

TCH Tweet Chat – 10th Jan 2017 - Summary

Person-centredness is:

- Recognising individuals:
 - Their uniqueness
 - Their diversity
- Underpinned by values – working with the person – in partnership – to understand what matters to them. Their:
 - Values
 - Aspirations
 - Preferences
 - Circumstances
 - Role in the community
- Respecting the individual by enabling/supporting them to ‘be normal, to ‘be themselves’, without judgement
- Focusing on the strengths and needs of an individual to facilitate self-care and shared decision-making – holistic care planning
- Treating the person with dignity, compassion and politeness (in a way that you would like a member of your family or yourself to be treated)
- Enabling choice
- Noticing emotions and acting on them

Person-centredness should be a key feature of a Teaching Care Home because:

- As a key principle of nursing practice (Manley et al., 2011), person-centredness should be the cornerstone of care in any setting and should underpin everything we do
- People go to care homes to live – they are not living in our workplace, we are working in their home

Person-centredness can be realised for residents and staff by:

- Working with residents
 - Asking residents about what matters – first step and every step
 - Asking the right questions
 - Creating connections between residents and staff
 - Assessing risks
 - Helping to make informed choices
 - Enabling/taking action
 - Acting as advocates
 - Adopting a strengths based approach
 - Using of care planning and tools appropriately e.g. assessments, one-page profiles
 - Paying attention to the importance of ‘little things’

- Remembering you are a 'guest' – it changes dynamics
- Creating supportive cultures
 - With person-centred leaders and role models
 - Where staff:
 - Feel valued and heard
 - Have time to care
 - Have opportunities to reflect on practice e.g.
 - Why we do what we do?
 - Sharing positive practice stories
 - Which recognise/celebrate person-centredness
- Recognising the complexity of care and developing an appropriately skilled and competent workforce
 - Developing a support and education structure through:
 - Strong links with universities
 - Access to training, supervision and wider development opportunities
 - Support for education and mentorship
 - Access to wider networks
 - Being involved in research
 - Acknowledging and celebrating the role of the RN
 - Recognise the role as different, diverse, challenging and requiring complex skills
 - Promoting care home nursing as a positive career choice
 - Celebrate the autonomy and opportunity to build relationships with residents
 - Developing a better understanding of the role of the RN
 - Introducing staff rotation between care homes and acute and community services
 - Increase student placements in care homes
- Celebrating the work of care homes
 - Creating local forums
 - Building relationships with local press
 - Engaging commissioners

We can evaluate person-centredness in care homes by:

- Asking:
 - Residents
 - Families
 - Visitors
 - MDT
 - Staff
- Communication amongst stakeholders
- Using available models