

Putting Person-Centred Care into Practice



Supported by the Australian Government Department of Health. Although funding for these workshops has been provided by the Australian Government, the material contained within does not necessarily represent the views or policies of the Australian Government.

Tools referenced in this resource were developed by Helen Sanderson Associates Australia based on previously developed work and resources. These include person-centred concepts, principles and materials used from The Learning Community for Person Centred Practices (TLCPCP)

Putting Person-Centred Care into Practice

Helen Sanderson Associates Australia (HSA) facilitated a six-part workshop series in March 2022 for Social Support Group staff and Home Care Coordinators in the Southern Metropolitan and Grampians Regions of Victoria. The workshops provided an overview of how to work in a person-centred way that focuses on, the importance of understanding the person, who they are, and what is important to them.

This information has been compiled utilising the references and resources provided by HSA throughout the workshop series.

This resource aims to:

- Remind and reinforce participants of the learnings from the workshop series.
- Increase the awareness, knowledge and understanding of person-centred care practice and tools.
- Support service providers to have conversations to understand each client's story as well as their needs and goals.
- Provide practical strategies and techniques to apply new skills and knowledge, and embed practice change.



What are Person-Centred Tools?

Person-centred tools are a set of easy-to-use templates that can be used to give structure to conversations with clients. Using them provides a practical way to capture information that feeds into care and support planning, as well as improving understanding, communication, and relationships. ([Person-Centred Thinking Tools | HSA | Consultancy | Training \(helensandersonassociates.co.uk\)](https://www.helensandersonassociates.co.uk))

Introducing person-centred tools into practice does not need to be an overwhelming process or require change to policies and procedures. Rather, it is about making small changes to guide conversations in your person-centred practice to benefit both clients' and staff experience and wellbeing.

It is important that each organisation has policies and processes regarding Client Service Specific assessments. These person-centred tools will enhance the gathering of information to inform your assessment and care planning, they do not replace your policies and processes.



[Tips, Tools, and a framework that can help you develop goals with your clients can be found here](#)



Aged Care Quality Standards

The Aged Care Quality Standards (Quality Standards) focus on outcomes for clients. Organisations are formally assessed and must be able to provide evidence of their compliance with, and performance against, the Quality Standards.

Documenting your use of these tools will allow you to demonstrate that you are working in a person-centred way, and particularly apply to Standards One, Two and Four.

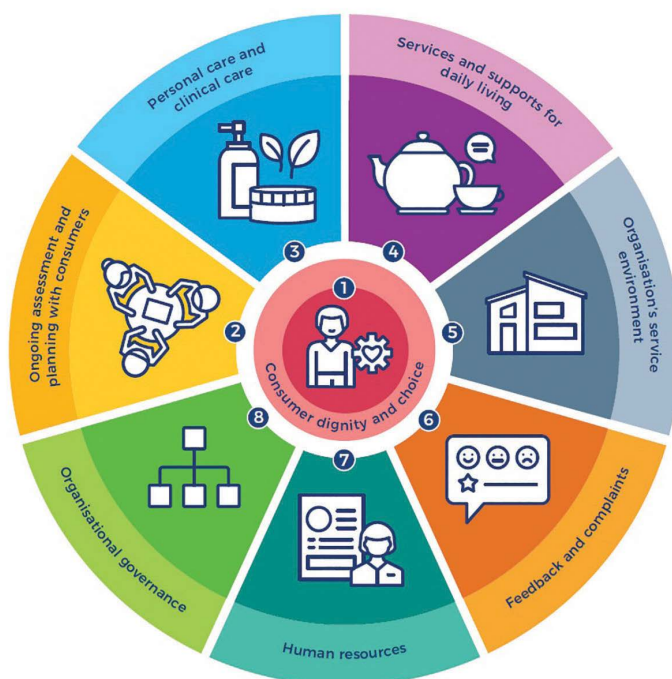
See here for more information:

<https://www.agedcarequality.gov.au/providers/standards>

Understanding consumers (their identity, culture, diversity, and level of cognitive and functional ability) is central to **Standard 1 – Consumer dignity and choice**, along with ensuring consumers are treated with dignity and respect.

Engaging consumers in their care planning is the focus of **Standard 2 – Ongoing assessment and planning with consumers**. It is expected that consumers will partner in ongoing assessment and planning that helps them to get the care and service they need for their health and well-being.

The consumer gets the services and supports for daily living that are important for their health and well-being and that enables them to do the things they want to do is the focus for **Standard 4 – Services and supports for daily living**.



Person-Centred Tools



One Page Profiles

One Page Profiles provide an insight into who people are as individuals; their qualities and interests, the things that matter to them, and how they can be supported. A one-page profile captures all the important information about a person on a single sheet of paper under three simple headings: *What people appreciate about me?*, *What's important to me?* and *How best to support me?* The information collected must be detailed, specific and purposeful to the person reading it.



One Page Profiles support people by:

- Helping to build better relationships by truly understanding what matters to the person and how they want to be supported to live their lives.
- Providing a record that can accompany the person as they may work with different staff; transition from service to service or use multiple services.
- Being regularly updated to reflect people's changing circumstances and aspirations.
- Assisting staff to feel like they can get to know the person they are supporting.
- Contributing to more person-centred teams when used with staff, where individual strengths are recognised, and different ways of working are considered.



[One Page Profiles](#)



[One-page profile and description tips](#)



Important to and Important for

The 'Important to and Important for' tool identifies what is important to someone (what makes the person happy, content, and increases well-being), from what is important for them (the help or support they need to stay healthy, safe, well and valued within the community) while working towards a balance between the two.



[Important to and Important for instructions](#)



[Practice example to put into practice of Important to and for](#)



Good Day/ Bad Day

The 'Good Day / Bad Day' tool is a way to learn about what matters to someone and what support they need to have good days and avoid bad days.

It is a simple list of what makes a good day on one side of a page and what makes a bad day on the opposite side. This is a way to start or add to one-page profiles for clients, and to decide on actions together. Once you have worked through how best to support the person to have more good days and less bad days, this should be recorded in the care plan that is easily visible for staff working with the person.

Tip

This tool can also be used with colleagues to understand how to best work together as a team.



[Good day / Bad Day](#)



Video explaining [Good Day/Bad Day](#)





What's Working? / What's not Working?

By exploring what is and isn't working for a person right at this moment, gives an understanding of what needs to change and what needs to stay the same. It's a way of working out what is important to a person and how best to support them and supports the [More Good Days](#) approach.

Using this tool can assist to identify:

- what everyone agrees needs to stay the same.
- what everyone agrees needs to be different.
- where there are disagreements needing further discussion to reach an agreed understanding or outcome.

You can use this to help the person and others to review current goals or supports; and identify specific life areas that they want to address.



[Whats working/Whats not working instructions](#)



[What's working/not working template](#)





4 + 1 Questions

The 4 + 1 Questions tool can be used with clients or staff; individually or in group situations. You could use this as a tool to review activities in a social group setting.

The tool can help people to think about a particular challenge or situation, and plan for change. Where the 4 + 1 Questions tool is used with more than one person, it groups together learnings from different perspectives.

It can be used to update a One Page Profile, or to review a project or plan. It is a quick way to work out better ways of supporting people or working together.

It asks:

1. What have you tried?
 2. What have you learned?
 3. What are you pleased about?
 4. What are you concerned about?
- +1 Based on what we've learned from the 4 questions...what should we do?

Tip

When working in a group setting it is important to hear everyone's views. Using flipcharts and markers, or post-it notes are useful so that everyone in the room gets to provide input. Repeat this process regularly so that it's not a one off exercise and people anticipate this and can be prepared.



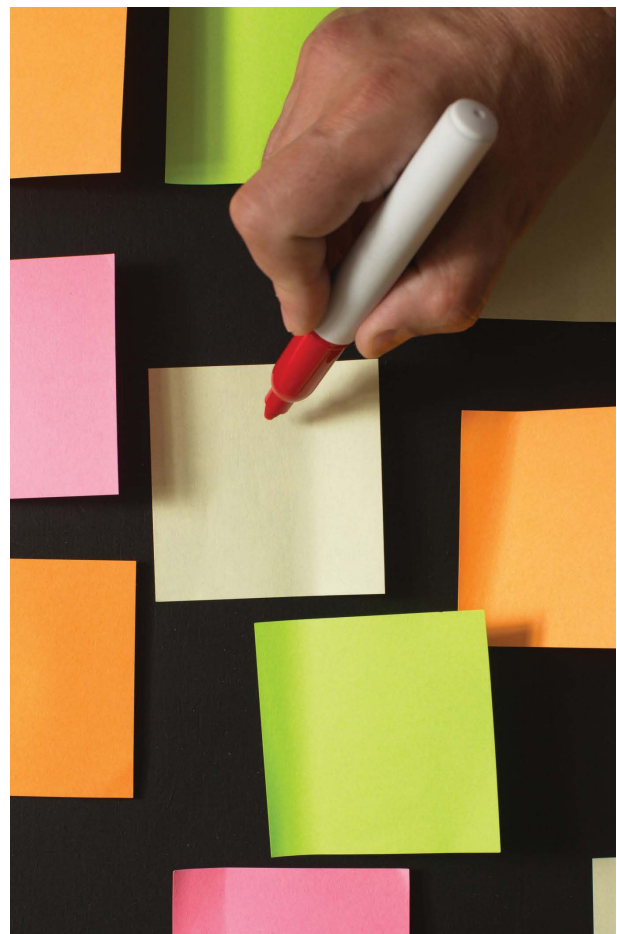
[4 + 1 Questions Guide](#)



Video with examples of use [4+1 Questions](#)



[4+1 Template](#)



Making the most of a Learning Experience

Participating in a training program or learning experience is more than attending a workshop or training day. For training to be effective, staff need to be supported to practice and apply new skills and knowledge and establish new habits to embed practice change.

Regardless of which person-centred tools you decide to use, it is important to transfer these learnings into practice so that awareness, knowledge, and understanding can be shared and utilised.

Here are some tips that can be used to support this transfer of learning into your own lived experience. You ***do not*** need to use every tip, we suggest focusing on one or two that you are comfortable with.

For Managers and Supervisors

- Allocate time to have conversations with staff, individually or in a group, and reflect on the information covered in the sessions (refer to PowerPoint presentations).
- Provide staff with opportunities to practice and role-play how they talk with clients and their families/carers using the different tools.
- Lead a discussion about any barriers or challenges using the tools. You could utilise [4+1 Questions](#) tool to guide the discussion.
- Make links to the person-centred tools available on your organisation's Intranet/webpage and promote this to your staff.
- Profile a different person-centred tool as part of your organisation's regular internal communication (eNews, staff newsletter); or at staff meetings and training days.
- Include person-centred tools as part of your intake and assessment quality processes.
- Encourage staff to share stories (verbal or written) that demonstrate how they are using or applying the principles and approaches described in the Putting Person Centred Care into Practice training or More Good Days approach.

- Factor in time for staff to explore and practice learnings. This may require adjusting their workload.
- It is important to acknowledge that, for many staff, this represents a significant shift in thinking and will take time to embed practice change.

At an Individual Practice Level

- Talk to your manager /supervisor about how to practice and apply your new skills and knowledge.
- Spend time practicing using the tools with colleagues or family and friends so you feel comfortable and familiar using them.
- Ask a trusted colleague to provide feedback on any observations they have made whilst you are using them.
- Talk with your colleagues about how you can apply your new skills to your work.
- Be prepared to try different things, accepting that some may not work.

Appendix

<p>PowerPoint presentations – not to be reused in any publishing or presentations</p>	<p>Session 1 Managers – Learning and Supervision</p> <p>Session 2 All Staff - Exploration of tools and resources</p> <p>Session 3 All Staff – Learning about the person</p> <p>Session 4 All Staff – Getting started with goals</p> <p>Session 5 All Staff – Implementing goals</p> <p>Session 6 Managers – Coaching staff</p>
<p>Additional person-centred tool are available on the Helen Sanderson website</p>	
<p>5 Ways to Wellbeing</p>	<p>Five areas to explore that promote good wellbeing and mental health 5 ways to wellbeing</p> <p>Connect, Be active, Take notice, Keep Learning and Give https://5waystowellbeing.org.au/</p>
<p>Communication chart</p>	<p>The communication chart shares information on how to communicate with a person around various situations which may be confusing or upsetting. For example, how to respond to a situation such as a question about ‘going home’ or where a person is. By working out roughly what age the person feels they can be responded to in a supported way.</p>
<p>Decision Making in Implementation</p>	<p>How to decide how to move forward with this regarding your organisation.</p> <p>Decision making in implementation</p>
<p>From Individual learning to group planning</p>	<p>The most powerful social support groups are formed by listening well to the participants who will attend them, and ideally building the group alongside them. Different person-centred practices can help to make this go well and feel more meaningful to everyone involved.</p> <p>https://docs.google.com/document/d/1QJZqDel2gOFrxnrdeMHBH6gPLKF0N6WL/edit</p>

External Resources	
Aged Care Quality Standards	https://www.agedcarequality.gov.au/providers/standards https://www.agedcarequality.gov.au/sites/default/files/media/acqsc_working_with_aged_care_consumers_resource.pdf
Organisation Self-assessment tool	https://www.health.gov.au/resources/publications/organisational-self-assessment-tool
Conversational tips – talking with clients and their families	https://www.health.gov.au/sites/default/files/documents/2021/01/conversational-tips.pdf
More Good Days Wellness Wheel	https://www.health.gov.au/resources/publications/more-good-days-wellness-wheel
Goal Directed Care Planning Resources	https://kpassoc.com.au/resources/gdcp-resources/
Google drive with resources	https://drive.google.com/drive/folders/12YXfnvpdiGIgkzZBB8lshZYE2VK9Uisr

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