



GIG
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Bwrdd Iechyd
Aneurin Bevan
Health Board



C.H.A.aT.
Volunteer Service



'Care Home Ask and Talk' **C.H.A.aT Volunteer Service**

Reshaping Services with the Citizen at the Centre Shared Learning Seminar

Tanya Strange, Divisional Nurse, Aneurin Bevan University Health Board

My Professional Career

- ❖ **Matron**- EMI Nursing Homes
- ❖ **Clinical Team Leader** Substance Misuse Service – D.A.F.S
- ❖ **Senior Nurse/Deputy Director of Nursing LHB**
 - Commissioning and Contracting
 - Equality and Human Rights
 - Carers/Older People
 - Awards- Carers/ HD Team, Fast Track
- ❖ **Welsh Government Secondment**
- ❖ **Senior Nurse**-Governance and Contracting
 - HSE/Governance Framework/**C.H.A.aT**
- ❖ **Divisional Nurse**- DoLS, Prison Healthcare, Primary Care Nursing

The Issues

Local Issues



Panorama

**That couldn't
happen
here.....
could it??**

**What are Aneurin
Bevan doing to
protect people in
care homes?**

Service Aims and Development

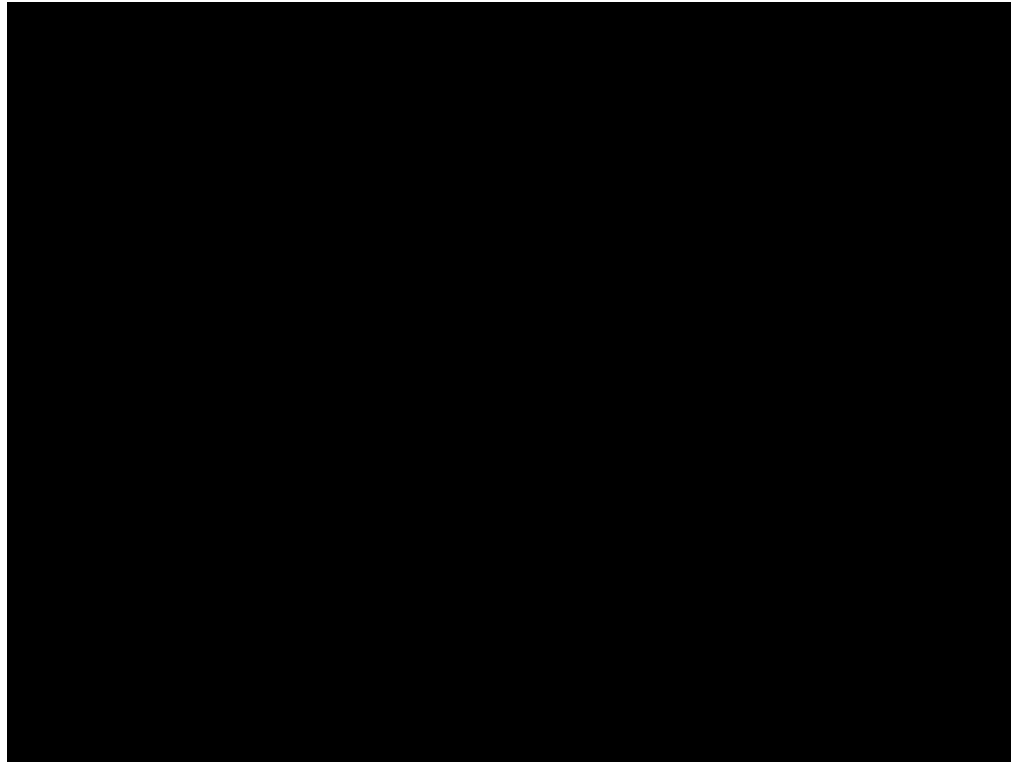
Aims of C.H.A.aT

- ❖ To provide an opportunity for older people living in care homes to talk about their experiences.
- ❖ To identify those best practices which seek to personalise, respect and maintain a person's dignity.
- ❖ To identify what may need to change.

What we did:

- Recruited Volunteers
- Trained
- Governance
- Funding
- Focus Groups
- Public Launch
- Pilot
- Talked about it!
- Evaluated

Impact



http://www.youtube.com/watch?v=OKiQU8-S_8I



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Next Steps

- ❖ Roll out
- ❖ Recruitment (NHSRF and ? Retired Civil Servants)
- ❖ Formal evaluation by University
- ❖ Working with RVS/other voluntary organisations
- ❖ Pilot Transition- Hospital to Care Home (October 2014)
- ❖ 2015- Hospital Service
- ❖ 2016- ? Charitable status

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