



# People at the Centre of Health and Care

Person-Centred Health and Care



# Introduction

Person-centred care is delivered when health and social care professionals work together with people, to tailor services to support what matters to them.

Person-centred care also supports people to develop the knowledge, skills and confidence they need to more effectively make informed decisions and be involved in their own health and care. It ensures that care is personalised, co-ordinated and enabling so that people can make choices, manage their own health and live independent lives, where possible.

One practical approach to providing person-centred care can be in the use of the five '**Must Do With Me**' elements of care to design the interactions between people receiving services and those delivering them. Person-centred interactions should be marked by **listening, enablement, dignity, compassion and respect.**





## Elements of care

# ‘Must Do With Me’

### 1 What matters to you

Your personal goals and the things that are important to you will be discussed and form the basis of your care or treatment.

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### 2 Who matters to you

We will ask you about the people that matter most in your life and give you the opportunity to involve them in the way that you choose.

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### 3 What information do you need?

We will provide you with understandable full information and support you to make decisions that take account of your personal goals and the things that are important to you.

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### 4 Nothing about me without me

You will be given the opportunity to be involved in discussions. All information exchanges and communication between professionals or between different services or supports will be transparent and always provide you with the opportunity either to be present or to contribute to the process.

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### 5 Personalised contact

As much as possible, the timing and methods by which you contact and use services or supports are flexible and can be adapted to your personal needs.

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# Programme

Healthcare Improvement Scotland is working with organisations across health and social care to make sure that what matters to people is at the heart of how health and care services are designed, delivered and improved.

We are doing this by focusing on three areas of work.

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## **Health and care experience**

*Gathering and using feedback to improve experience of services*

We are working with health and care organisations on new ways to improve services using feedback from people about their experiences of care. This will help us understand what is working well and what good practice can be shared across Scotland.

## **Person-centred health and care improvement programmes** *Supporting person-centred programme design and sharing of best practice*

We are working with national improvement programmes for health and care to ensure they have a person-centred programme design to support, highlight and share improvement work that is ‘person-centred’ as well as ‘safe and effective’.

## **Connecting people and good practice** *Connecting the health and care community and the public with best person-centred practice*

We are connecting health and care staff across Scotland and members of the public with person-centred care initiatives that are transforming and innovating how health and care is provided. This will support people involved in the delivery of health and care services to find great examples of person-centred care that they can use where they work and to spread improvements more widely.

**The overall approach of the Person-Centred Health and Care Programme is to listen to the care experiences of people who use health and care services and act on their feedback in order to improve care and support services.**

To tell us about any innovative person-centred care practices you have seen or find out more about the programme, contact the Person-Centred Care Team:

**Person-Centred Health and Care Programme**

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Follow us on Twitter [@PersonCntrdSco](https://twitter.com/PersonCntrdSco)

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

For more information about person-centred care and quality improvement go to:

[www.qihub.scot.nhs.uk/person-centred.aspx](http://www.qihub.scot.nhs.uk/person-centred.aspx)



The Person-Centred Health and Care Programme is a key component of the Scottish Government's 'Our Voice' framework, which aims to enable people who use health and care services to engage purposefully with health and care providers to continuously improve and transform services.

For more information go to:

[www.scottishhealthcouncil.org/ourvoice.aspx](http://www.scottishhealthcouncil.org/ourvoice.aspx)