



2.1 Person centred values

Examples of person centred values in health and social care settings

1	What is individuality?	<ol style="list-style-type: none"> 1. Individuality recognises that a person is unique. 2. Each service user has their own needs, wishes, beliefs and values, so their care and support should be tailored to suit them. 3. Recognising a service user's individuality shows them respect.
2	What is choice?	<ol style="list-style-type: none"> 1. Each service user has the right to choose, and should be supported to make their own choices about treatment, care or support. 2. Applying choice as a value of care involves providing information to a service user so they can make an informed choice.
3	What are rights?	<ol style="list-style-type: none"> 1. This value of care recognises that all service users have rights. 2. A service provider may have to make changes to treatment, care and support to take into account a service user's rights.
4	What is independence?	<ol style="list-style-type: none"> 1. Applying this value of care involves empowering service users to do as much as possible for themselves by agreeing with them the support that they need and want.
5	What is privacy?	<ol style="list-style-type: none"> 1. Applying the value of privacy recognises that all service users have the right to have their privacy maintained.
6	What is dignity?	<ol style="list-style-type: none"> 1. Applying the value of dignity involves treating a service user with respect, and valuing them and their beliefs or wishes
7	What is respect?	<ol style="list-style-type: none"> 1. Respecting a service user involves showing them you recognise their importance as a unique individual and that you respect their opinions and feelings, even if you do not agree with them.
8	What is partnership?	<ol style="list-style-type: none"> 1. Partnership involves working with the service user, their family and other professionals.
9	What is encouraging decision making of service users?	<ol style="list-style-type: none"> 1. Service users are experts on themselves, their values and preferences, Encouraging them to make decisions about their care and treatment can help to ensure they get services and support appropriate for their needs, This can lead to better outcomes.

Example of providing individuality in a health care setting	Ramps for wheelchair access at a GP surgery for service users using a wheelchair.	Example of providing individuality in a social care setting	Hearing loop systems in a day care centre for adults with hearing impairments.
Example of providing choice in a health care setting	A midwife provides different delivery options to someone who is pregnant.	Example of providing choice in a social care setting	A community centre gives service users a choice of activities to join.
Example of providing rights in a health care setting	A nurse monitors and checks medication given to a service user to prevent harm.	Example of providing rights in a social care setting	A social worker takes the time to understand an elderly service user's wishes when arranging a support plan.
Example of providing independence in a health care setting	A nursing home nurse allows a service user to wash themselves, but provides them with support to get to the bathroom.	Example of providing independence in a social care setting	A care worker allows a service user to cook their own food, but supports them in carrying the meal to the table.
Example of providing privacy in a health care setting	A receptionist at a GP surgery does not repeat personal information out loud during a phone conversation.	Example of providing privacy in a social care setting	A food bank volunteer does not discuss a service user's personal circumstances with others.
Example of providing dignity in a health care setting	A doctor respects a service user's wishes to stop treatment.	Example of providing dignity in a social care setting	A residential care home allows residents to attend a place of worship.
Example of providing respect in a health care setting	Respecting a service user's views on treatment which is against their religious beliefs.	Example of providing respect in a social care setting	A homeless shelter respecting the decision of a homeless individual who is refusing support.
Example of providing partnership in a health care setting	A surgeon discusses surgery options with the patient and their family.	Example of providing partnership in a social care setting	A social worker liaises with a day care centre when planning a support package for a service user.
Example of encouraging decision making in a health care setting	A nurse asks a service user how they feel about their condition to establish their needs.	Example of encouraging decision making in a social care setting	A prison consults prisoners about their care plans and daily needs.

2.2 Benefits of applying the person centred values.		
Benefits for service providers of applying person centred values		
1	What are the benefits of providing clear guidelines of the standards of care?	1. Service practitioners will know how to deliver care effectively.
2	How will it improve job satisfaction?	1. Service practitioners will feel pride in their work and feel that they are making a difference.
3	How will it improve the quality of life?	1. Ensures service users are looked after with care and compassion.
4	How will it support rights to choice and consolation?	1. The service provider knows that the service user will feel satisfied with the care and treatment they are receiving.
5	How will it support service practitioners to develop their skills?	1. Service providers will develop skills to support service users needs and their individuality.
6	How will it enable the sharing of good practice?	1. Service providers will have a better understanding of best practice in care.
Benefits for service users of applying person centred values		
1	How will it ensure standardisation of care is being given?	1. Care will meet the needs of the service user.
2	How will it improve the quality of care being given to the service user?	1. There will be a positive experience and best possible outcome for service users.
3	How will it maintains or improve the quality of life for the service user?	1. Service users can remain active, connected and independent for as long as they are able.
4	How will it support service users to develop their strengths?	1. Service users will be empowered and their self esteem will be improved.

Qualities of a service practitioner	
There are 6 qualities that every service provider should have. These are referred to as the 6 Cs.	
What is care?	The care that is offered must be right for the service user and must reflect their life stage.
What is compassion?	Compassion is based on empathy, respect and dignity. This allows the development of positive and trusting relationships.
What is competence?	It is the practitioner's responsibility to ensure they have the most up to date knowledge about care and treatment.
What is communication?	Communication is central to successful relationships between service providers and service users.
What is courage?	Courage helps a practitioner to speak up if they have any concerns.
What is commitment?	A service provider who is committed to the service users will deliver a person-centred approach to care.

Key words:	
Person centered values	Essentially, person-centred values are values that have the individual at the core.
Rights	Rights are needed by each individual to pursue their lives
Dignity	the quality or state of being worthy of honor and respect
Quality of care	Quality in care means providing the care the patient needs when the patient needs it, in an affordable, safe, effective manner.
Quality of life	The standard of health, comfort, and happiness experienced by an individual or group
The 6 Cs	The 6Cs are the values which underpin the culture and practice of health and social care service providers who deliver care and support.