

Company Name: George Springall Homecare Partnership

Leading the way in outstanding care

<b>Policy No: 03-3004</b>	<b>Authorised: Roxane Schatara</b>	<b>Date: 15/05/2018</b>
<b>PERSON-CENTRED CARE &amp; SUPPORT</b>		

*This Policy describes the concept of Person-Centred Care and Support for the service user, and how this is addressed in the Domiciliary Care Services delivered by the Organisation:*

This Policy is intended to convey an understanding of Person-Centred Care and Support for service delivery, the expected outcomes for the service user, and how this is achieved. This Policy can be used as part of Staff Training Plans. Person-Centred Care and Support will be considered as 2 modules, each of which is divided into appropriate sections for learning and training purposes:

Module 1: Supporting Service Users through Person-Centred Care

Module 2: Roles and Responsibilities

*Module 1: SUPPORTING SERVICE USERS THROUGH PERSON-CENTRED CARE:*

*Expected outcomes from this Module would be as follows:*

- 1.1 Understanding the need for a person-centred and strengths-based approach to the support and well-being of the service user:
  - Valuing the person as an individual
  - Developing a person-to-person relationship with the service user
  - Acting in the service user's best interests when he / she is unable to make decisions about their care or welfare
  - Communicating effectively so that the service user has the opportunity to make decisions
  - Involving the service user in their own care planning
  - Respecting the basic core values of care for the service user
  - Respecting the service user's personal beliefs, spiritual beliefs and emotional needs
  - Maintaining a flexible approach to the service user's ever-changing needs
  - Respecting the service user's personal history and how this contributes to who they are
- 1.2 Understanding the need to protect the service user from abuse, injury or harm:
  - Staff training in types of abuse and Safeguarding Vulnerable Adults
  - Involving family and friends
  - Involving independent advocates
  - Assistive technologies (personal pendant alarms, pressure mats etc)
  - An enabling and safe environment within the service user's home
  - Awareness of the possibility of an increased risk of falls by the service user
- 1.3 Understanding the need to support and work with family and friends of the service user:
  - Developing their understanding of a "person-centred" approach
  - Provide information about support networks and services that are available to help
- 1.4 Understanding the importance of maintaining the general good health and well-being of the service user:
  - Ensuring good nutrition by encouraging the service user to eat and drink at regular intervals
  - Enabling appropriate exercise and activities specific to the needs of the service user
  - Promoting personal care, including measures to reduce the risk of infections
  - Living in a clean and enabling environment, with due consideration and respect to the service user's individual choice

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- 1.5 Understanding the need for a positive and effective communication with the service user:
- Recognising that a service user's behaviour will often be directly related to their need to communicate their feelings and needs
  - Ensuring close attentiveness when the service user is trying to communicate
  - Responding appropriately and positively to a service user's various forms of communication
  - Encouraging and focusing on the service user's strengths and abilities
- 1.6 Understanding that therapies, medication and activities can be very beneficial for the service user:
- Conventional medicines
  - Recognising the benefit of complementary therapies and activities

**Module 2: ROLES & RESPONSIBILITIES:**

*Expected outcomes from this Module would be as follows:*

- 2.1 Understanding the roles, responsibilities and boundaries of individuals and how team work and support can lead to better support of the service user. Input from the following bodies are considered essential:
- The service user, family and friends
  - Advocates
  - Specialist health professionals (GP, CPN, psychiatrist, therapist, etc)
- 2.2 Understanding the importance of communicating, reporting and recording effectively in the Domiciliary Care environment:
- Distinguishing between fact / opinion, and subjective / objective language
  - Using clear, objective statements in care plan reports, daily logs and handover reports
  - Using appropriate language, and avoiding negative language or statements when describing a service user
- 2.3 Understanding the roles and responsibilities of services and organisations in relation to Domiciliary Care:
- Care Homes offering Respite Care
  - Hospitals, sheltered / supported housing, etc
  - Voluntary organisations such as the Alzheimer's Society, MIND, etc

**FORMS REFERENCES:**

Form No: 1-400    *Induction Training Plan & Record*  
 Form No: 3-001    *Service User Personal & Social Profile*  
 Form No: 3-002    *Baseline Assessment of Needs for Daily Living - Service User*  
 Form No: 3-003    *Summary of Service Users' Religious & Cultural Requirements*  
 Form No: 3-004    *Risk Assessment - Service User*