

Person centred communication

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Aims

By the end of this session participant will be able to

- 1) Discuss the value of person centred communication
- 2) Highlight why person centred communication is important
- 3) Discuss and plan opportunities to enact person centred communication in practice
- 4) Be aware of the what matters to you movement



Ice breaker

1 min per person (7 mins)

Introduce yourself

Why did you decide to come along today?

Nominate next person to speak

Keep to time!

What is person
centred
communication?



What is person centred communication



CHAT



HOLD



SEND

What is person centred communication

a process that invites and encourages service users and their families to actively participate and negotiate in decision-making about their care needs

a way of thinking and doing things that sees the people using health and social services as equal partners in planning, developing and monitoring care to make sure it meets their needs

Person centred communication



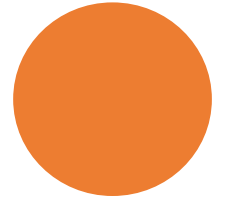
Person centred communication in action

66 year old man

CVA (left hemisphere)

Right sided weakness

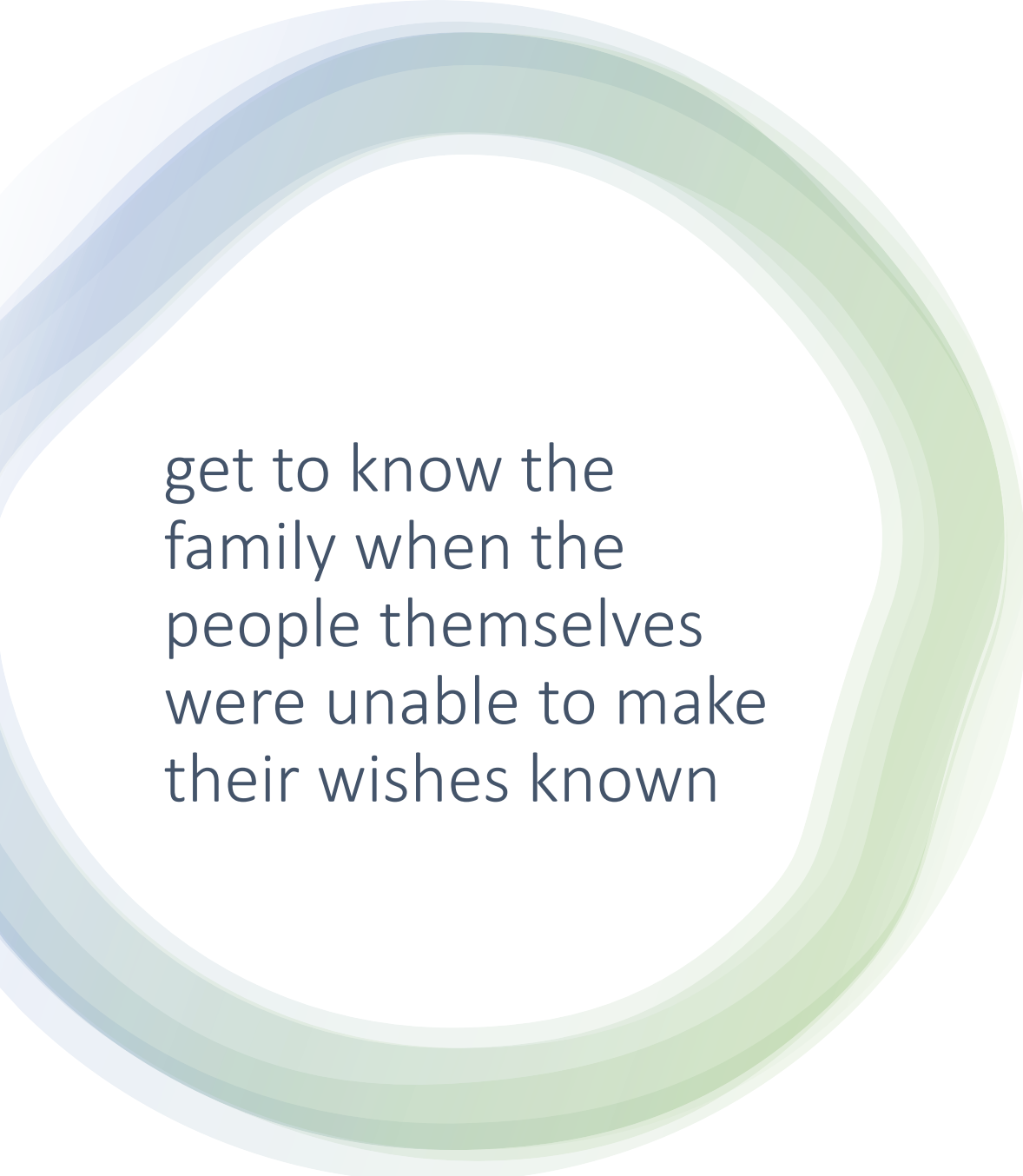
Expressive aphasia



Understanding & achieving person centred care

'I think one of the main things is to get to know people, see what they would find valuable...we were tidying up her locker and we found a bag of make-up and we thought 'we've never seen her in make-up'... She obviously does wear make-up because she'd brought it with her and we asked her about it and her eyes brightened up and we were able to make her face up and from that date it was like a different person emerged.' (RN1)

Ross, H., Tod, A.M. and Clarke, A. (2015) Understanding and achieving person-centred care: the nurse perspective. *Journal of Clinical Nursing*, 24 (9-10). pp. 1223-1233. ISSN 0962-1067 <https://doi.org/10.1111/jocn.12662>



get to know the family when the people themselves were unable to make their wishes known

- 'It was quite upsetting, but it was very satisfying towards the end of her life because he (her husband) wanted us to be with him all the time. I think he was quite scared about what was going to happen, apprehensive and he had particular ways that he wanted us to do things. He had a certain nightie he wanted her to wear and underwear she'd got to wear and she had to have her hair done a certain way.... he wanted his own music playing. He'd got an iPod and he was playing his own music in the room for her and it was a very peaceful ending for her... when I went home I was upset but, I was satisfied that we'd done everything that he wanted and that she probably would have wanted. Yeah, it was good really.' (SW3)

Why is it important

Little things make a big difference

Compassion fatigue asking what matters to people can really help with fatigue and burn out

Reduces anxiety, pain, stress

Positive outcomes



**Breakfast - just as
you like it . . . cereal
and orange juice!**

**But I've TOLD you, I've
had porridge and tea every
morning for 72 years!**



Barriers

What makes person centered communication difficult?



CHAT



HOLD



SEND

Barriers



Assumptions that we know what matters



what if they say something that we can't provide



what if I can't fix it, what will we do then



we were not trained to work in this way



We are too busy

How to enact in practice

Do you know
your service users
as a person?

Do you know
what matters to
them?

Success story

- Identify a success story (2 mins)
- Fours (15 mins) Tell partners story, what enabled success? Everyone take note of success factors (2 mins per story)
- Share and review success factors, looking for patterns (5 mins)
- What did success feel like? (add to padlet)
- Full group collect important insights and add to padlet

How to frame the question?

What's important to you just now?

What's important to you today?

What's worrying you?

What matters most?

What matters to you movement

- [What matters to you?](#)

**We can all
play our part**

- **Little things do make a big difference**
- **Be the change you want to see**
- **Model the behaviours you want others to display**
- **Walk the walk – alongside people**
- **Actively seek out, listen to and act upon feedback**
- **Challenge unacceptable behaviours but in a constructive way**
- **Congratulate colleagues on a job well done daily**
- **Feedback to colleagues on what matters to people**



Enjoy the little things
in life because one day
you'll look back and
realize they were the
big things.



15% solutions



Focus on what you have the freedom and discretion to do now
Without needing any more resources, permission, authority, or control

What will you do to enact person centred communication?



CHAT



HOLD



SEND

1

Alone:

**Note down an idea for an action
you have the freedom and
discretion to do now**

2 mins



2

In chat:

**Share your idea (but don't press
send yet)**



3

In chat:

Press send to share your idea

Poll

- Have you received any training on PCC?
- Is there a need post pandemic for more focus on this aspect of care?



What matters to you?

- Animation <https://www.whatmatterstoyou.scot/>



THANK YOU



EVALUATION