

Implement Person-centred Approaches In Care Settings

SFH007

1. Understand person-centred approaches for care and support:

1.1: Person-centred values are those important to particular individuals. These values may appear trivial to us, but immensely valuable to particular individuals. These values may pertain to any criteria: religious, habitual, physical, psychological, or financial.

1.2: It is important to work in a way that embeds person-centred values because it is important for individual people to live their lives in the ways that they wish to live them. Legislation has been put into law, such as the Human Rights Act 1998, that ensure person-centred values are respected (see Article 9 of the Human Rights Act 1998: Freedom of thought, belief, and religion). Some people have protected characteristics, such as disability, sexual orientation, or ethical life-style, that by law must be protected (see the Equality Act 2010).

1.3: People should be able to take their own risks to support the betterment of self-esteem, as person-centred values may only be achieved through some degree of risk. For example: if a service user with muscular dystrophy, who has a strict medicinal regime to follow, wishes to see a concert that their favourite band is playing at, they should not be hindered from this amenity due to being exposed to the cold or the potential disruption of medical continuity.

1.4: A care plan will have been discussed with an individual service user (or an advocate, if the individual has an IMCA in place) that will detail, not just their needs, but also their desires and what makes them happy. An individual's care plan may explain, for example, why a service user who is Mormon cannot consume caffeine. This helps care workers understand why the individual's values are important to them.

3. Be able to establish consent when providing care or support:

3.1: It is important to acquire consent when attempting to provide care for an individual. Without their consent, their individuality and their person-centred values may be disregarded, and their care may become inadequate.

3.3: If consent may not be readily established (for example: if a service user is completely unable to communicate or to comprehend), then an IMCA may be required to ascertain the best care they may perceivably provide for the individual.

4. Be able to encourage active participation:

4.1: Active participation benefits an individual by boosting their independence and self-esteem. Active participation may encourage camaraderie among service users whom otherwise may never have interacted, and may give confidence to those whom are otherwise introverted.

4.2: Possible barriers for active participation may be that an individual is unable to see or hear an activity which involves visual or auditory stimuli. A solution to this predicament may be to adapt the activity to include tactile, olfactory or gustatory stimuli where possible, or to change the activity into another more suitable one.

5. Be able to support the individual's rights to make choices:

5.3: A care worker's own individual views should not infringe on another's individuals. To do so would be to abuse the individual's liberties, and would be a violation of the Human Rights Act and the Equality Act. If, for example, a care worker who happens to be an atheist is supposed to escort a religious service user to a church, the care work must not do otherwise.

5.4: Service users must be made aware of potential infringements upon their values, and must be encouraged to express their grievances to the most appropriate people, and those whom they trust. They must be properly informed about how to pass grievance, and how to object to a misappropriation of their wishes.

6. Be able to support the individual's well-being:

6.1: Individual identity and self-esteem are linked to well-being since a large part of what makes a person well is their perception of self. Individuals with a deficit of confidence or a lack of understanding their own values often treat themselves as lessor, and may discourage others from trying to care for them.

6.2: Attitudes and approaches that may promote individual well-being include taking the time to talk to and discuss a person's values. Another is to be positive about their values, and encourage them to pursue their desires. Some individuals may not find it encouraging to be told that they should pursue their values and desires, and may require a more passive approach, such as suggesting events that they may enjoy without outright suggesting that they attend.