working and visiting a care home

In her report 'A Place to Call Home?' the Older People's Commissioner for Wales called for action to be taken in various areas of care home provision, to ensure that residents could enjoy the best quality of life possible for them.

The Older People's Commissioner for Wales is delighted to be working in partnership with CREDU: Connecting Carers (formerly Powys Carers Service) and Taith to explore how to create the magic moments that make life big for residents, and build positive experiences for everyone living, working and visiting a care home.

Delivered in partnership with:



What can I expect from the day?

The one day seminar will challenge you to explore the magic moments in 'your' care home, and identify how these are created as well as what you could do differently, to promote positive experiences for everybody living, working and visiting your resident's home.

We will also identify common or potential barriers to building positive relationships with all stakeholders and invite you to create an action plan to address these

What will the seminar address?

- How can we support staff to be the best they can be and recognise the strengths of residents, family members and friends?
- What can we learn in regard to engaging and communicating with residents and relatives as well as commissioners and regulators, and what can they learn from us?

The seminar is open to anyone living, working or visiting care homes.

**To book your FREE place, or for more
information, email:
post@olderpeoplewales.com**

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Agenda

09:40	Arrival and refreshments
10:00	Welcome: Daisy Cole, Director of Wellbeing and Empowerment, Older Person's Commissioner for Wales
10:10	Hearing from residents and carers
10:55	Introduction to the main activity: Roger Rowett
11:05	Break
11:25	Discovering the Magic Moments and what helped make them happen (pairs)
11:50	Sharing our positive experiences (whole group)
12:30	Lunch
13:15	What could the future look like (smaller groups)
13:45	Sharing our visions for the future (whole group)
14:15	How can we build on the best in order to get to where we want to be (groups)
14:45	Sharing our commitments (whole groups)
15:15	Introduction to Leadership and Development Opportunities
15:30	Evaluations and thanks
15:45	End