

C1: PERSON-CENTRED APPROACH

A person-centred approach to care is where:

- Service users are involved in planning their care
- Individual's needs, wishes and circumstances are considered when planning care
- Service users are involved in the decision-making process
- Care is personalised to the individual
- Service providers show empathy for service users
- Service users and care providers work together
- Holistic care is provided



The importance of a person-centred approach to individuals

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| <p>✓ It ensures that an individual's unique and personal needs are met</p> | <p>✓ It empowers individuals, improving their independence</p> | <p>✓ Individuals are more likely to follow recommendations to improve their health if they are involved in decision making</p> |
| <p>✓ Ensures that the individual is comfortable with recommendations, advice and treatment offered</p> | <p>✓ Ensures that the individual has confidence in the recommendations, advice and treatment offered</p> | <p>✓ Motivates individuals to behave in ways that positively impact on their health</p> |
- ✓ Individuals feel happier and more positive about their health and wellbeing



Key questions to ask about individual needs, wishes and circumstances

Needs

- What do they need to improve? Blood pressure? BMI? Pulse rate? Lifestyle choices/habits? e.g. quitting smoking or reducing alcohol
- What kinds of support do they need to improve their health and wellbeing?
- Do they need immediate or urgent help?
- What are their safeguarding needs?
- Do they require advice and guidance?
- Do they need a medical procedure or medication to improve their health?
- What specialist services should they be referred to?

Wishes

- What outcome do they want in relation to their health and wellbeing?
- How can they be involved in their own care?
- How can they be involved in the decision-making process?
- What are their likes, dislikes and preferences?
- What support do they want?
- What time-scale for improvement would they prefer?

Circumstances

- What life stage are they in?
- Do they have any disabilities?
- What are their physical skills?
- Where do they live?
- Who do they live with?
- What hours do they work?
- What is their job?
- What support do they have?
- How is their mental and emotional health?
- Do they face any challenges e.g. addiction?

Apply it:

Moses is 57 years old and has been drinking alcohol excessively since his late teens. He lives alone and works in a high-pressure job. The GP has told Moses that he needs to reduce his alcohol intake as his test results show that liver damage is occurring.

Discuss how Moses's circumstances could affect his ability to cut down on alcohol. (6 marks)

Moses' age may affect his ability to cut down. He has been drinking excessively for decades, this may have led to him becoming addicted to alcohol. He may then suffer withdrawal effects when trying to cut down, which would make reaching his goal difficult.

Moses lives alone which means that he might not necessarily have a support network around him to help him reach his goal. However, he does have a job and so he may have colleagues who can help him cut down by cutting down with him or just by encouraging him in his efforts. This would make success more likely.

People in high-pressure jobs often find that drinking alcohol helps them relax. Moses may be using alcohol to relax and so reducing his drinking may increase his stress, which may then mean he starts to drink again, affecting his overall ability to cut down.

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✓	✓	✓
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Wishes

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