

Introduction

The term 'person-centred care' is used to refer to many different principles and activities, and there is no single agreed definition of the concept. This is partly because person-centred care is still an emerging and evolving area. It is also because, if care is to be person centred, then what it looks like will depend on the needs, circumstances and preferences of the individual receiving care. What is important to one person in their health care may be unnecessary, or even undesirable, to another. It may also change over time, as the individual's needs change.. Instead of offering a concise but inevitably limited definition, the Health Foundation has identified a framework that comprises 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.
4. Supporting people to recognise and develop their own strengths and abilities to enable them to live an independent and fulfilling life.

<http://www.health.org.uk/sites/health/files/PersonCentredCareMadeSimple.pdf>

1. Enable Satisfying Lives

Enable residents to have satisfying lives.

2. Provide living spaces individualized

Provide living spaces individualized to meet the personal needs and desires of each resident.

Example: Welcome a new resident and discuss how to personalize the room.

3. Empower all staff

Empower all staff, regardless of job title or position, to have the decision-making ability and authority to intervene for, advocate for and support residents.

Example: Resident wants to have an end table moved.

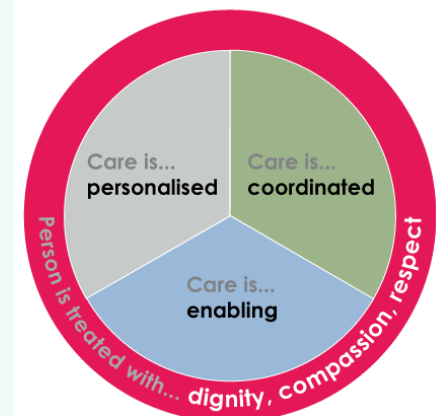
4. Acknowledge and honor residents

4. Acknowledge and honor residents' lifelong patterns by responding to their preferences and needs.

Example: Resident wants to sleep in later, bathe in the evening and have a more flexible schedule consistent with his/her life before the nursing home.

Four Principles

The four principles of person-centred care



5. Provide opportunities for staff

Provide opportunities for staff to experience personal growth, development and a sense of accomplishment.

Example: Employees talk about career advancement opportunities in the break room.

6. Encourage residents, staff and families

6. Encourage residents, staff and families to participate in activities that foster physical, mental, spiritual and social growth and development.

Example: Activities staff receives input from a male resident on more interesting activities for men.

7. Be "good neighbors"

Be "good neighbors" by responding to the needs of the broader community.

Example: Practice safe and responsible driving on grounds and while exiting the campus.

8. Promote a healthy spirit

Promote a healthy spirit by fostering fun and good humor.

Example: Staff is excited and plans to participate in an upcoming talent show.

