

Delivering person-centred support

In order to deliver a genuinely person-centred approach to working with people we should require that all *practitioners* keep in mind the following questions when planning their daily routine work and their reviews of progress:

- Am I (the worker) routinely providing information and explaining the whole process of care and support, from the service provider's perspective?
- Where does the person feel most comfortable talking with you?
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- Who does the person want around them when discussing personal priorities and progress?
- What are the person's current expressions of needs and wants (in their own use of language)?
- What is the current assessment of the person's strengths, not just problems?
- How do they feel about progress with the current/recent priorities?
- Does the person understand the concepts that service providers may refer to in reference to systems and processes of support?
- What do they feel about 'meetings' arranged by services for discussing what is happening to/for them?
- If they are uncomfortable about service meetings, are they ok about having their views represented at service meetings by someone else?
- Are they ok about me (the worker) keeping in regular contact with all other people involved in providing them with care and support?
- Does the person understand the role of an advocate, and want one involved?
- Does the person understand the opportunities and ways of making advance statements about their wishes regarding how care and support are to be provided in the future?
- Does the person understand why services would like them to have a copy of their own care plan (and the option not to have one or to draw up their own)?
- Does the person understand why services encourage them to sign their care plan (and the option of not doing so)?

These questions will have a significant bearing on the capabilities of people to make decisions about their own health and social care... and apply equally to risk-taking as to other aspects of care and support.