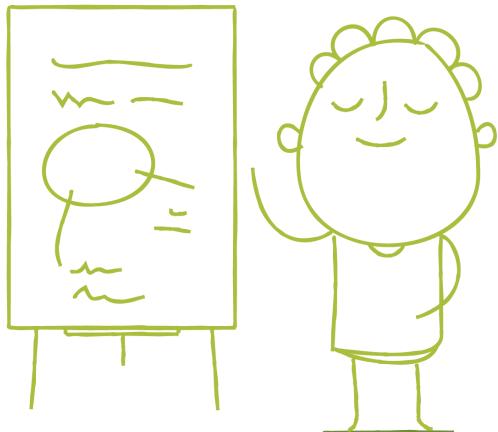


CARE CERTIFICATE
SUPPORTING INFORMATION

STANDARD 5
Work in a person centred way



Person centred values

- **Individuality** – Always remember that each person you support is an individual, just as you are. This is because of our genes, culture, religion, education, the place we grew up and our life experiences. Try not to make assumptions about people based on their appearance, disability or age etc. Your role is to support people to make their own choices and to be who they truly are.
- **Rights** – Every person you support has rights e.g. the right to say no, the right to have a relationship, the right to have a say in their support. Many of these rights are protected by laws, such as the Human Rights Act 1998. This law sets out many rights that we are all entitled to as human beings. One of these is the right to respect for private and family life. Another is the right to vote.
- **Choice** - Every service user should be supported to make choices. Some choices are basic, such as what to wear or eat. Some are bigger, such as where to live, whether or not to get married. Service users should be given enough information to understand the consequences of choices they make. They can then make an informed choice.
- **Privacy** – This is about having your own time and space if you want it. Always ask permission before entering a service user's private space and knock on the door before entering. Close bathroom and bedroom doors when assisting with personal hygiene.
- **Independence** – Your role is to enable service users to do things for themselves, however small. Take time to enable service users to be as independent as possible. Try not to do things for service users just because it's quicker.
- **Dignity** – Dignity is what we feel when we are respected by others. It is what makes us feel important to others. Try at all times to preserve service users' dignity. Ask people how they wish to be addressed, for example as Mr or by their first name. Try not to rush, take time to listen. Use towels, dressing gowns or clothing to ensure that the person is covered up as far as is possible during personal care. If we are respected and treated in a dignified way, this will help to give us a positive self-esteem. You can promote dignity by treating others with respect and courtesy.
- **Respect** – This is linked to dignity and is about showing regard and courtesy for others. It is about showing service users that they are important, whatever their age, culture, disability, gender, belief or sexual orientation. Think about how respectful you are in your work practice. Do you sometimes ignore

service users, chatting to work colleagues as if they were not there? Do you use terms of endearment such as dear or love, forgetting that people have a choice of what name they would like to be called?

- **Partnership** – This is about working in partnership with other agencies, colleagues, and families etc. to achieve service user's goals. You should always consider the person you are supporting – their wishes and needs should be paramount.

Person centred services

We want our services to enable people to lead better lives. We can support them to have better lives by having person-centred services. We want all of our staff to work in a person-centred way.

Working in a person-centred way means we treat service users as the individuals that they are. People are often given labels that can imply they are all the same, but everyone is different. It's important that we support people in the way they want to be supported, and this should be clear in their support plans. We must ask people how we can improve our services, and make it clear what changes have been made as a result.

Service users should be enabled to have control over their lives. They should always be at the centre of their support plan. Being person-centred is about valuing someone as a whole person. It means getting into someone else's shoes and trying to feel what they are feeling.

You need to ask – What is important to the person? What support do they need? What are their hopes and dreams?

Identity and self esteem

As well as our genetics and the environments we live in, our life experiences make us who we are. These different life experiences make us different from each other. In some ways, we may have similar life experiences to the next person, such as loss, but we may not necessarily respond in the same way as someone else, or feel the same.

Take a few minutes to think about the following:

- What experiences in your life have made you different from other people?
- How do you feel about your life journey so far?
- Which, if any, of the hugely important experiences of your life are you prepared to share with others?
- How do you feel about sharing experiences from your past with others?
- Do other people need to know about your life history and background in order to understand your likes, dislikes, wants, needs?

- Do other people need to know all of this in order to really know who you are?
- How are you different from how you were, say 10, 15, 20 years ago?

When we support a service user, it is important that we treat him/her as a unique individual. We must try to be aware of the person's identity (who they are). We must support the person in ways that build their confidence and self-esteem.

Think about how you do your job.

- Do you enrich the lives of the people you support?
- Would the service you provide be good enough for your loved ones?
- Would you be happy to be supported by someone like you?

On a daily basis, ask yourself the following:

- Is the support I provide good enough?
- Is it what the person really needs?
- Have the person's needs changed at all?

Think about the following:

- How do you see your future?
- What do you plan to do for the rest of your life?

For our well-being, we need to have a purpose in life. We need to feel that our life is heading somewhere. We need goals, targets, hopes and dreams. Achieving our goals gives us confidence and positive self-esteem. This is all part of our life journey and this journey does not come to an end just because we are older and in need of support in our daily lives.

So much contributes to our well-being. Being able to communicate our needs and wishes, being able to connect with other people, loving relationships, having friends, having control over what we do, are all so important.

Spiritual and emotional well-being

Our emotional well-being is about feeling peaceful, contented, happy and not overly stressed. But what about our spiritual well-being? Our spirit is the very core of us; it's what makes us who we are deep down. Our spirit is the deeper meaning in our life. Our spirit needs feeding and nurturing with positive feelings and hope.

Some people feed / nurture their spirit by praying or meditating, but these are not the only ways. We might feel our spirit 'glowing' from holding a newborn baby, or from the warm smile of a passing stranger, from the powerful rush of the sea or from a moment of understanding and connection with another person or animal. There are a multitude of ways to 'feed' our spirit.

We have to be spiritually well in order to feel positive about who we are, our identity, our self-esteem and how we feel about ourselves.

For spiritual and emotional wellbeing, we need to feel free. Freedom is a very broad term. Physical freedom is about freedom of movement e.g. able to be who we truly are. Freedom of beliefs is about being free to have our own beliefs e.g. freedom to follow our religion, and to express our political beliefs.

We also need to have hope. Without hope, our spirit will be crushed.

It's also important to have a sense of direction in life, a purpose, a goal. If we have no purpose, we will feel lost and our lives will seem pointless. For many people, their goal is to be rich and to own as many material things as possible. Yet, sometimes people who are very wealthy still say that they feel empty inside.

Finding our purpose may take a lifetime. Our goals may change throughout life. Essentially, our purpose comes from deep inside us, our spirit.

End of life care

It may be that the person you are supporting has a life limiting illness – an illness that will not get better and that will result in the person's eventual death. The person may need support in preparing for their death. Every person facing death will have individual needs and feelings.

Staff who care for the dying are called palliative care staff. The main aims of palliative care are that the person is supported to die with dignity, in privacy, without pain, and in a positive way. The person should be supported to have a 'good death'.

It may be that a service user needs support to plan for their death. This may involve choosing where to die e.g. in hospital, at home, in a hospice. It will certainly involve choice of burial or cremation, which may be shaped by a person's religion and / or culture. The person may wish to write a will, find a solicitor, donate their organs.

Imagine you need care and support at the end of your life:

- How would you like this to me?
- Where would you like this to be?
- Who would you like to support you?

Reporting changes and concerns

As a support worker, part of your role is to look out for changes in a service user's needs, behaviour or condition. If you do notice anything, you must report it to your line manager. The support plan can then be reviewed and changed so as to meet the person's current needs.

Changes often happen very slowly. They may therefore be hard to spot. A person's needs may gradually change over time. You must make sure that you stay focussed on the person's health and well-being and think about the support you provide. It is important that the support plan is an up to date reflection of someone's needs.

Sometimes a service user might be unhappy with decisions about their support. They may wish to challenge these decisions. You must report this to your line manager, who will advise you on what to do.