

## **A2 Serious Case Review: Person Centred Principles**

### **Recommendation 1**

**Empowering and including people who use services and their families and carers**-member agencies to the BSAB will ensure that person-centred principles are embedded in all relevant policies, procedures and guidance.

### **PRINCIPLES:**

#### **INDIVIDUALITY**

Focus on getting to know the service user as a person, his or her values, beliefs and aspirations, health and social care needs and preferences.

#### **ENABLEMENT**

Enabling the person to make their own decisions, promoting choice, independence and autonomy.

#### **INFORMATIVE PRACTICE**

Providing information that is tailored to each person and their individual circumstances, assisting the person to make decisions about their care, support or lifestyle based on the best evidence available.

#### **SHARED PLANNING**

Planning with the person, based on shared perspectives and dialogue, rather than control being exerted over the user. Adjusting and adapting how you work, based on the person's needs and preferences.

#### **ACTING AS A VOICE**

Presenting and pursuing the person's stated wishes, and acting on behalf of the person when they cannot do so for themselves.

#### **LISTENING**

Ongoing evaluation to check that services and interventions continue to be appropriate for each person. This involves encouraging, listening to, and acting on feedback from the person. When working and communicating with people:

## **ALWAYS:**

- Put the person at the centre
- Empower people – ensure they have access to information and support and enable them to have choice and control of their own life as far as possible
- Value and maximise communication and listen to what the person is saying- take steps to support someone to communicate.....
- Promote well being
- Work with people to identify and manage risk and share any assessment of risk with the person

Being person-centred means starting with the person as an individual with strengths, preferences and aspirations and putting them at the centre of the process of identifying their needs and making choices about how and when they are supported to live their lives.

Personalisation is about giving people much more choice and control over their lives

People need the right help at the right time to be able to shape the kind of support they need. People need access to the right information, advice and advocacy to make informed choices about the support they need.

### **The Principles underpinning the Mental Capacity Act are relevant here:**

Presume Capacity

Maximise ability to make decisions

Allow people with mental capacity to make their own Unwise Decisions

Act in someone's Best Interests

Use the Least Restrictive way of providing a service on behalf of someone who lacks capacity

### **See the Mental Capacity Code of Practice**

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<http://www.justice.gov.uk/protecting-the-vulnerable/mental-capacity-act>