

Working with families to implement the MCA

Charlotte Brown / J Mclaughlin

charlotte.brown@swcsu.nhs.uk / j.mclaughlin@theknollcarehome.co.uk

Project method

The above care have arranged the following event during a relatives meeting. We have our external trainer coming into to undertake a session on principles of care with the relatives (this will incorporate principles of the MCA) we have had issues with regards to relatives understanding our limitations e.g. when they say 'you should make them do this' or 'I want you to do this' giving no regard to what the resident wishes are and not understanding our limitations re making a resident do something they don't want to do (I am not meaning safety, best interest decisions here) we have also had issues with relatives talking for the resident themselves e.g. speaking above them when the carer is giving them a choice for supper ; without any regard to the choices of the residents; this goes for those with capacity and those with limited capacity (but able to make simple day to day choices themselves) Having given this some thought we decided that getting our external trainer in; as an independent person to discuss principles of care and also our limitations would be a way to solve these concerns and help educate our relatives to our values in health and social care. The trainer is also holding a Q & A session with them to discuss any aspects of general health and social care they want to have clarity on.

As a follow up I will then be undertaking a session on principles of care (including MCA) at our next staff meeting on 17th March; giving some feedback to the staff group from the relatives meeting. This way we get a 360 degree of learning from all to improve wellbeing for our residents.

Project results/evaluation

The training does not begin until the 3 March, so no evaluation is available as yet.

Project area classification

Hospital care		Emergency care	
GP care		Dementia	
Social care		Learning disability	
Voluntary sector		Other mental health	
Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care		Training	
Nursing and care home	x	For professionals?	
Acute care		For public and service users?	
Chronic care			