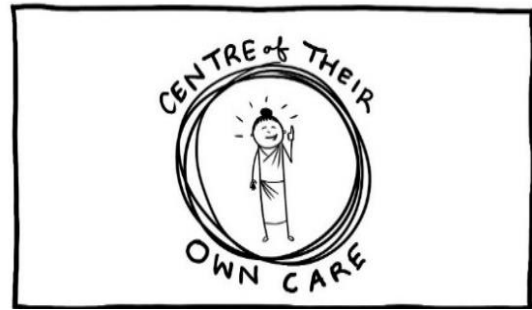


Discussion Topic 4



Putting the person at the centre of their own care

Person centred care involves thinking and doing things in a way that puts people, their experiences, well-being, preferences and needs at the centre of the caring process. People are experts in their own lives and it is important to recognise and value each person as a unique individual, shaped by their personal characteristics, experiences, values and beliefs.

How we involve people in the caring process requires us to work with the person, providing choice and enabling them to be in control. Our approach should involve sharing power and responsibility, seeing people as partners in the planning, delivery and review of care and ensuring that people are at the centre of decisions that affect their care.

Reflective questions – choice/control/preferences

- How do we balance duty of care and dignity of risk with the delivery of services?
- Has there been a time when a person's choices or preferences conflicted with your professional judgement? How did you approach this situation and what might you do differently next time?
- When and how do we establish clear service expectations and how do we balance these with maximising a client's control?
- Do people have access to sufficient information to support them to make empowered choices and decisions? If not, what else is required?
- Are there areas of our service model where we could increase people's (clients and staff) involvement in decision-making? What are they and how might we make these changes?
- What is our approach to working with people with cognitive or communication difficulties and how do we engage them in decision-making processes?
- Do we have the necessary skills to do this?



Reflective questions - building on a person's strengths

- What are your own strengths?
- Why do you think it's important to build on these rather than focus on the things you can't do?
- Thinking about a client that you have worked with, what is it that motivated them and how did this motivation affect the way they engaged with you/the service?
- What strategies have you used with people who may only be focused on what they can't do? What worked well, what didn't?
- How do we support and monitor the progress of a person's strengths within the service delivery model?
- Who is involved in the monitoring and do the right people have access to the right information to do this?

Reflective questions – working together

- What are the key elements of a good partnership and how do we embed these as part of our service model?
- Who are our partners (people and services) and how do they contribute to achieving successful outcomes for our clients?
- Do our interactions and relationships with these people and service providers take into account each contributors area of expertise?
- When do we engage with our partners (people and service providers) and do we need to increase their involvement in the caring process?
- What strategies do we use to establish meaningful partnerships with people (clients or service providers)? How do we establish trust?
- What processes do we have in place to monitor and review how our collaboration is tracking?
- How do we encourage and support people to participate in the wider community?

