

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



Audrey Birt

Person-centred health and care champion

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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



Flexible and empowering culture and system



People in relationship



Trust, respect and empathy

Equality, mutuality and individuality





Flexible system that allows risk taking

informs & engages willing to take risks

practitioner

unique

Enabled to make choices that support health and wellbeing

life choices

aspirations

relationships

Find goals

conversation is 2-way

power is shared

active partners

planning

shared humanity

challenge

change

Quality of life

chance to grow & develop

Finding the words for person centred care

Listened to and being heard

deep listening

value ourselves

take time

Supports communities not just organisations or individuals

What could work?

support it

Staff

motivated & enabled to be Person centred

flexible

in use of systems you work in

look at practice

value

Trusting and reciprocal relationship

Support... but doesn't take over

human beings together

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Person is at centre of service

not passed around or telling story over and over

tailor services

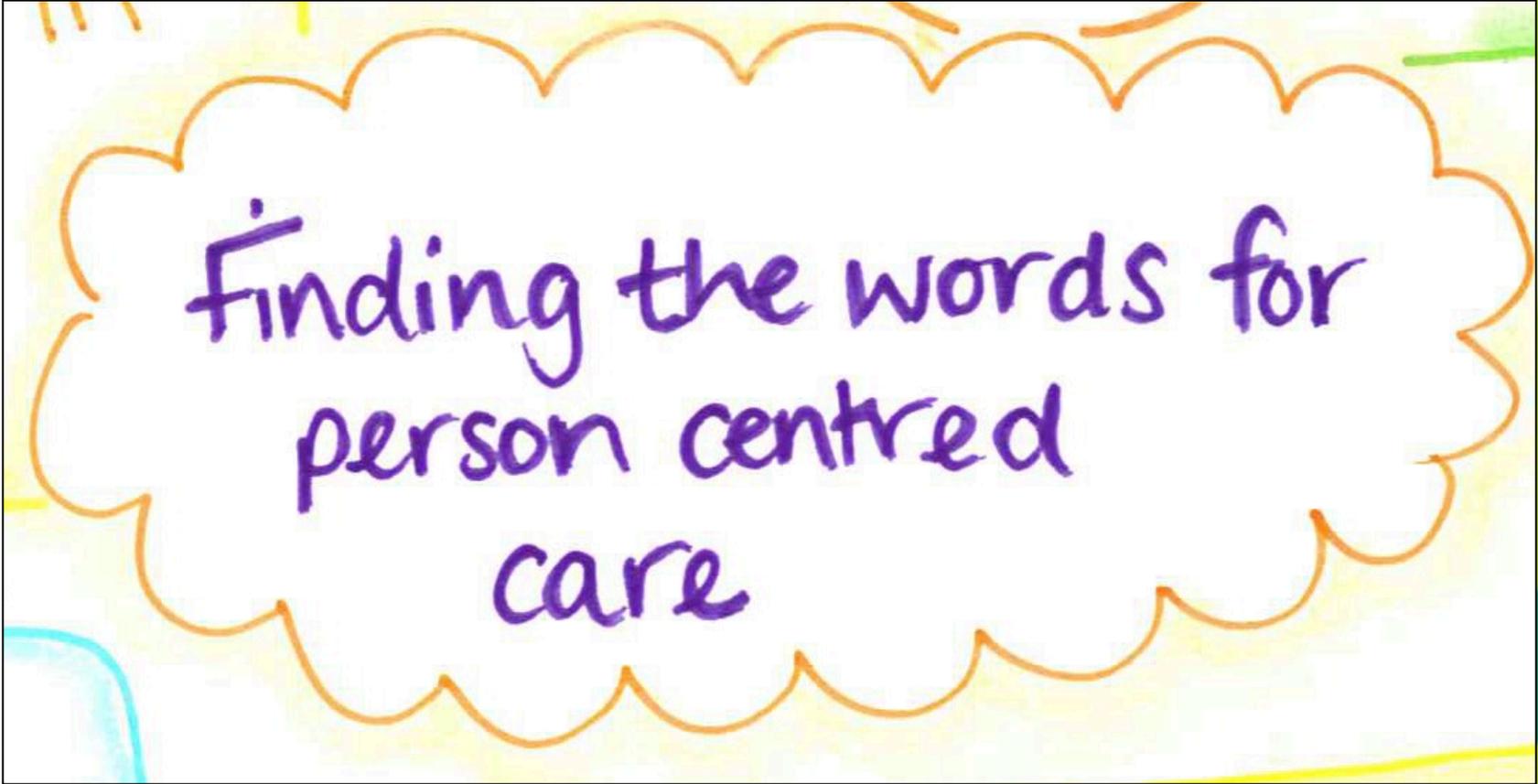
how

when

where

what



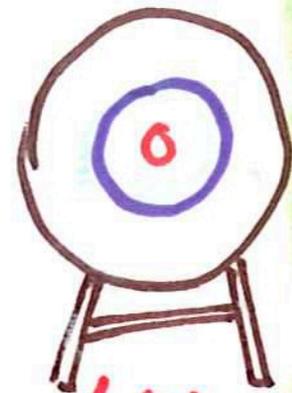
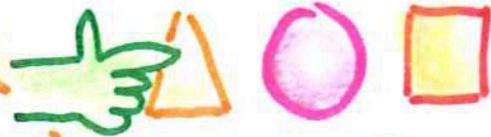


Finding the words for
person centred
care

Enabled to make choices
that support health
and wellbeing

life choices

aspirations
relationships





Listened to and
being heard

deep
listening



take
time



value
ourselves

exercise



Trusting and reciprocal relationship



Support... but doesn't take over



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conversation
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power is
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active
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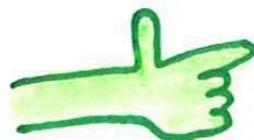


shared
humanity

Person is at centre of service

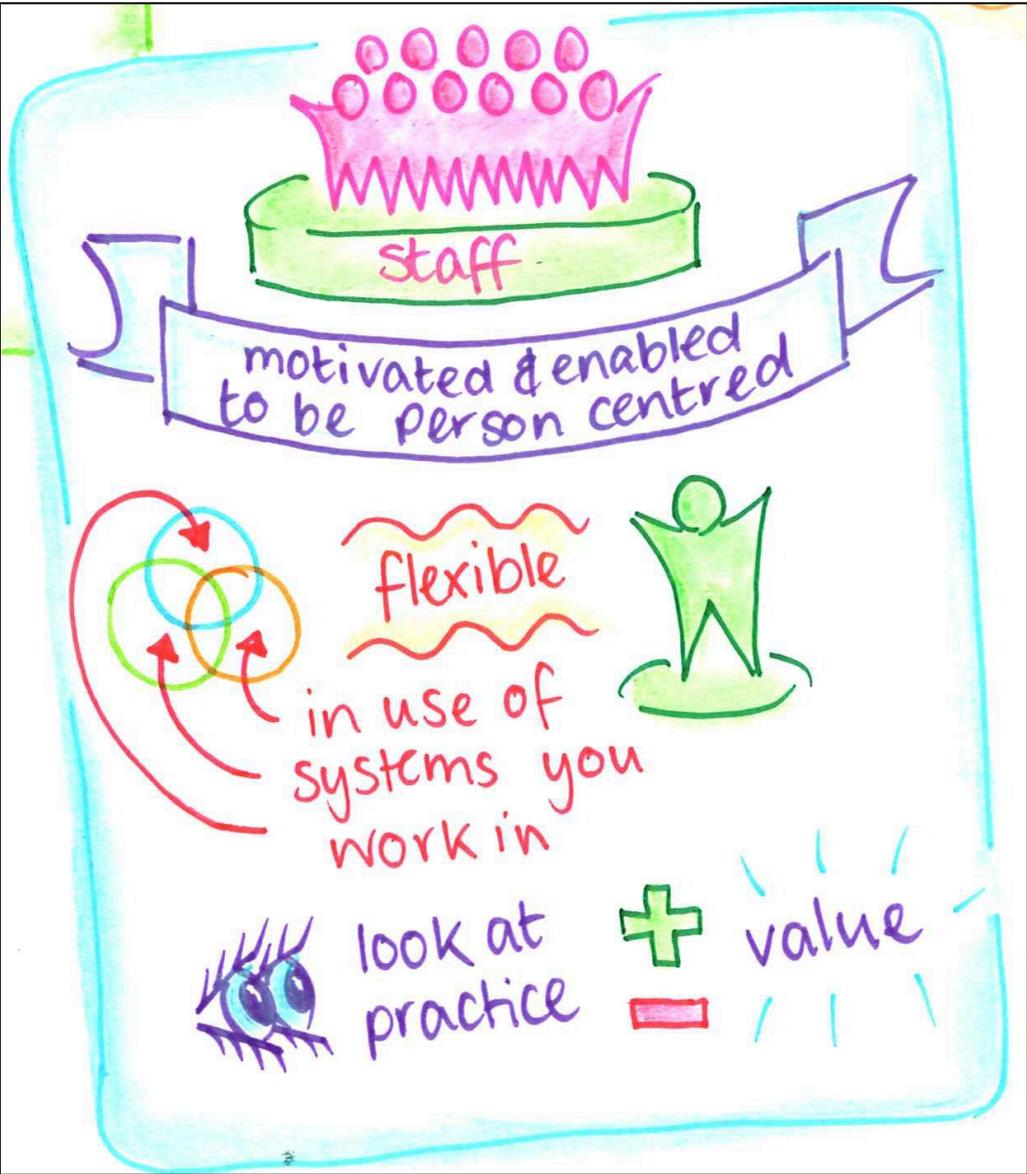


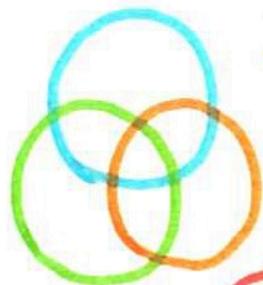
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tailor
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Flexible system that
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unique





Supports communities
not just organisations
or individuals

? what
could work?



what we need to do differently...

Changing the
conversations

learn how to facilitate change

Person centred training programme

Lead by example

recruit for empathy

do things in a person centred way

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

decisions

Involving users of services

design of services

confidence

how care could be better?

what we need to do differently...

Changing the conversations

communicate principles widely to get buy in of decision makers

engage encourage

Person centredness

recognise = Priority

celebrate good practise

whole system

Leadership

whole person

influence all organisations

relationship based philosophy & care

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

human rights

Inform general public

rights based approach

Champion

Role model the principles in the working context

listen to staff about what needs to change

provide examples by peer support

imbed true meaning

mutuality

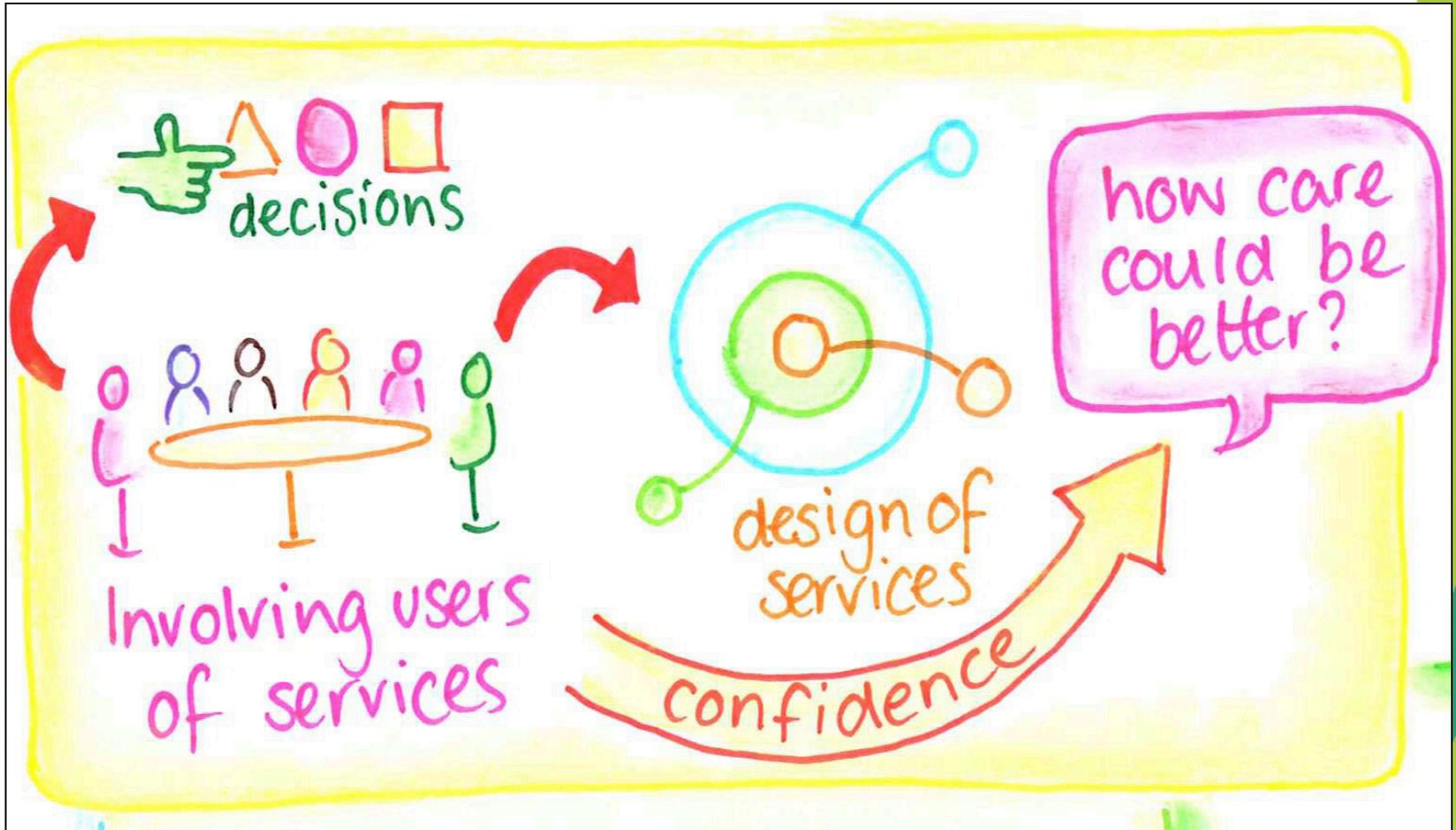
empathy

confidence

leap of faith

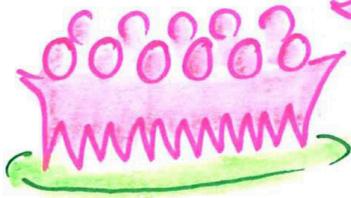
care & support is possible to be person centred

to make the change





Role model
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context



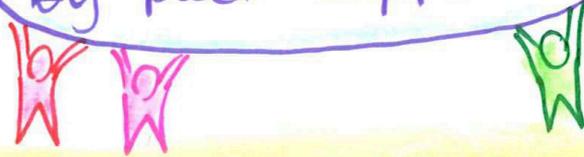
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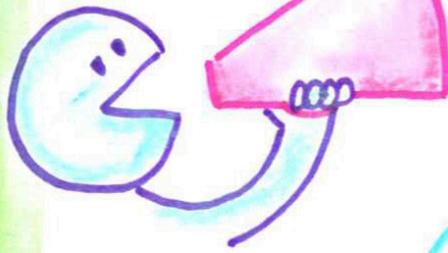
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Person
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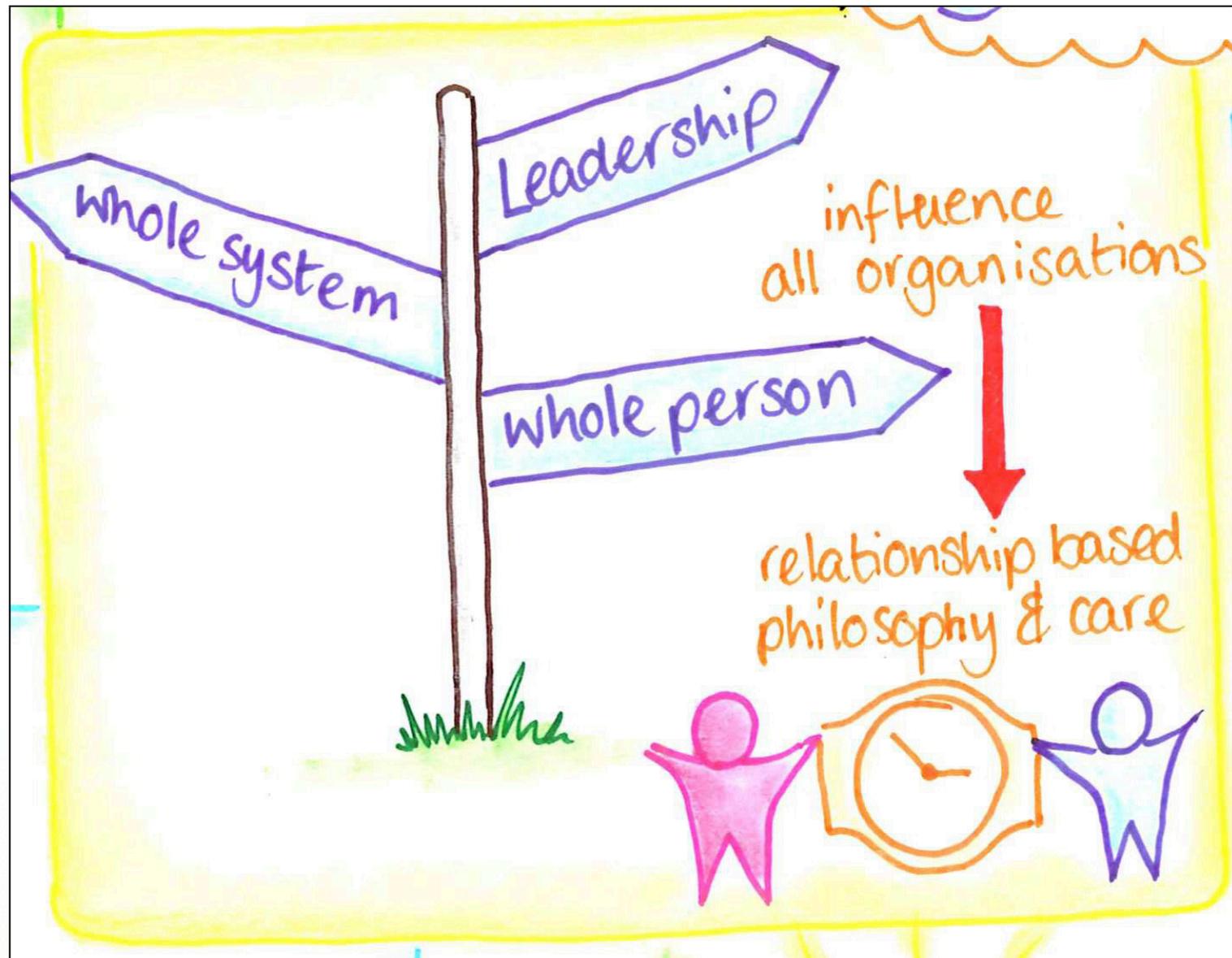
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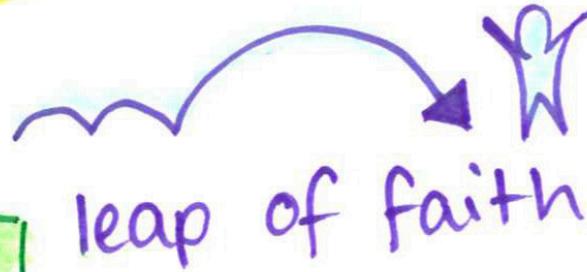
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Inform
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Care & support is possible
to be person centred

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
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Person
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whole
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Train staff in active
listening & compassion



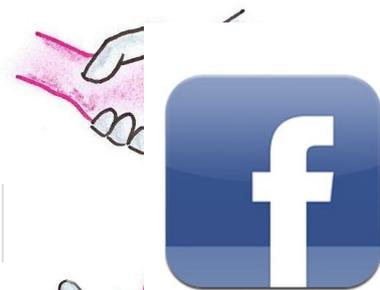
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clarejmills@gmail.com



Clare Mills Graphic Facilitation



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