

THE POWER OF THE PERSON-CENTRED APPROACH

SPECIFICATION

The specification (C1 Person-centred approach) requires students to learn the benefits of the person-centred approach to:

- Individual service users
- Health and social care workers
- Health and social care services

These three posters use dual coding to illustrate the benefits, which can be printed as handouts for student folders/books, or for wall displays.

The Sample Assessment Materials (SAMs) appear to test this knowledge using a multiple-response question (MRQ), therefore students need to use a variety of methods to cement this knowledge in their long-term memory, for recall in exam conditions.

Link to the specification

- The importance of a person-centred approach for individuals:
 - makes them more comfortable with recommendations, advice and treatment
 - gives them more confidence in recommendations, advice and treatment
 - ensures their unique and personal needs are met
 - increases the support available to more vulnerable individuals
 - improves their independence
 - they are more likely to follow recommendations/actions to improve their health
 - they are more motivated to behave in ways that positively benefit their health
 - they feel happier and more positive about their health and wellbeing.
- The benefits of a person-centred approach for health and social care workers and services:
 - it improves job satisfaction for health and social care workers
 - it saves time for health and social care services
 - it saves money for health and social care services
 - it reduces complaints about health and social care services and workers

LINKED ACTIVITIES

This area of the specification links to and consolidates, knowledge and understanding from Component 2 on the skills, attributes and values that contribute to care. Therefore the activity **Video Diary of a Trainee: Skills, Attributes and Values** is a great resource to use or revisit alongside this one.

THE PERSON-CENTRED APPROACH BENEFITS ME AS AN INDIVIDUAL BECAUSE...

I have been given the chance to explain what I want and why, so I know my **unique and personal needs are being met!**

I can be **more independent**, because I have been given the chance to explain what will work for me, what I can do for myself and what I would like best!

I feel **comfortable** and **confident** that the recommendations given to me will work, because my unique needs, wishes and circumstances have all been thought of!

I am more than **happy to follow my action plan and recommendations** because I was included in the decision-making process and it recognises my unique needs and circumstances!

I feel a lot **more motivated** to work on improving my health because being valued by others, means I value myself more – my self-esteem and self-image is stronger!



I can get exactly the **right support** that I need as a vulnerable person because others understand the circumstances of my life!

I feel much **more positive and happier** about my health and wellbeing now because I was listened to and my wishes were respected!

THE PERSON-CENTRED APPROACH BENEFITS OUR HEALTH AND SOCIAL CARE ORGANISATION BECAUSE...

We try to understand exactly what individuals want and need so we can **save time** by only offering services that match this!

We make an effort to understand the facts about people's lives and their living conditions, so we **save money** by offering the right service and the right support the first time!



We get **fewer complaints** because individuals feel that we are putting them at the heart of everything we do and meeting their individual needs whilst respecting their diverse and unique needs, preferences and choices!

Our **staff are much happier** working here because they build respectful and trusting relationships with the individuals that we serve!

THE PERSON-CENTRED APPROACH BENEFITS ME AT WORK IN HEALTH AND SOCIAL CARE BECAUSE...

I feel great about going to work and have **increased job satisfaction** because I am meeting the unique and personal needs of the people I am caring for!

I **love my job** because the person-centred approach means I am encouraged to really get to know my patients, building trust and respect between us!



The individual service users I meet are **very satisfied** with the job I do because they know I value their opinion and consider their choices and preferences!

I spend time getting to know exactly what individuals want and need from their health and social care service, so they are **less likely to complain** about me and the service I provide!