

Care Skillsbase: Skills Check 37

Person-centred Care and Support

Interviewer's pack

Contents

- Skills Check activity (England and Wales)
- Skills Check activity (Northern Ireland)
- Feedback form
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Summary	
Suitable for	Care/support worker
Skill checked	Reading
Covers	Language and concepts associated with person-centred care
Learning for interviewer	Can the member of staff understand written information on person-centred care?
Learning for member of staff	Language and concepts associated with person-centred care, including Common Induction Standard 7, contrast with task-focused care, care plans
Approx time needed	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
How it works	Offers information about person-centred care and asks 'tick-box' reading comprehension questions. Discuss the person's answers to check understanding.
Before you start	Read the general guidance in the Skills Check area of the Care Skillsbase website.

We welcome suggestions to improve this Skills Check. Please use the contact form on our website at www.scie.org.uk/careskillsbase

Understand the Job: Person-centred Care and Support

Effective communication is vital in health and social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

(Last name)

(Date: Day-Month-Year)

1. Did you know?

In adult social care, we try to treat each person we care for as a unique individual. We call this approach person-centred care. Common Induction Standard 7 (CIS 7) sets out what care workers need to know about person-centred care, including how to

- promote person-centred values (such as dignity and respect)
- work in a person-centred way
- help individuals participate in life as actively as possible
- support an individual's right to make choices, and
- promote an individual's spiritual and emotional wellbeing.

CIS 7 also covers what care workers should know about recognising signs of dementia.

2. Person-centred or task-focused?

In the daily rush of work, it is all too easy to focus more on getting through our list of tasks than on the individuals we are there to help. This is understandable, but it is not the way care should be.

Below are some comments from care workers. Decide whether they are person-centred or task-focused. The first has been done for you as an example.

<i>Comment</i>	<i>Person-centred</i>	<i>Task-focused</i>	<i>I'm not sure</i>
1. "Part of my job is to toilet the people I look after."	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. "In my job I help the people I care for to use the toilet."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. "I don't waste time asking people with dementia what they want to eat – they can't remember anyway."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. "When I help someone to get dressed, I always ask them to choose the clothes they put on."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. "She was upset so I didn't try to talk. I just got on with the job."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. "I try to find out as much as I can about the people I look after."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. "Mrs Jones just wouldn't cooperate. Washing her took ages."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. "In the care plan I normally just write, <i>Everything done.</i> "	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Care plans – what do you think?

Why is it important to keep an individual's care plan up to date?

What information should we record in the care plan to help with person-centred care?

Understand the Job: Person-centred Care and Support

(NI)

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(First name)

(Last name)

(Date: Day-Month-Year)

1. Did you know?

In adult social care, we try to treat each person we care for as a unique individual. We call this approach **person-centred care**. Induction Standard 1 sets out what care workers need to know about person-centred care, including how to:

- promote person-centred values (such as privacy and dignity)
- understand the importance of finding out the person's history, preferences, wishes and needs
- work in a person-centred way
- enable the person to control their own life and make informed choices about their own care
- use a care plan.

Induction Standard 1 also covers confidentiality and risk assessment.

2. Person-centred or task-focused?

In the daily rush of work, it is all too easy to focus more on getting through our list of tasks than on the individuals we are there to help. This is understandable, but it is not the way care should be. Below are some comments from care workers. Decide whether they are person-centred or task-focused. The first has been done for you as an example.

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Feedback form	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
1. Interviewer's view	The member of staff ...	No	Partly	Yes
a.	Used reading skills effectively.			
b.	Understood what key words and ideas mean for their work.			
2. Interviewer's reasons	The member of staff ...	No	Partly	Yes
a.	Read the activity sheet unaided, with understanding.			
b.	Completed the activity accurately (showing good reading comprehension).			
c.	Completed the activity within the allocated time (showing ability to use written information quickly).			
d.	Demonstrated understanding of all key words and concepts.			
3. Next steps to help develop skills and knowledge for the job		Yes	No	
a.	Interviewer will arrange monitoring, feedback and support from a supervisor.			
b.	Interviewer and member of staff will plan personal development to improve member of staff's understanding of key social care words and ideas.			
c.	Interviewer and member of staff will plan personal development to improve member of staff's reading skills.			
4. Interviewer's signature	Staff member's signature			

Use the other side of this sheet for notes.

Personal development form	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following reading skills	Tick (✓) if 'yes'	
a. General reading skills (to understand written information quickly and accurately).		
b. Care work reading skills (to deal effectively with work-related written information).		
c. Care vocabulary (to understand key words and ideas and how they relate to the job).		
2. How will the learning happen?		
3. What support and resources will be needed to make the learning successful?		
4. When will the learning happen?		
5. How will we know the learning has been successful?		
6. Progress review date:		
7. Interviewer's signature	Staff member's signature	