



## Housing for Older People Awards

housingawards@eac.org.uk

ELDERLY  
ACCOMMODATION  
COUNSEL



[www.housingcare.org](http://www.housingcare.org)

### PARTICIPATION MADE EASY

- Playing these cards can be a very enjoyable experience, as testified by hundreds of residents in last year's round.
- The rules of the card game are as simple as we can make them. If they are still a little confusing, help is at hand:

Somebody else can facilitate the game from start to finish

a friend  
a relative  
a neighbour  
a volunteer

The Manager or Warden (if there is one).

They will explain the rules and be available during the game.

However they must keep out of earshot while the game is played, and should not see any of the score sheets at any time.

For more advice before or during the game

Phone EAC on 020 7820 3755



EAC is a national charity offering advice and information about all forms of accommodation and care for older people

3rd Floor, 89 Albert Embankment, London SE1 7TP Telephone: 020 7820 3755

Fax: 020 7820 3970 Email: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

Charity No. 292552 Company No. 955490 VAT Reg No. 386 3167 27

## Friends, relatives, volunteers

Your assistance can be crucial to help residents to participate in these awards, and to take this opportunity to make their voice heard. You can help in many different ways:

- by setting up the table, and serving tea or refreshments
- by sitting with the residents while they play and giving a hand whenever necessary
- by explaining the rules
- by handing out the Individual Score Sheets
- by taking charge of the Group Score Sheet
- by being a facilitator who remains as neutral as possible and does not influence the participants



## Managers, Wardens

You and your organisation stand to win and to learn from the results. Your help is crucial: you can obtain the nomination pack, inform your residents about the awards and encourage them to participate

As the process involves discussions about the facilities, services, the residents should feel totally confident that what they say and what they enter on the scoring sheets is not overheard or seen by the staff.

This does not mean you cannot offer practical support as follows:

- set up a room for one or several groups, with tea and refreshments
- or advise that the game can be played in a residents' flat
- tell the residents in advance that they can be assisted by a relative, a friend or a volunteer
- Ask visitors, relatives or volunteers to help a group through the game
- explain the rules to the residents and be available if more explanation is needed, but keep yourself out of earshot from the game
- make sure that the residents get familiar with the cards and the rules well in advance of playing the game. The game, the nomination, can be restarted, postponed or continued on a different day.
- We trust that you will find many ways of helping the residents without jeopardizing the confidentiality of the nomination process.

Contact us at [housingawards@eac.org.uk](mailto:housingawards@eac.org.uk) or 020 7820 3755

Visit [www.HousingCare.org](http://www.HousingCare.org)

## Selection of the comments from Managers and Wardens in last year's round

“... our residents ... were all happy and enjoyed the nomination process with the cards.”

“...fun and easy way to get tenants to express their opinions”

“The cards were well designed and easy for the residents to use, a great way to obtain residents views.”

“Just to let you know that we had a great afternoon yesterday with 3 groups of residents playing the cards. Each group led by another resident. We managed to engage with a number of residents who receive care services and do not always find it easy to get to social events. All agreed that it was an interesting and enjoyable way of discussing feelings on the place that we live in and the services we receive.” (extra care housing scheme)

“Our tenants have taken part in the competition we had 3 groups and they all enjoyed taking part”  
“She said the residents had combined it with a coffee morning and really enjoyed it, they had a good laugh. She said that the questions were just right and she & her manager thought it was an excellent idea to get the residents' feedback, so much so that they are keeping the pack of cards & intend to repeat the exercise every 12 months.” (telephone call to EAC)

“...Tenants were instructed on how to play the game. I was then sent off to make drinks for everyone while tenants completed their papers... Tenants understood how to complete forms after instruction and then there was no input from staff during the process, all papers were sealed in envelopes by the individual groups ready for the post. Everyone commented how much they enjoyed it!”

“Our Residents enjoyed the activity and I have since had several Residents comment they would like to be involved next time”

“The nomination process was excellent. It was an innovative way to engage with older people. It was fun for them and also they were able to give comments in confidence that it would be confidential.”

“I've had very good feedback from our schemes and villages. The residents very much enjoyed the card game & everyone seems to agree that it was a very clever and easy to follow mechanism for collecting feedback.”

# EAC Housing for Older People Awards 2011

- If you doubt that your scheme will win an award, this game gives you the opportunity to tell us why
- Please do not inflate your scores just to get an award for your scheme; accurate scores are far more helpful
- Members of the staff are encouraged to facilitate the game, but should keep out of earshot and not see the score sheets

## RULES – how to play

1. 3 to 6 residents (players) at a table (ideally 4).
2. Each player picks up one *Individual Score Sheet*
3. One player undertakes to also complete one *Group Score Sheet*. Use only one *Group Score Sheet* for your group
4. **Important:** shuffle the cards.
5. One player picks up a card from the top of the pack, reads aloud the statement on the card, and passes it around if necessary.
6. If the card is a **Discuss** card, the player opens a short discussion (1 to 2 minutes) to get agreement on which response to tick on the *Group Score Sheet*.
7. If the card is a **Do not discuss** card, all the players tick their own response on their *Individual Score Sheet*, without discussing it or showing it to the other players.
8. The card is then discarded.
9. It is then the turn of the next player, moving clockwise, to pick up the next card, to read aloud the statement, and so on...
10. The consultation is over when all the cards have been played.
11. By agreement, the players can decide to restart the game, to continue it later, or to play it again.
12. On the *Group Score Sheet* and all *Individual Score Sheets*, write an invented name for your group. Add the name of your scheme (Court or building) and its address or postcode.
13. Put all the *Score Sheets* in the Freepost envelope, seal it, write your scheme address at the back of the envelope and post it.
14. Other groups can use the cards and the additional score sheets, but must do so under a different invented Group's name.

Send your score sheets in the envelope provided, **before 31<sup>st</sup> October 2010** to:  
EAC Housing Awards, Elderly Accommodation Counsel, FREEPOST LON15755,  
LONDON SE1 7YZ