The CARE CERTIFICATE

Work in a Person-Centred Way

- What you need to know

Standard 5

Values in Health and Social Care

Whether or not we are aware of it, we all live our everyday lives by a set of **values** that shape how we think and react. Values are beliefs and ideas about how people should behave which have been formed by our childhoods, families, backgrounds, cultures, religions, educations and relationships. Whilst we each have our own values there are values which are important for working in health and social care.

Values

Values are central to work in health and social care. They are principles that guide workers to understand right from wrong and are about what is important when caring and supporting individuals.



Six values are now recognised as applying to health and social care workers. These are known as 'The 6 Cs':

- **Care:** having someone's best interests at heart and doing what you can to maintain or improve their wellbeing.
- **Compassion:** being able to feel for someone, to understand them and their situation.
- **Competence:** to understand what someone needs and have the knowledge and skills to provide it.
- **Communication:** to listen carefully but also be able to speak and act in a way that the person can understand.
- **Courage:** not to have fear to try out new things or to say if you are concerned about anything.
- **Commitment:** dedication to providing care and support but also understanding the responsibility you have as a worker.

Another way of looking at the 6 Cs is that each individual must be placed at the centre of their care and support. It must fit the individual, rather than the individual being made to fit existing routines or ways of doing things. This is known as person-centred working. **Person-centred values** tell you how to work in a person-centred way.



Unique

'Unique needs' means that every person has got their own needs which are different from everybody else's.



Person-centred values

These are the guiding principles that help to put the interests of the individual receiving care or support at the centre of everything we do. Examples include: individuality, independence, privacy, partnership, choice, dignity, respect and rights.

Person-centred values in practice

In health and social care person-centred values include:

Individuality:
Each person has their own identity, needs, wishes, choices, beliefs and values. 'One size fits all' does not work when it comes to providing care and support.

Choice:
Each individual should be supported to make choices about their care and support. They should be given information in a way that they can understand so they can make informed choices. When working with individuals who cannot express their wants, needs and wishes in words, you must find other ways of communicating. Additional training and supervision can help you to develop these skills.

Independence:
Promoting an individual's independence means to look at what they can do for themselves and **empowering** them to do as much as possible for themselves. It does not mean leaving someone to cope alone but agreeing the support they need and want.

Rights:
The Human Rights Act 1998 is the main legislation that sets out the rights of people in the UK. You have the right to speak your mind and be kept safe from harm, as well as the right to respect, dignity and equality. You should make sure an individual's rights are respected, not only by yourself but by other people involved in their care.
http://www.legislation.gov.uk/ukpga/1998/42/contents

Privacy:
Everyone has a right to private space and time when they need it. Privacy affects how and where care and support is given, especially when it involves personal hygiene or intimate procedures. Privacy includes not talking to anyone about the individual's private information unless they give permission and it is on a need-to-know basis to improve their care and support.

Empower

This term means to give the individual you care for the confidence, voice and power to speak out on their own behalf and to feel in control of their actions.

Dignity: Treating somebody in a dignified way means to treat someone with respect, valuing their individuality and their ethical and moral beliefs. In order to provide dignified care you need to have an open and positive attitude. Take time to do things their way, don't make assumptions about how they want to be treated and be aware of how personal care may affect their dignity.



Respect:
Respecting someone means believing and showing that they have importance as an individual. It means that they have their own opinions and feelings and that even though you may not agree with them, you do respect them.

Partnership:
You work in partnership when you involve the individual and their family and work alongside other workers. The key to a successful partnership is good communication and trust; valuing and respecting what others have to say.

Working in a way that promotes person-centred values

Working in a person centred way means working in partnership with the individual to plan for their care and support. The individual is at the centre of the care planning process and is in control of all choices and decisions made about their lives.

The values of compassion, dignity and respect are essential when involving people in their own care. Decisions should be shared decisions, with the individual seen as an equal partner in their care.

People should be involved in the design and delivery of the services they are accessing, and the public should be involved in decisions about what services are being provided for their community.

Person centred planning is about discovering and acting upon what is important to the individual and what matters most to them in their lives.

The key features of person centred planning are:

- The belief that the individual is best placed to decide what care and support they need and can plan for themselves. By working with the individual to identify their strengths and abilities they can make their own decisions. For example, an individual may want to make their own decision about which mobility aids to use to walk short distances based on their ability, rather than use a wheelchair.
- The care plan, or care and support plan, is owned by the individual and is written in the first person. For example 'I would like to try a walking frame when I am moving around the house moving short distances outside rather than using my wheelchair'.
- The individual has as much control as possible over the choices they make. For example, the individual is supported to try to use the walking frame.
- The care plan, or care and support plan, is 'needs' led not 'service' led. This means that support is designed to meet the unique needs of the individual to make their life better, and not to fit them into a pre-existing service. For example, the frame sourced is the best for the individual within the resources available or they are able to find a frame from somewhere else if necessary.

Promoting dignity

Focusing on the value of every individual, respecting their views, choices and decisions, not making assumptions about how they want to be treated and working with compassion and person-centred values means you are promoting their dignity.



Compassion and care
Putting person-centred values into practice means that you are providing care that is focussed on the individual. It demonstrates to the individual that you want to care for and support them.

The importance of finding out the history, preferences, wishes and needs of the individual

To provide care and support that respects the individual's wishes, needs and preferences, you will need to find out what you can about them. This will vary depending on your workplace. Taking time to find out about their personal history by talking with them or reading any information you have will give you a deeper insight into their likes and dislikes. This will help the **care plan** to be put together with them.



Care plan

A required document that sets out in detail the way daily care and support must be provided for an individual. Care plans may also be known as 'plans of support', 'individual plans', etc.

The changing needs of the individual



Care or support plans are an important source of information as they are dynamic records that are constantly reviewed and updated in response to changing needs and preferences. A review will look with the individual at what is working, what doesn't work and what might need to change. For example, if an individual is unable to eat certain foods due to a new type of medication they are taking, their diet will need to change but still reflect the things they would like to eat. Care plans are also legal documents which might be needed as evidence if an individual makes a complaint.

Properly maintained care plans mean that workers changing shifts or returning from holidays, and temporary or agency workers, will always have up-to-date information about the individual, enabling them to provide the best possible person-centred care. It will also enable them to know how to provide care and support for individuals new to them.

Ask your manager for copies of different care plans to make sure you understand how they are used in your workplace. Your manager should be able to explain how the plans should be used. If you feel that an individual's care plan needs to be changed, talk to your manager or the person responsible for this in your workplace.

Supporting individuals to plan for their future wellbeing and fulfilment, including end-of-life care

The person-centred approach uses the idea that everyone has an inner wish to fulfil their personal potential. In a safe, **non-judgemental** and compassionate place the individual can think about what is important to them and make the best decisions.

Non-judgemental

To be non-judgemental means to accept the individual for who they are, seeing them as positive and capable of making their own decisions and choices.

It is important that individuals are supported to plan for their future wellbeing and fulfilment so that their quality of life is improved, even if they are only in short-term care. The Care Act 2014 describes wellbeing as relating to the following areas:

- personal dignity (including treating someone with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control by the individual over day-to-day life (including over the way care and support is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitability of living accommodation
- the individual's contribution to society

See www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf

Individuals should be encouraged to express themselves and to change their mind about things when they want to. It is important to take time to talk about their needs, what they want and also what they don't want. This is especially true for end-of-life-care where a person might not be able to voice their wishes as they could before. You will then need to use different ways of communicating. This may also involve working with an **advocate** who is able to express the individual's wishes on their behalf if they are unable to communicate the information themselves. Ideally the individual will have planned ahead and expressed what they would like to happen within their care if they cannot decide for themselves anymore. This is called advance care planning (ACP) and is backed by the Mental Capacity Act 2005. See www.legislation.gov.uk/ukpga/2005/9/contents



Advocate

An advocate seeks to ensure that people, particually those who are most vulnerable in society are able to:

- have their voice heard on issues that are important to them
- defend and safeguard their rights
- have their views and wishes genuinely considered when decisions are being made about their lives.

Minimising environmental factors that may cause discomfort or distress

The following are examples of things in the area around an individual, the environment they find themselves in, that may cause discomfort or distress:

- lighting
- noise
- temperature
- unpleasant odours.

In order to promote wellbeing the individual should feel comfortable where they are. If they find the lights are too bright, dim them where possible. If it is too noisy you might close doors or windows or adjust the volume on the TV. If possible, adjust the room temperature so that they feel comfortable and air rooms or clean away anything that might cause unpleasant smells. The important thing to remember is that you ask them about anything they are not happy with and then do what you can to make the environment the best it can be for them.

If you are working at night it will be impossible to work in the dark or without any noise at all, but you need to be careful to minimise any discomfort or stress. If you are worried that the individual's environment is causing them distress and you cannot solve it straight away, talk to their carer (if they are living at home) or a manager to get advice on how to make changes. Family members might be another source of information as they will know the individual better and may have solutions that you haven't thought of.

Being aware of actions that may be causing discomfort or distress to individuals

As part of an individual's care plan you may have to do things that are uncomfortable or even painful for them, for example when moving or assisting them. You will need to carry out these activities with the greatest care and sensitivity. Before you begin a task or touch the individual in any way, you should ask them and tell them that what you are about to do might be uncomfortable or painful. Don't forget that consent is a vital part of care work and particularly important when you need to do things that are unpleasant. If, for example, you need to open curtains and let in bright light or make noise, it is respectful and polite to tell them so they are prepared. Always explore options with your manager if you feel that there might be other ways of approaching something to reduce discomfort or distress. You may need to get further advice and support if necessary, for example by requesting a referral to the GP.

Other systems within your workplace, for example **handovers** or team meetings, are good opportunities to make co-workers aware of the concerns you may have. Maybe together you can find ways of working that minimise distress and discomfort. You may also find that your worries are shared by others who can help identify a procedure that needs to be changed. Reporting your concerns is good practice as it can improve the quality of care and support.



Handovers

These take place at the start or end of the shift when staff teams change. Vital information is passed to the next team to make sure that quality care continues.

Supporting individuals to minimise pain or discomfort

Usually, if someone feels uncomfortable they will move about until they find a more comfortable position. Individuals with limited movement or mobility might not be able to do this. You should make sure that you recognise if they need support to feel more at ease.

Apart from the individual telling you that they are in pain or discomfort, there are also non-verbal signs. The way they look, their body language such as gestures or facial expressions could be a good sign, for example doubling over, gritted teeth, pale complexion, sweating, tears or furrowed brows. Other messages could be becoming very quiet, tearful or aggressive.

If you know or suspect that someone is in pain or discomfort, work with them to try and find a way of making them more comfortable. This may be by helping them to change their position. Make sure that you do this with support from another worker if necessary and always in line with the individual's care plan. You may notice that the equipment that they are using is causing them discomfort or pain. Take steps to change the positioning of equipment if necessary, but ever only with the individual's consent. If you are unsure about what to do, always check with your manager or supervisor.

There may be additional environmental factors that could be causing distress. These could include wet or soiled clothing or bed linen, poorly positioned lighting or noise. Make sure that you follow your agreed ways of working for disposing of and changing soiled bed linen. Also, with any changes you are making, talk through your actions with the individual so that they understand what you are doing and why you are doing it. This will reassure them and keep them involved.



Supporting individuals to maintain their identity and self-esteem

Wellbeing is the term used to describe feeling comfortable in one's life. It can relate to many aspects of life, such as the:

- spiritual - finding meaning and purpose in life (this could be through religious faith, but may be equally as important to a non-religious person)
- emotional - how we feel about ourselves
- cultural - in both senses: our sense of identity and our engagement with arts, sciences, crafts, hobbies, etc.
- religious or philosophical - our faith or other beliefs
- social - our relationships (including any romantic ones)
- political - peace and stability in our homeland, justice campaigns or simply political opinions
- sexual - our intimacies
- physical - leading an active life
- mental - realising our potential and ability to contribute to society.

Wellbeing

A person's wellbeing may include their sense of hope, confidence and self-esteem, their ability to communicate their wants and needs, to make contact with others, to show warmth and affection, and to experience and show pleasure or enjoyment.

All these aspects of wellbeing make up who we are, or our **identity.** Everyone has different feelings, attitudes and goals. Each one of these aspects also influences your self-esteem and feeling of self-worth. If you were cut off from your friends and family you would quickly feel lonely and unloved. If, on the other hand, you were leading an active life, having the choice to do what you want with lots of friends you would feel valued and self-confident. You would have a good sense of identity and self-worth.

Identity

Our identity refers to our view of ourselves, who we are and what makes us who we are.

Empathy

This term means to see things from the individual's perspective. It is 'being in their shoes' to try to understand them and how they see things.

In order to promote the individual's wellbeing they need to be happy with as many aspects of their life as possible. If the individual thinks that something would help them to feel better; be positive, understanding, **empathic** and non-judgemental. Listen to what they consider important in their lives and help them to make the changes they want, for example, to be able to join in particular activities or groups.



It is important that you raise any concerns you might have about the emotional or spiritual needs of an individual. Your line manager, supervisor, a senior member of staff or the individual's carer will know how to look into what can be done to meet these needs. Often this will be achieved by working together with those important to the individual and other services. If the individual cannot communicate their emotional or spiritual needs their family or friends might be able to advise on how to help, or be able to provide help themselves. However, you must not assume that an individual has the same spiritual or ethical outlook as their family or friends or necessarily want to join in the same practices or activities.

Supporting the individual using person-centred values

You will have noticed already how all the different person-centred values work together and none stand alone. Independence is associated with individuality and choice. Choice is closely linked to dignity and respect. All these values are there to give the person power to speak up and take as much control as possible in order to live a fulfilled life.

The CARE CERTIFICATE

Work in a Person-Centred Way

- What do you know now?

Standard 5

Activity 5.1a

In health and social care, person-centred values are the guiding principles on how to support and assist in someone's life.
Finish the sentence below to **describe** in your own words what the word 'values' means.

Describe: to describe means to create a picture with words but not simply writing a list of bullet points.

The word 'values'...

Activity 5.1b

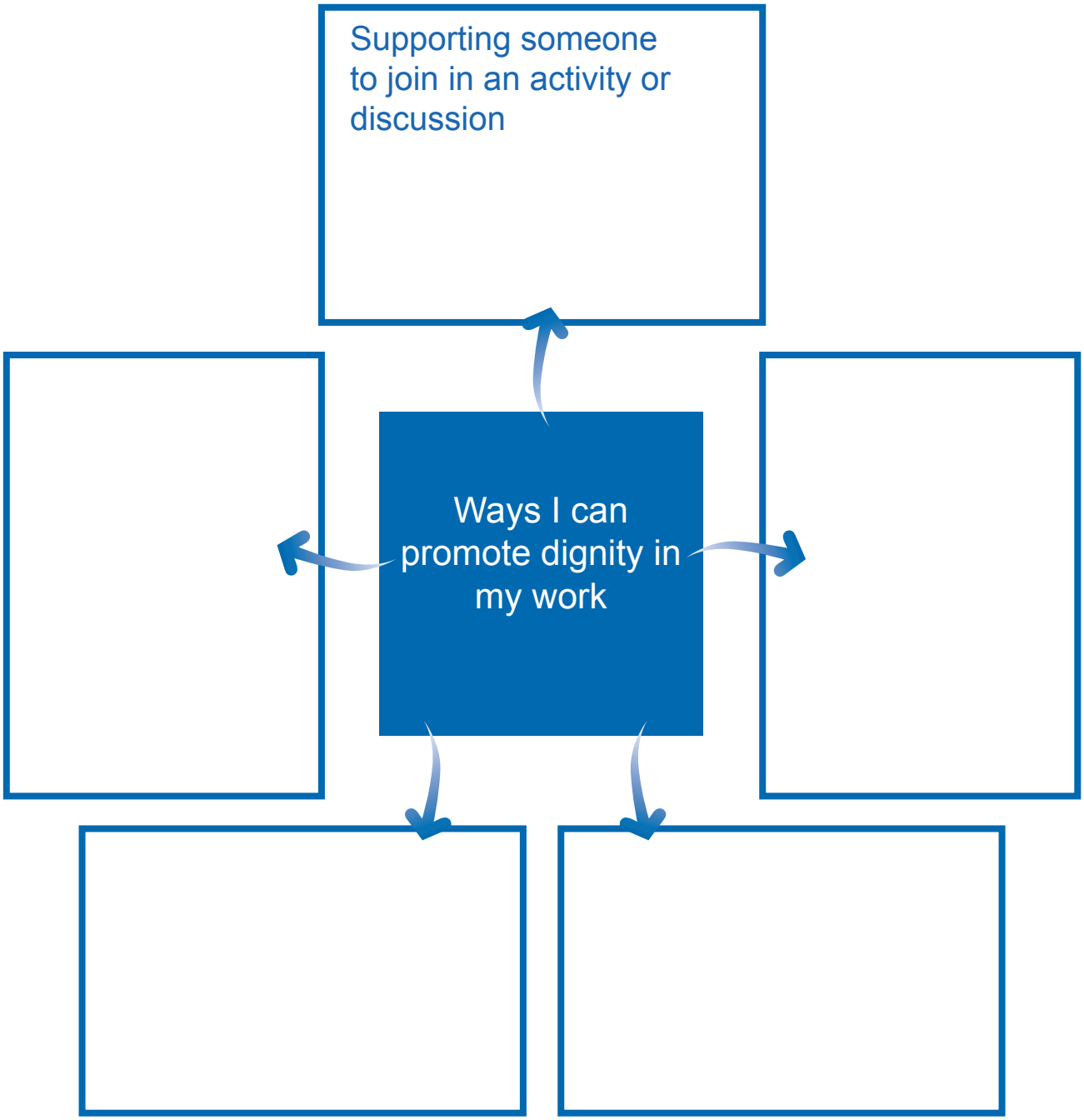
Complete the table below to answer the following questions.

1. What does the value mean?
2. How would you put the value into practice in your day-to-day work?
3. Why is it important to work in a way that promotes this value when supporting an individual?

Person-centred value	1. What is it?	2. How would you put this into practice?	3. Why is it important to work in a way that promotes this when supporting an individual?
Individuality			
Rights			
Choice			
Privacy			
Independence			
Dignity			
Respect			
Partnership			

Activity 5.1c

Providing person-centred care or support that is specific to the individual's needs, wishes and preferences will ensure that the individual is always at the centre of their care. Dignity is one of the values included in person-centred care. Complete the diagram below to identify ways in which you can promote dignity in your day-to-day work. An example has been provided for you.



Activity 5.2a

Case study:
You started supporting for Badiah last week. She moved to England from Laos last year. You have noticed that Badiah sometimes only picks at her meals without really eating anything. Badiah is wearing a head scarf and you are unsure whether this is a fashion item.

Describe: to describe means to create a picture with words but not simply writing a list of bullet points.

Describe why it is important to find out Badiah's history, preferences, wishes and needs in order to care for her in a person-centred way:

Activity 5.2b

Explain why it is important that an individual's changing needs are reflected in their care and/or support plan. Give one example of when someone's care plan would need to be changed or adjusted.

Explain: to explain something you will need to provide a clear account of your understanding, including details like why and how.

Activity 5.2c

The person-centred approach has the understanding that every person has a need to fulfil their personal potential. Answer the questions below to show your understanding of the importance of supporting individuals to plan for their future wellbeing.

1. Why is it important to support individuals to plan for their future wellbeing and fulfilment?

2. What do you have to be aware of if working with individuals at the end of their life?

Activity 5.6a

In order to promote the individual's wellbeing, they need to be happy with as many aspects of their life as possible. Complete the table below to answer the following questions.

1. What does each aspect tell us about a person?

Wellbeing can relate to the following aspects of a person's life:	What does each aspect tell us about a person?
Spiritual	
Emotional	
Cultural	
Religious or philosophical	
Social	
Political	
Sexual	
Physical	
Mental	

2. Choose one of the aspects. How may this aspect affect a person's identity and self-esteem?