**Personalized Care and Attention**

**Learning outcomes**

1. Understand person centred values

2. Understand working in a person-centred way

3. Demonstrate awareness of the individual’s immediate environment and make changes to address factors that may be causing discomfort or distress

4. Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals

5. Support individuals to minimise pain or discomfort

6. Support the individual to maintain their identity and self-esteem

7. Support the individual using person centred values

**Values in Caregiving Work**

Values are beliefs and ideas about how people should behave

**Values:** are central to work in health and social care. They are principles that guide workers to understand right from wrong and are about what is important when caring and supporting individuals

**Care**

Having someone’s best interests at heart and doing what you can to maintain or improve their wellbeing

**Compassion**

Being able to feel for someone, to understand them and their situation

**Competence**

To understand what someone needs and have the knowledge and skills to provide it

**Commitment**

Dedication to providing care and support but also understanding the responsibility you have as a caregiver

**Courage**

Not to be afraid to try out new things or to say if you are concerned about anything

**Communication**

To listen carefully but also be able to speak and act in a way that the person can understand

**Person Centred Values**

**Individuality**

Each person has their own identity, needs, wishes, choices, beliefs and values. ‘One size fits all’ does not work when it comes to providing care and support

**Choice**

Each individual should be supported to make choices about their care and support

**Rights**

You should make sure an individual’s rights are respected, not only by yourself but by other people involved in their care

**Privacy**

Everyone has a right to private space and time when they need it, and it also includes the individual’s private information

**Dignity**

Do not make assume an individual’s need; treating an individual in a dignified way shows respect, values their individuality and their ethical and moral beliefs

**Respect**

Recognising that individuals have their own opinions and feelings even if you do not agree with them, and showing importance to their opinion as an individual

**Partnership**

Successful partnership relies on communication and trust; valuing and respecting what others have to say while working with the individuals or their family

**Working in a person-centred way**

Person centred working puts the individual at the centre of their care and support and the key principles are:

* The belief that individuals can plan for themselves- The focus needs to be on their strengths and abilities, e.g. an individual who wants to make their own decision about which mobility aids they would like to use to support them to walk short distances rather than use their wheelchair.
* The care plan is written in the first person to make clear that it is the individual who owns it- e.g. ‘I would like to try a walking frame when I am moving around the house and for short distances outside rather than using my wheelchair’.
* The individual has as much control as possible over the choices they can make- e.g. example, the individual is supported to try to use the walking frame.
* The plan is there to make the individual’s life better, not to fit them into an existing service- e.g. the frame is sourced that is best for them within the resources available or they are able to find a frame from somewhere else if necessary.

**Life history, preferences, wishes and needs**

Taking time to find out about an individual’s personal history can help you to understand their likes and dislikes and this

will help to put an effective care plan together

**Care plan:** A required document that sets out in detail the way daily care and support must be provided to an individual, and it is also be known as ‘plans of support’, ‘individual plans’, etc.

**Changing needs**

* Care and support plans must be reviewed regularly to ensure that they are up to date and show the individual's current needs and preferences
* An up-to-date care plan enables all workers to provide the best possible standard of person centred care

**Additional information**

Reviews look at what is working, what doesn’t work and what might need to change.

e.g.an individual is unable to eat certain foods due to a new type of medication they are taking, their diet will need to change but still reflect the things they would like to eat.

Workers changing shifts, returning from holidays, temporary and agency workers will always have up-to-date information on the individual, enabling them to provide the best possible person centred care.

An up-to-date care plan enables workers to provide effective care and support those individuals new to them.

Care plans are legal documents which might be needed as evidence if an individual makes a complaint.

**Planning for the future**

Planning for the future can help to ensure an individual’s wellbeing and fulfilment, and it can be especially important for people who may not be able to:

* Communicate their wishes, or
* Make decisions

**Additional information**

The wellbeing as relating to the following areas:

* Personal dignity (including treating someone with respect)
* Physical and mental health and emotional wellbeing
* Protection from abuse and neglect
* Control by the individual over day-to-day life (including over the way care and support is provided)
* Participation in work, education, training or recreation
* Social and economic wellbeing
* Domestic, family and personal relationships
* Suitability of living accommodation
* The individual’s contribution to society

Planning for the future in this way is called advance care planning (ACP)

**Minimising discomfort and distress**

**Environmental factors that can affect an individual’s comfort and wellbeing:**

* Lighting
* Noise
* Temperature
* Odours

Ask the individual if they want you to change their environment to make them more comfortable - NEVER assume

**Actions that can affect an individual’s comfort and wellbeing:**

* Changing a dressing
* Moving a person who has stiff muscles or joints
* Letting in bright light
* Making a loud noise

Always warn the individual if something is going to be uncomfortable, and you MUST have consent to carry out the task

**Possible changes to an environment:**

* Dimming bright lights
* Providing additional lighting e.g. for reading
* Closing windows or doors if it is noisy
* Adjusting the volume of the TV or radio
* Adjusting the heating in a room
* Opening windows to cool a room down or get rid of unpleasant smells

**Supporting individuals to minimise pain or discomfort**

You must able to identify when people are in pain but are less   
able to communicate or to move into a more comfortable position

**Non-verbal signs of pain and discomfort**

* Doubling over
* Gritted teeth
* Pale complexion
* Sweating
* Tears or crying
* Becoming quiet and withdrawn
* Becoming aggressive
* Furrowed brows
* Environmental factors such as soiled clothes or bedlinen

**Maintaining identity and self-esteem**

The individual’s sense of wellbeing and identity are associated with many aspects of their life, including:

* Spiritual- finding meaning and purpose in life (this could be through religious faith)
* Emotional - how we feel about ourselves
* Cultural- our sense of belonging
* Religious -our faith and beliefs
* Social- our relationships
* Political- peace and stability in our homeland
* Sexual- our intimacies
* Physical - leading an active life
* Mental- realising our potential and ability to contribute to society.