

# Person Centred Care

## Course Introduction

This training course has been created to give knowledge to those working within a health and social care setting of how to work in a person-centred way.

## Learning Aims

- Learn more about person centred approaches
- Know how to establish consent and active participation
- Support choice and wellbeing for everyone
- How to obtain feedback and use to develop services.

This course is divided into 4 modules:

- 1) Person Centred Approaches
- 2) Gaining Consent and Active Participation
- 3) Support and Wellbeing
- 4) Obtaining feedback

## Module 1 - Person Centred Approaches

Person-centred care supports people receiving care and support to develop the knowledge, skills, and confidence they need to manage and make informed decisions about their own health.

There are many different aspects of person-centred care, including:

- respecting people's values and putting the person at the centre of care
- considering people's preferences and expressed needs
- working together to make sure there is good communication
- emotional support
- involving family and friends in personal plans
- making sure there is continuity within services
- and making sure people have access to appropriate care when they need it

The four principles of person-centred care:

1. Affording people dignity, compassion, and respect.
2. Offering coordinated care, support, or treatment.
3. Offering personalised care, support, or treatment.

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4. Supporting people to recognise and develop their own strengths and abilities to enable them to live an independent and fulfilling life.



### Why is person centred care so important?

Many people want to play a more active role in their health care, and there is growing evidence that approaches to person-centred care such as shared decision making and self-management support can improve a range of factors, including patient experience, care quality and health outcomes.

## Module 2 - Gaining Consent and Active Participation

Consent means giving permission to do something. In a care settings this usually relates to the individual giving permission for you to undertake tasks related to their care.

It is a legal requirement to seek consent prior providing care.

### Refusals

There may be occasions when an individual refuses to give their consent for an activity or action. You will need to ensure you know the steps you should take in these instances. For example, following the personalised care plan or seeking advice from a colleague

### Active participation

Active participation is underpinned by the person-centred values of respect, choice, individuality and independence.

Active participation has many benefits.

- Physical health, achieved by the individual being more active

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- Increased independence, achieved by the individual maintaining or developing skills and abilities
- Increased autonomy, achieved from the development of skills and abilities
- Enhanced wellbeing, achieved through the development of self confidence
- Active participation reduces the dependence of an individual on others and in turn, this reduces their vulnerability to abuse.

## Module 3 - Support and Wellbeing

Working in a person-centred way means learning as much about the individual as you can because this will help you to understand how the individual would like you to support them

The preferences, needs and wishes of individuals will change, this may be due to a variety of reasons including:

An individual becoming more or less independent.

Advances in medication and treatments.

Previous care/support plan goals being achieved.

Progression of an illness or condition

**Remember!** The more we know about an individual, the more able we are to plan and provide a service that is right for them. We may not be able to meet all the wishes an individual has but we can work towards them. This individualised approach means we are working in a person-centred way.

### **Module 4 - Obtaining Feedback**

Feedback may come in a variety of ways including:

- Comments or concerns from an individual during or after you have carried out your duties in accordance with their care plan
- Comments and concerns from the individual's family members, your colleagues, or other professionals
- Team meetings, handovers, and supervision
- Complaints.

## Recording and Reporting Feedback

It is important that you record any feedback. This will ensure that the care plan continues to be person centred and that any changes made can be addressed promptly.

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In summary, When Individuals you care for are treated in a manner which respects their rights and choices it enables them to live the life they want and ultimately enhance their quality of life overall.

**Well done!**

**You have completed record keeping training.**