

NCFE Level 2

Certificate in the Principles of Care Planning

PERSONAL HYGIENE

COMMUNICATION

RISK ASSESSMENTS

EATING

LIFE HISTORY

MOBILISING

SAMPLE

Workbook 1

Section 1: Understanding person-centred thinking and planning

Family members and friends usually know the individual better than care staff and are committed to their well-being. Bringing this knowledge and commitment into the thinking process tends to lead to better, personalised, successful outcomes for the individual and for their families and friends.

When family members and others are excluded from the care process, the individual can start to feel isolated and relationships with family members can suffer. Person-centred thinking helps to build on the relationships that exist and includes everyone important to the individual. This helps avoid the frustration and helplessness that family and friends can sometimes feel in the face of care services, and encourages inclusiveness for the individual in family and community life.

Did you know?

Person-centred thinking is about working with the individual and their family to identify needs rather than identifying their needs for them.



Person-centred thinking tools

Please read the following as it will help you to answer questions 4 and 5.

There are a number of different ways to approach person-centred thinking and tools and approaches have been developed to help care professionals to work in a person-centred way. Some examples of these are below, though you may find other tools in use in your own organisation.

Thinking tools should help individuals answer questions about:

- things that are important to them
- changes they want to make
- the support they want and need
- funding for that support
- how they want to manage their care and care planning



Section 1: Understanding person-centred thinking and planning

Nothing about me without me

Before we look at the tools in detail, let's consider the main approach to person-centred thinking. Since 2001, UK legislation has stipulated a duty on care providers to involve individuals in decisions about their health and social care. In 2010, the Department of Health published a paper called 'Equity and Excellence: Liberating the NHS' where they expanded on the idea of shared decision-making using the phrase 'No decision about me without me'. The idea at the core of person-centred thinking and planning is that individuals are involved in every decision about them.

Person-centred thinking tools

There are lots of person-centred thinking tools you can use. Here, we are going to look at the ones identified in the diagram.



Section 1: Understanding person-centred thinking and planning

Important to/for

In the past, health and social services have focused on what is important ‘for’ an individual rather than what is important ‘to’ them. Person-centred thinking looks at both and tries to find a balance between the two. This switches the focus from just being on an illness or disability to thinking about the person, and helps to coordinate being happy and satisfied with life with being healthy and safe.

Important to	Important for

What do we need to do to get a balance between what is important to and for the individual?

Actions

Working/not working

Working/not working is a way of looking at the individual’s life and analysing what is working for them and what is not from the perspectives of the individual, their family and others who work to support them e.g. health and social care workers, teachers or social workers.

What’s working? 	What’s not working? 
the person	the person
family	family
care worker	care worker

What needs to happen next to build on what’s working and change what’s not working?

--