



encounter cards

## What does good care look like?

Would you like to know what good care feels like to your service users? Could you better understand what they want and need from your care provision?

**‘When you bring an artist into any situation, some kind of magic happens. With the care homes project, what happened was that residents opened up - they talked with us about their lives, their hopes, their dreams and it really helped us to develop a meaningful and true charter of rights.’**

**Kate Farmery, Executive Director, Torbay Culture**

Our work to develop the Torbay Care Charter, commissioned by Torbay Council and Torbay Culture, pioneered a people centred approach to identifying what good care looks and feels like, and resulted in a Residents Rights Charter co-written with care home residents, staff, and other stakeholders.

**Encounters can work with you to explore what makes good care and to develop your own Charter - working with residents, staff, friends and family.**

We can then deliver training for staff in how to use a Charter to embed a culture of outstanding care, that

better understands people’s experiences, views and vision for their care.

Encounters is a group of artists and facilitators, based in South Devon and working internationally. We creatively facilitate the coming together of diverse people to engage in conversations to share their experiences and stories and to contribute to and co-create shared outcomes.

We work across sectors and geographies, complementing and enhancing health and social service delivery as well as housing, environmental, neighbourhood and regeneration initiatives.

**Contact us to explore working together:**

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