

People at the Centre of Health and Care

National Person-Centred
Health and Care Programme

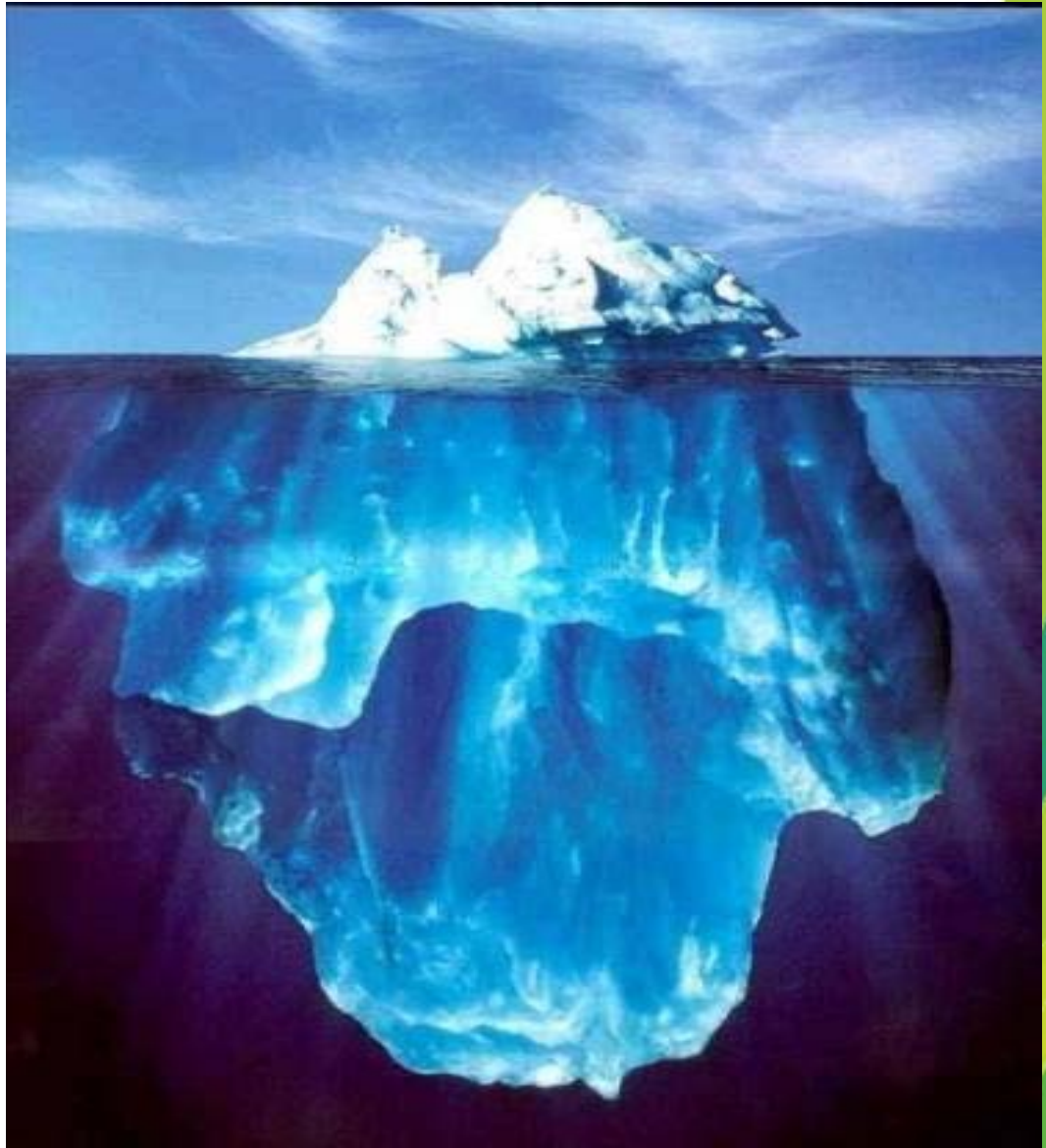




Impact Nursing Team
and
Thistle Foundation

Developing our Value Base

- Focus on the person not the condition
- Non expert approach – person is the expert in their lives
- Person has strengths/skills/talents/knowledge/community connections




The conversations we have with
people evidences our value base



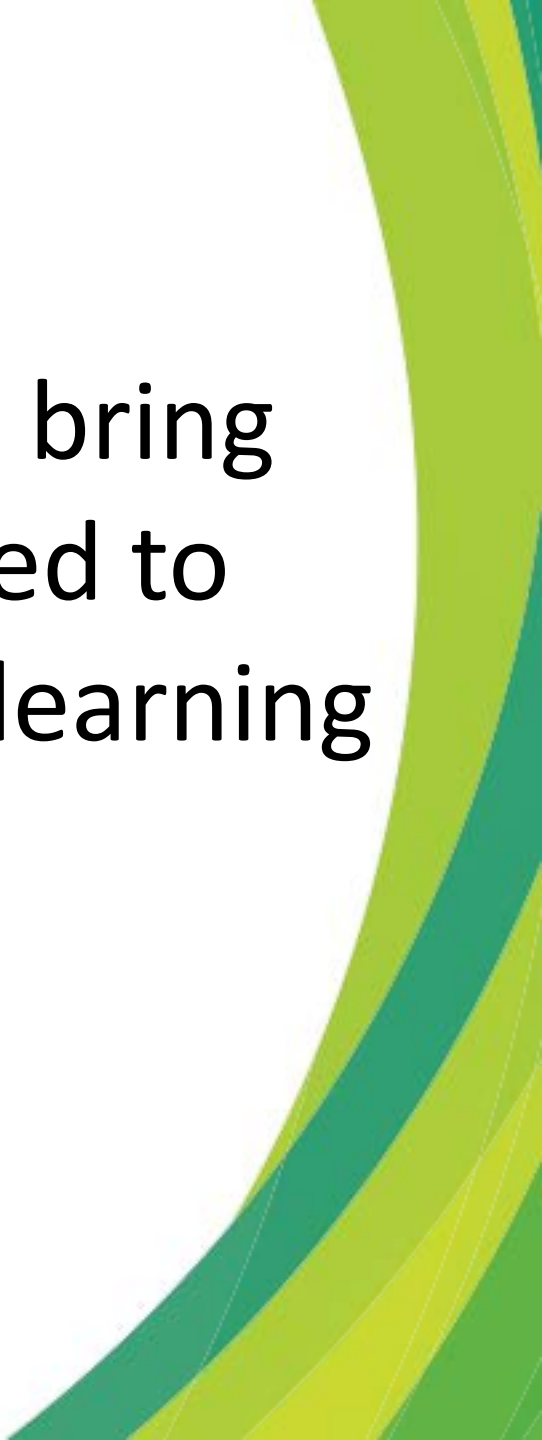
Model the approach

- What are you hoping to get from training?
- What are you grappling with – and so what do you hope will be different following training?
- Work where people are at
- Use appreciative enquiry
- Integrate existing skills and models
- Give time for reflection and discussion

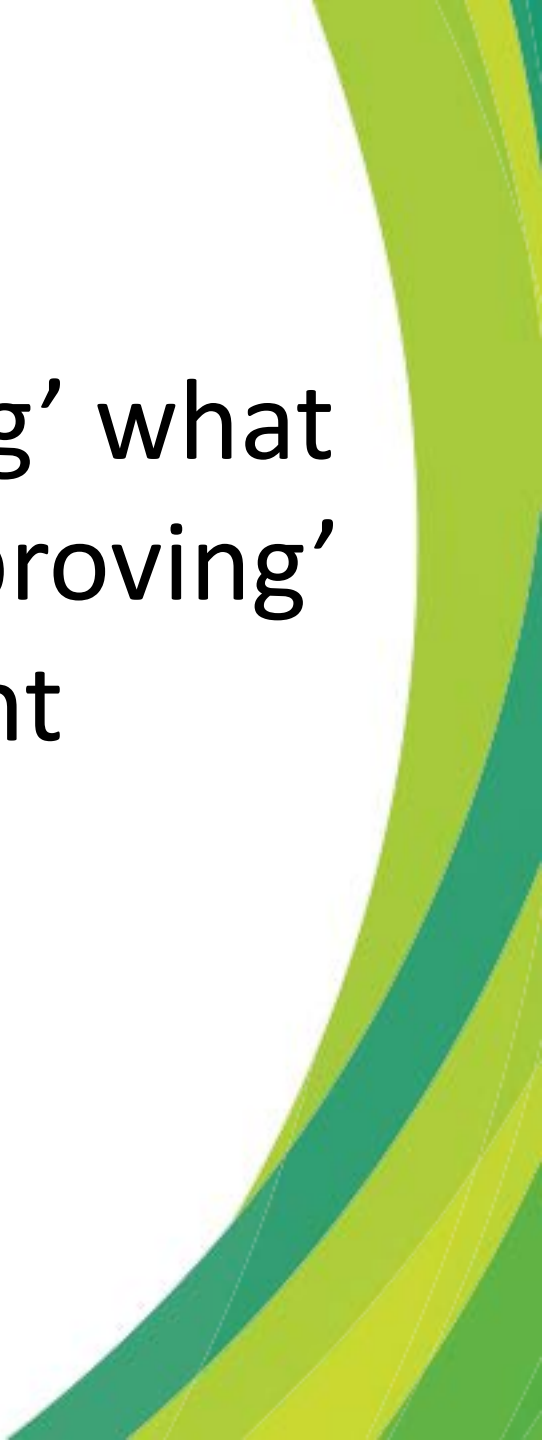
Tools can get in the way of a good
conversation if introduced too
soon



Training alone does not bring
about change – we need to
support the transition of learning
into practice



Stop focusing on 'proving' what
you do and work on 'improving'
patient engagement



Excerpts from Impacts Documentation

About me

Who I am, who's in my life, what matters to me, my interests, passions, hobbies....

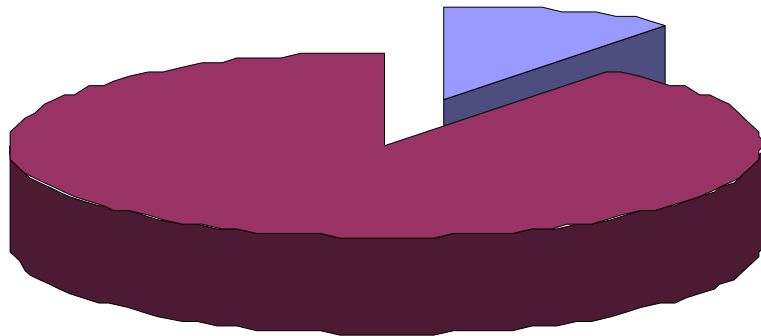
Who I find helpful (social networks),

What's around and about that helps keep me well (use of social networks and community supports)

How will we all work together?

How I want to be supported

How people who care for me want to be involved



■ About the condition

■ About the person

Top Tips

- This is a journey not a tick box exercise
- Don't focus on the tool
- Focus on having good conversations first
- Keep it simple – practitioners are jargoned out
- Leadership – to keep momentum
- Support – to imbed the approach into everyday practice
- Model the process