

People at the Centre of Health and Care

National Person-Centred
Health and Care Programme





“Finding the words, changing the conversations.”



Developing the Principles of Person-Centred Care and Support for the Person-Centred Health and Care Collaborative



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Bringing the Principles to life.



- See them as helping you have the right conversations in your day to day work.



- They provide a stimulus to the questions you need to pose yourself and your teams.



- They also enable you to create your own actions and commitments that lead to change.





Feedback on the Principles



- We want them to continue to evolve and develop.
- Your feedback is important to this.

- Let us know how you are using them.



- Let us know what else could be helpful to you.
- Let us know how best to disseminate them.



- Please send comments to
joanna.swanson@scotland.gsi.gov.uk





Compassion and
kindness, to enable
well being



Trust, respect and
empathy



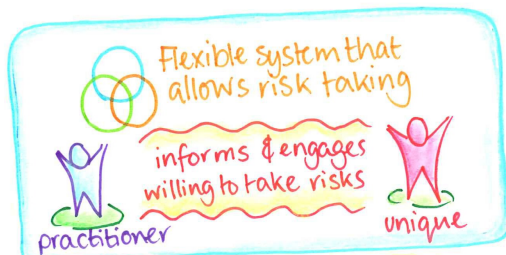
Equality,
mutuality and
individuality



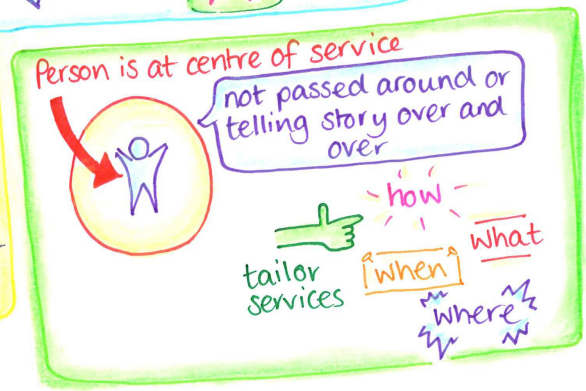
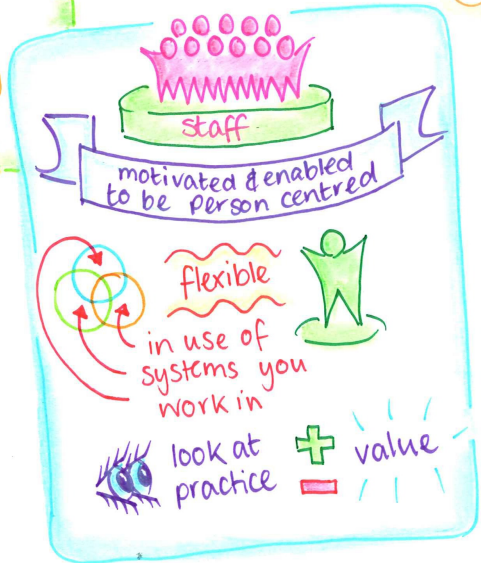
Flexible and
empowering culture
and system

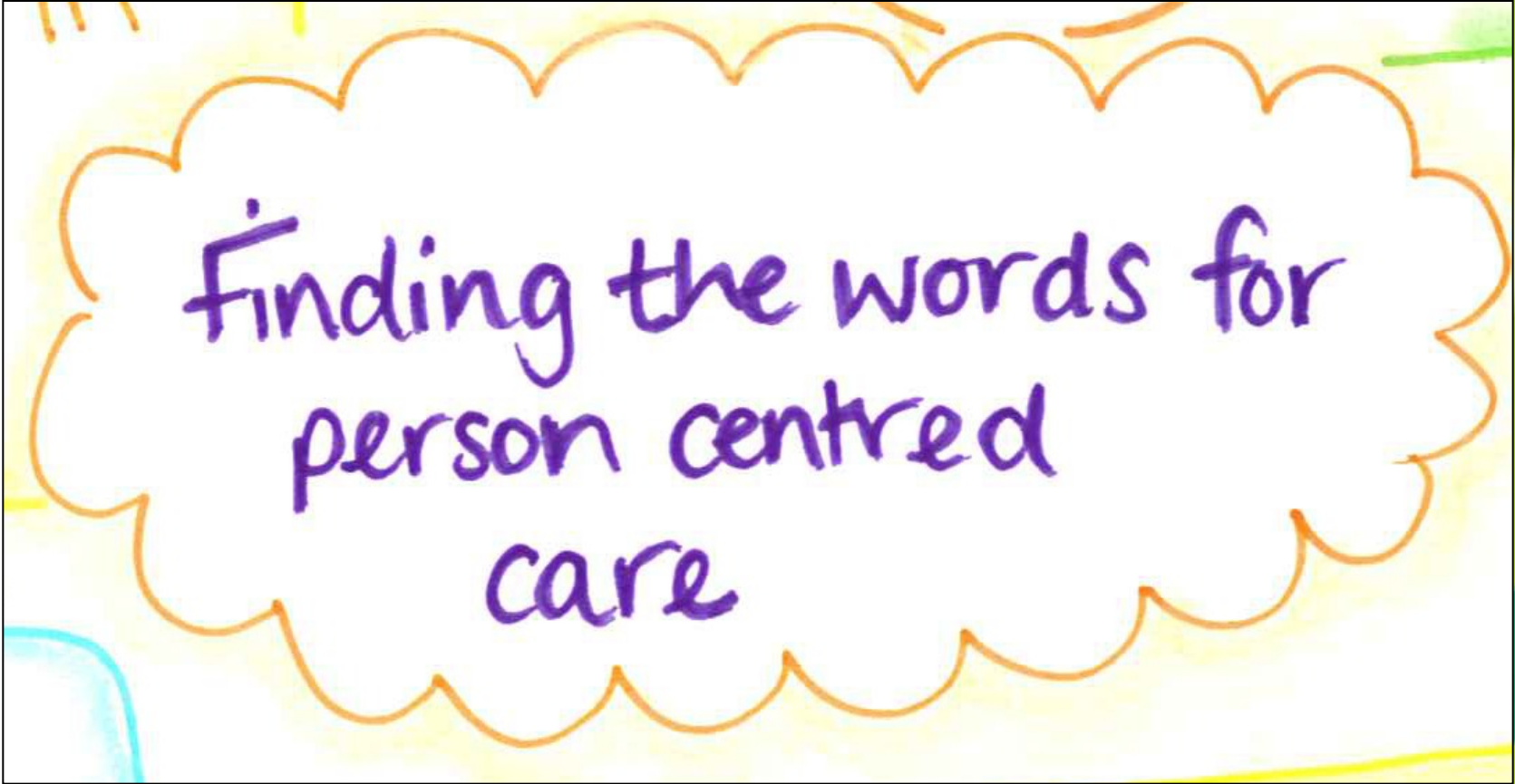


People in
relationship



Finding the words for person centred care

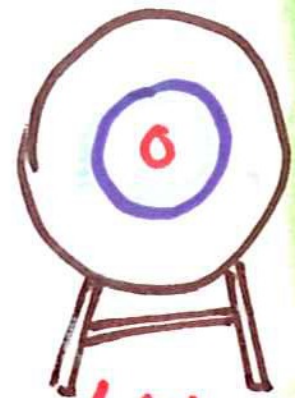




Finding the words for
person centred
care

Enabled to make choices
that support health
and wellbeing

life choices
aspirations
relationships





Listened to and
being heard

deep
listening



take
time



value
ourselves

service



Trusting and
reciprocal relationship



support... but
doesn't take over



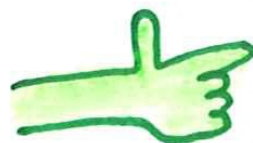
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Person is at centre of service



not passed around or
telling story over and
over



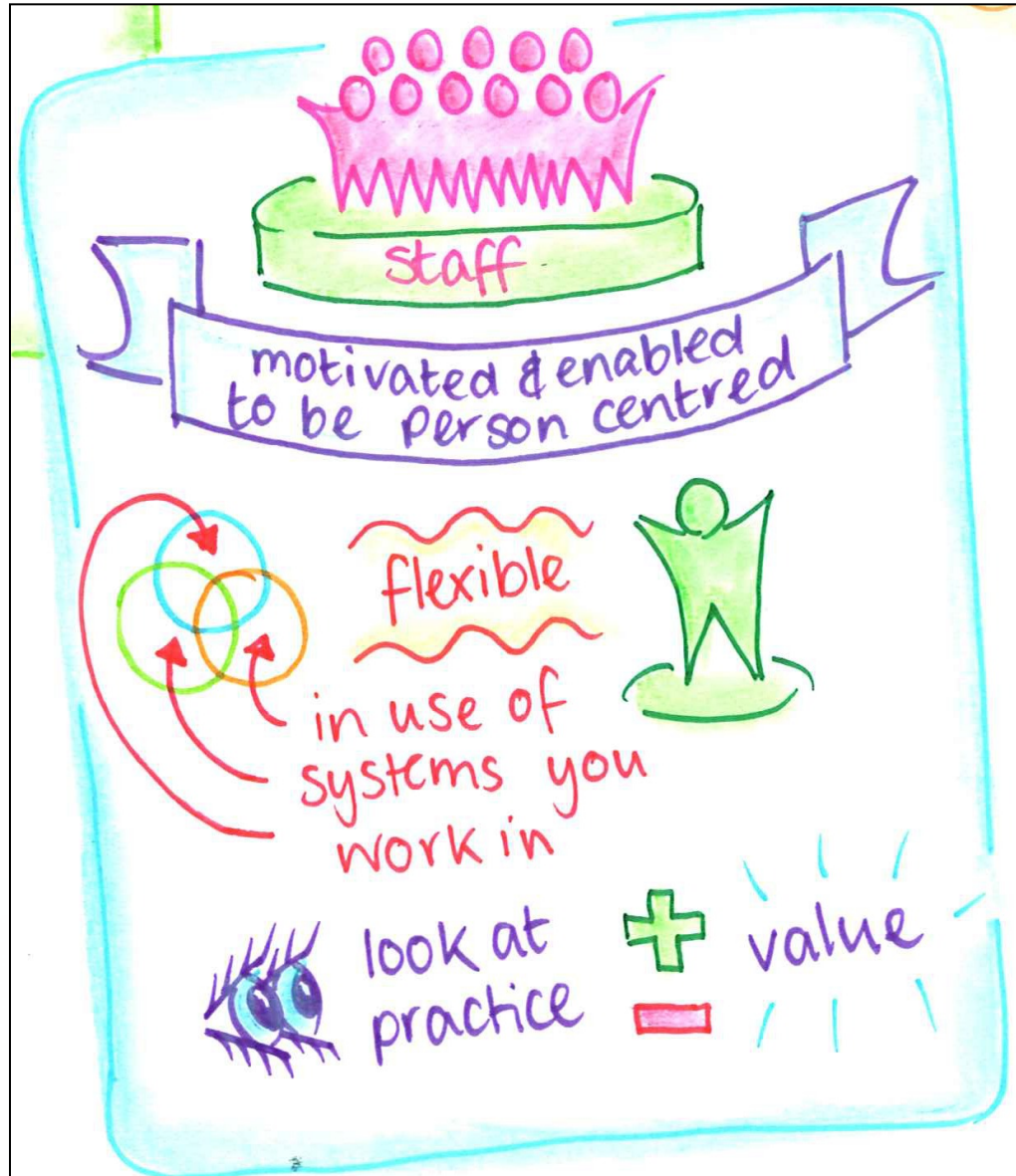
tailor
services

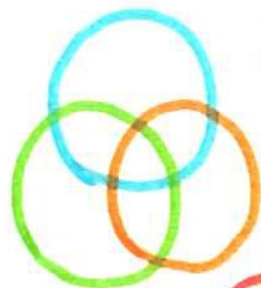
how

when

what

where





Flexible system that
allows risk taking



practitioner

informs & engages
willing to take risks



unique



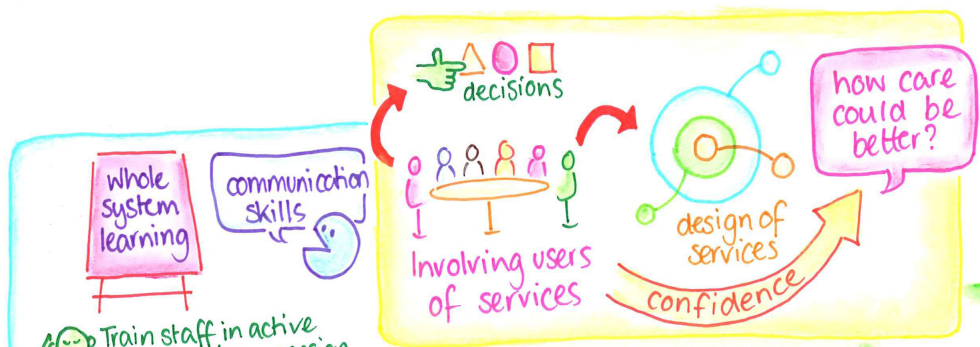


Supports communities
not just organisations
or individuals

? what
could work?

support
it

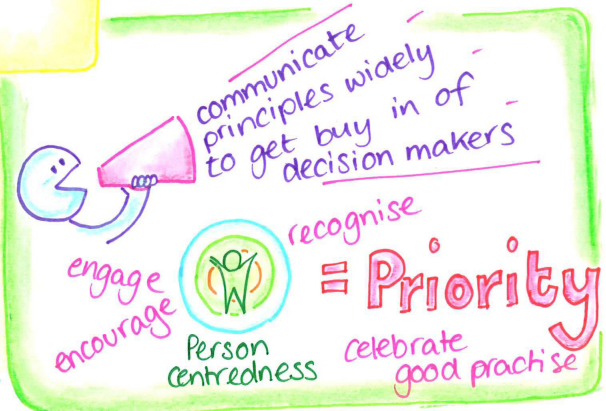




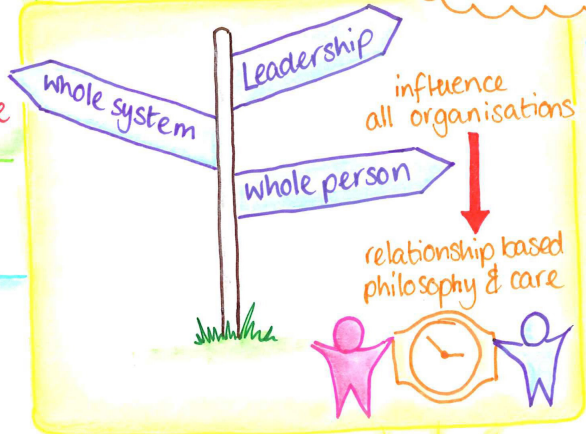
- Train staff in active listening & compassion
- Ask person centred questions when making decisions
- Focus on person centredness at boards & committees

what we need to do differently...

Changing the conversations



learn how to facilitate change



Lead by example

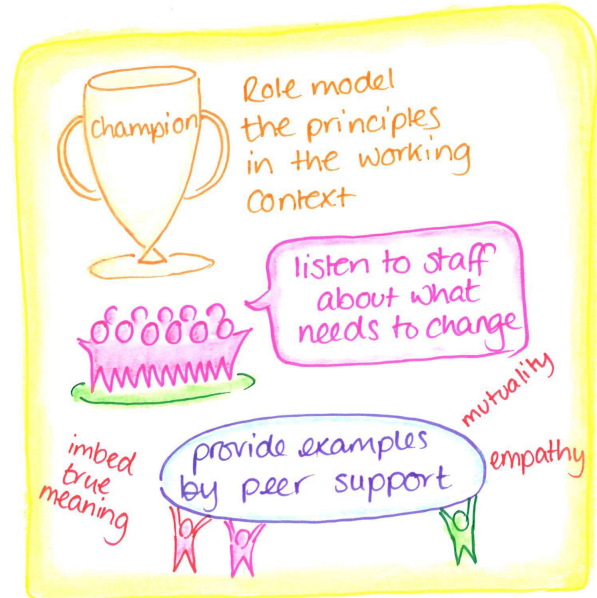


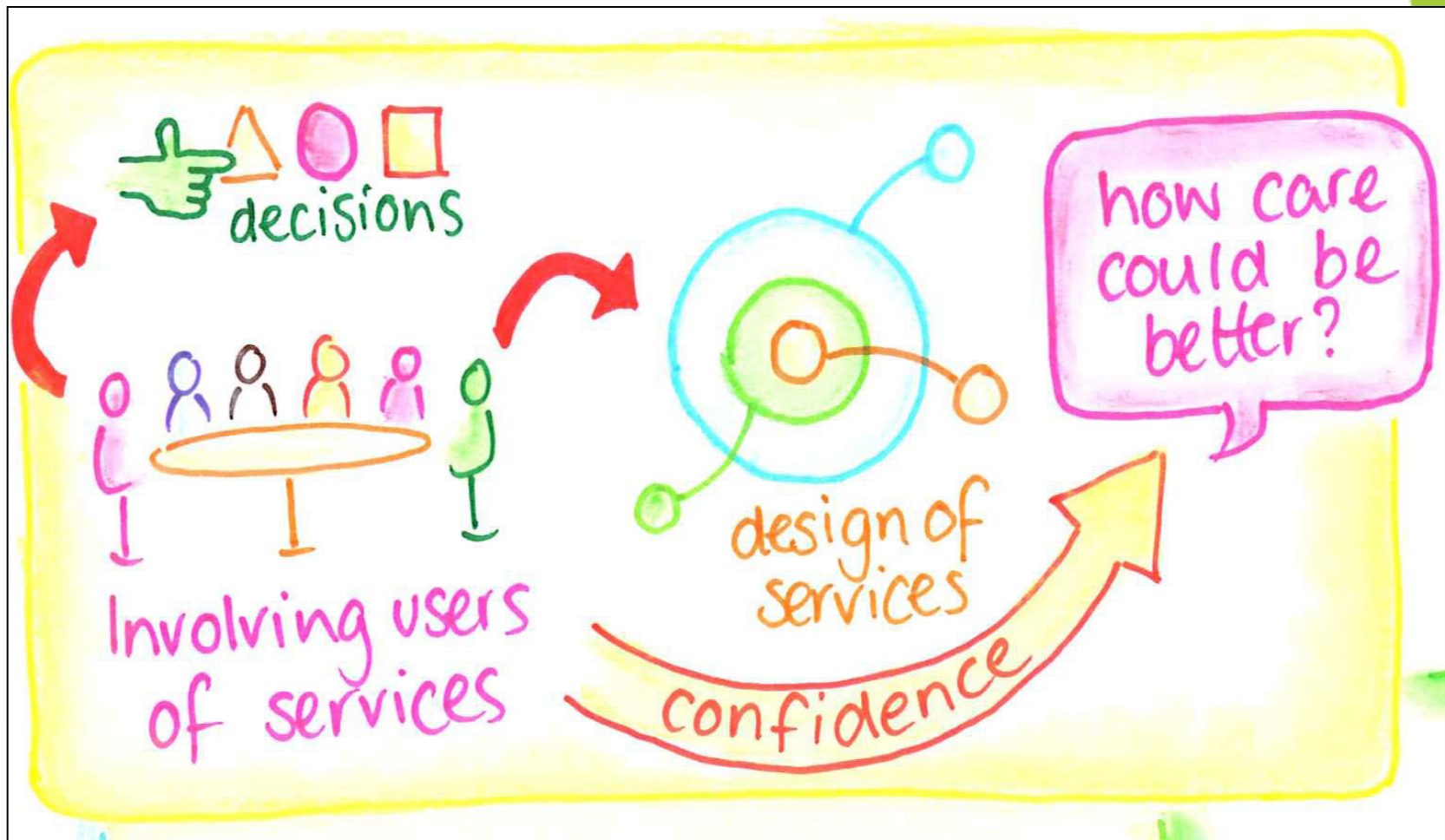
recruit for empathy

bosses need to show us this is OK



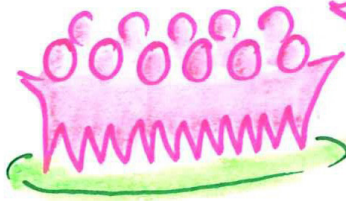
do things in a person centred way







Role model
the principles
in the working
context



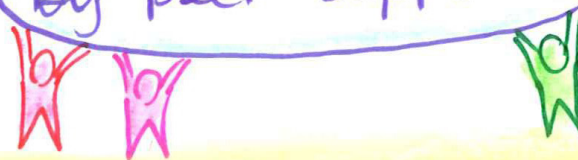
listen to staff
about what
needs to change

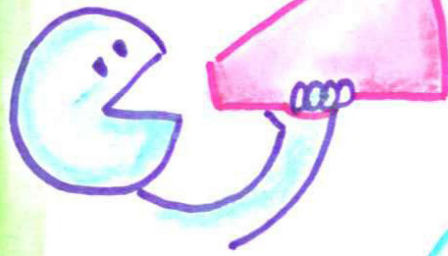
imbed
true
meaning

provide examples
by peer support

mutuality

empathy





communicate
principles widely
to get buy in of
decision makers

engage
encourage



Person
centredness

recognise

= Priority

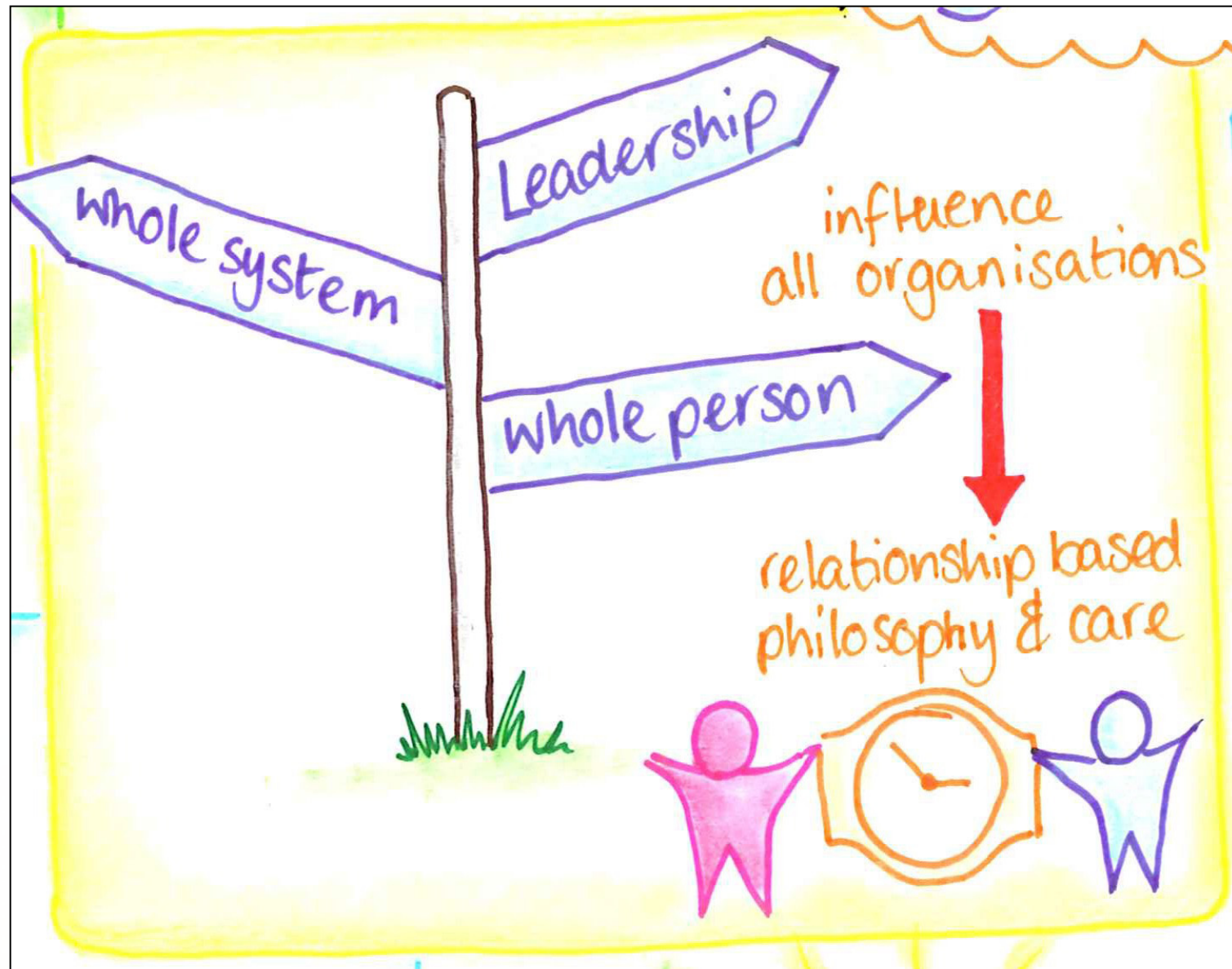
celebrate
good practise

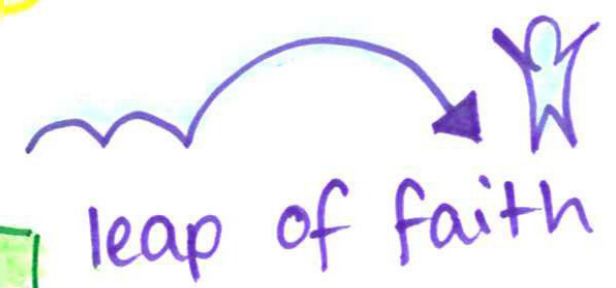
It's not just about
being kind people
have rights as humans



Inform
general public

rights based
approach





Care & support is possible
to be person centred

to make the change

Lead by example



recruit for empathy



do things in
a person
centred way

bosses need
to show us
this is OK



learn how
to facilitate
change



whole
system
learning

communication
skills



Train staff in active
listening & compassion



Ask person centred
questions when making
decisions



Focus on person
centredness at boards &
committees



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