

# Playful provocation: how being appreciative creates change – theory and practice from health and social care in Scotland



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*Research for Real*

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With thanks to all our colleagues and the  
participants in My Home Life

Thanks to NES for permission to use Envision  
images and to Karen Barrie for her images

# My Home Life



- UK wide leadership support and community development programme for Care Home Managers to promote relationship-centred leadership practice, using appreciative inquiry and caring conversations frameworks
- 4 day workshops
- Nine months of action learning
- Workshop is based on evaluation of 11 cohorts of 119 managers, in Scotland

***“If you’ve got happy staff, you’ve got happy residents”***



Celebrate

BE CURIOUS

COURAGEOUS

CONSIDER OTHERS  
PERSPECTIVES

CONNECT EMOTIONALLY

COMPROMISE

COLLABORATE

Dewar, B. (2011) *Caring about Caring; an Appreciative Inquiry about Compassionate Relationship Centred Care*. PhD thesis. Edinburgh: Edinburgh Napier University  
<http://researchrepository.napier.ac.uk/4845/>



# Celebrate

*Celebrating contributions and creating a sense of achievement make an exponential impact on morale and creates energy, personal internal commitment and motivation for further development.*

# Using images at a meeting with residents, relatives and staff in a care home



‘This lady complains a lot!  
So this surprised me. All  
that from a forest scene!’

*‘What’s it like, living,  
working, or visiting here?’*

*‘It’s calm and peaceful. There are not  
many places in the middle of [area] that  
are as calm and peaceful as it is here and  
this gives me comfort.’*

*My Mother lived here and I used to visit  
her so I’m used to coming here. I didn’t  
think I would need care but I’m glad my  
family don’t have to look after me as I  
don’t want to burden them with that, but  
they visit me often. I made the right  
decision coming here’.*

# Just ducks?



*'I used to make the decisions, probably thought my idea was best and expected people to follow'.*

*(Care Home Manager/MHL participant)*

*"I would want ducks at the new care home." (resident)*

*'Oh, so literally ducks' ..... (facilitator/unspoken).*

*"Everyone can feed the ducks, it doesn't matter who you are. It's nice to feed things, makes you feel good that they are eating up. It's outside. Kids may want to come up and feed the ducks."*

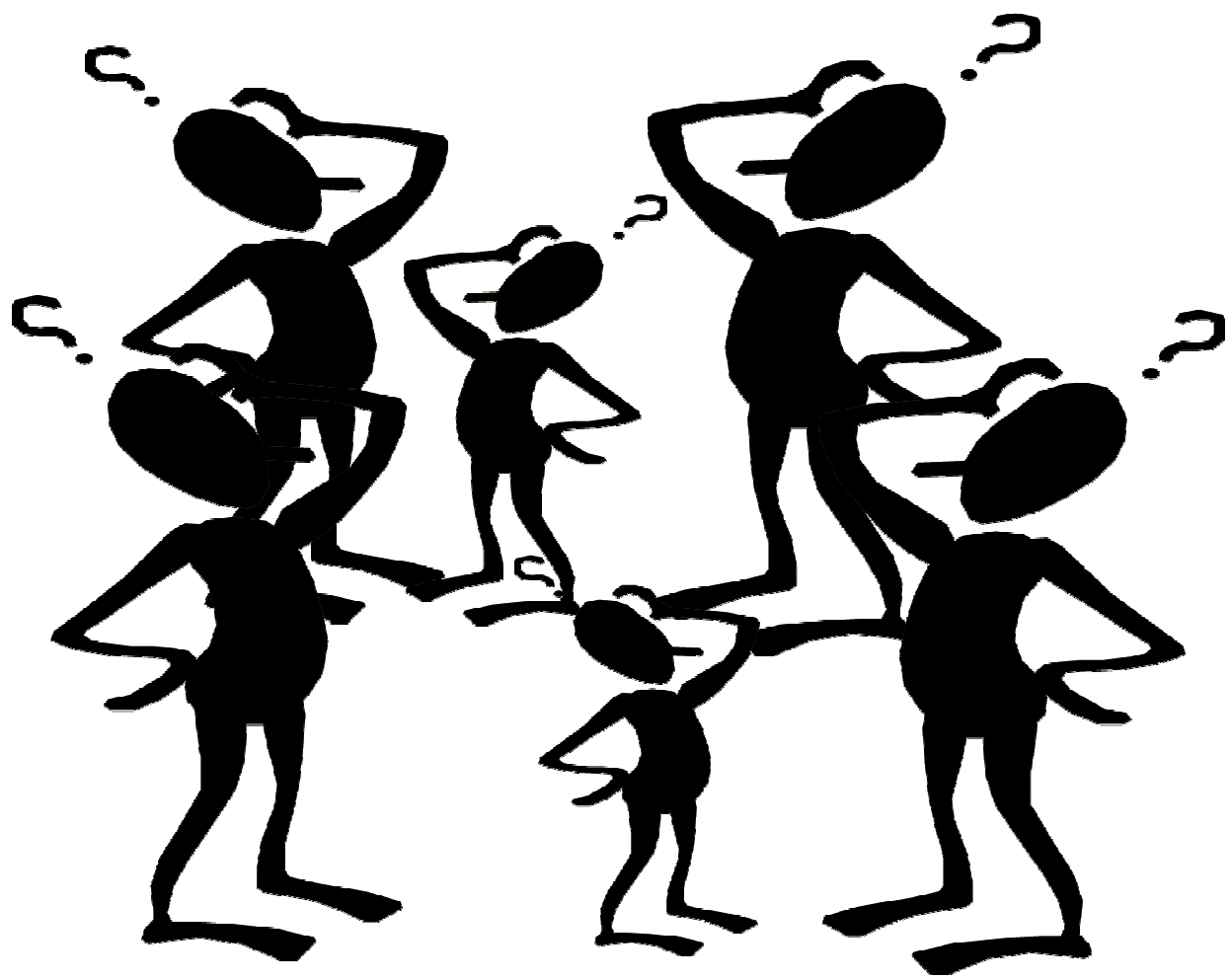
# The offer of playful provocation

- Playful provocation helps to build trust and relationships and with care and attention, helps people feel more comfortable to share, so enabling a different quality of response and the inclusion of a range of different voices, as people see the contribution they each can make to practice development.
- Through this kind of ‘playful provocation’ and caring conversations a positive form of ‘disruption’ to the flow or local social norms is created.



# Share two images.....

- What excites or interests you about playful provocation in the research process?
- What resistances do you imagine or feel (your own or others |)?



- **Envision Cards (NHS Education for Scotland)**
- <http://nes.scot.nhs.uk/education-and-training/by-discipline/nursing-and-midwifery/resources/publications/valuing-feedback-envision-cards.aspx>  
Copyright free. These can be downloaded from this link. NES may send out packs of cards by request. Email: [angela.mcculloch@nes.scot.nhs.uk](mailto:angela.mcculloch@nes.scot.nhs.uk) to get your own pack. Free.
- **Evoke Cards**
- <http://www.evokecards.com/>  
These are available to purchase. Make sure you buy the ones with words on the back.
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