

Working in a Person-Centered Way

Learning outcomes

- Understand person centred values
 - Understand working in a person centred way
 - Demonstrate awareness of the individual's immediate environment and make changes to address factors that may be causing discomfort or distress
 - Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals
 - Support individuals to minimise pain or discomfort
 - Support the individual to maintain their identity and self-esteem
 - Support the individual using person centred values
- *** Standard 5 Care Certificate

Values in Health and Social Care

Values are beliefs and ideas about how people should behave.



Values

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.



Values in Health and Social Care



Care

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

Commitment

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

Compassion

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

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Courage

Not to have fear to try out new things or to say if you are concerned about anything

Competence

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

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.



Person Centred Values



Privacy

Everyone has a right to private space and time when they need it. Privacy includes the individual's private information

Dignity

Treating an individual in a dignified way shows respect, values their individuality and their ethical and moral beliefs. Do not make assumptions about their needs.

Respect

Believing and showing that an individual has importance as an individual. It involves recognising that they have their own opinions and feelings even if you do not agree with them.

Partnership

Working with the individual, their family and other workers. Successful partnership relies on communication and trust; valuing and respecting what others have to say.



Working in a person centred way



Person centred working puts the individual at the centre of their care and support. It has four key principles:



- 1** The belief that an individual can plan for themselves
- 2** The care plan is written in the first person to make clear that it is the individual who owns it
- 3** The individual has as much control as possible over the choices they can make
- 4** The plan is there to make the individual's life better, not to fit them into an existing service.

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. 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. Care plans may 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.

Planning for the future

Planning for the future can help to ensure an individual's wellbeing and fulfilment. It can be especially important for people who may not be able to:

- **Communicate their wishes**
- **Make decisions.**



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:

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

Always warn the individual if something may be uncomfortable. You MUST have consent to carry out a task



Supporting individuals to minimise pain or discomfort



You must be 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

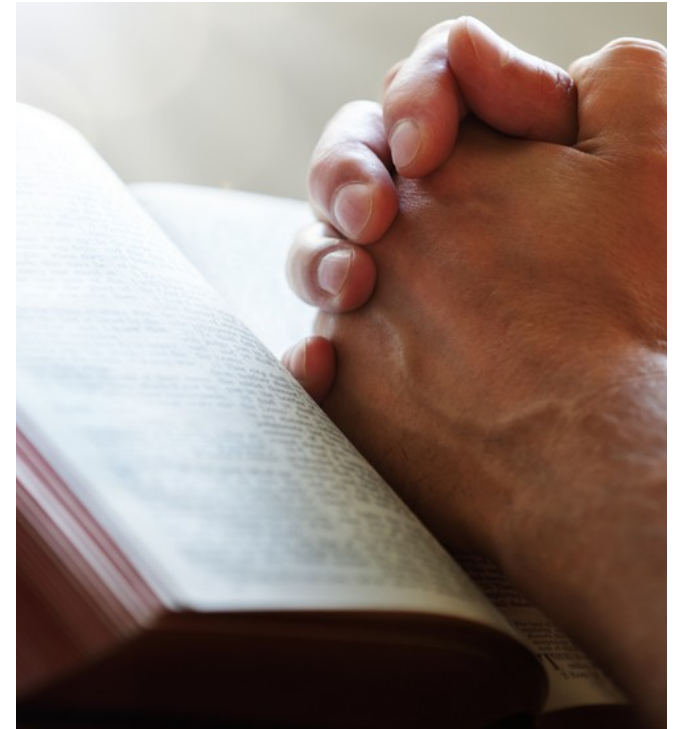
- Doubling over
- Gritted teeth
- Pale complexion
- Sweating
- Tears or crying
- Becoming quiet and withdrawn
- Becoming aggressive
- Furrowed brows
- Environmental factors such as soiled clothes or bedlinen.



Maintaining identity and self-esteem

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

- Spiritual
- Emotional
- Cultural
- Religious
- Social
- Political
- Sexual
- Physical
- Mental.



Wellbeing

A person's wellbeing may include their sense of hope, confidence and self-esteem, their ability to communicate their wants and needs, to make contact with others, to show warmth and affection, and to experience and show pleasure or enjoyment.

Identity

Our identity refers to our view of ourselves, who we are and what makes us who we are.