

Developing a Person-centred Culture

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#nhstperson-centered

#SWLearningWeek2023

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Developing a Person-centred Culture

Aim: to understand what is meant by person-centredness and recognise ways to co-create and develop person-centred cultures

Learning Outcomes:

1. Describe what person-centredness means
2. Describe what culture means
3. Recognise ways to co-create and evaluate person-centred cultures

What is person-centredness?

An approach to practice established through the formation and fostering of healthful relationships between all care providers, service users and others significant to them in their lives. It is underpinned by values of respect for persons, individual right to self-determination, mutual respect and understanding.

McCormack, McCance & Maben (2013)

Person or Patient Centred?

“between all care providers, service users and others significant to them in their lives”



Person-Centred Evidence

- ‘evidence base recognises link between a focus on internal an external partnerships and relationships, and a positive culture’.
- ‘a positive association between ‘good’ culture and ‘good’ outcomes such as: service performance; quality of care; service user experience; staff experience, knowledge and skills; system change; and other outcomes’
- ‘evidence base shows links between: increased staff morale and motivation; feeling listened to; feeling valued; greater staff satisfaction and engagement; staff wellbeing and psychologically health; and improved employee retention’

Improvement Cultures in Health and Adult Social Care settings.

Rapid Literature Review for the Care Quality Commission (May 2023)

Why is understanding person-centred cultures important?



What is culture?



Pause and Reflect

- Is culture held in the conversations between people?
- Can leaders 'give' you culture, or is it your responsibility to build?
- Once you have a workplace culture, does it last forever?
- Is any aspect of culture visible, and if so, where can you see it?
- Does an Organisation have just one culture, or are there many, and if so, who owns them all?

<https://julianstodd.wordpress.com/>

Enabling a person-centred culture

“A person-centred culture enables effective practices based on the formation and fostering of healthful relationships between all team members and key stakeholders. It has explicit values of respect for persons, self-determination, mutual respect and understanding. It empowers all staff to engage in continuous development and quality enhancement.”

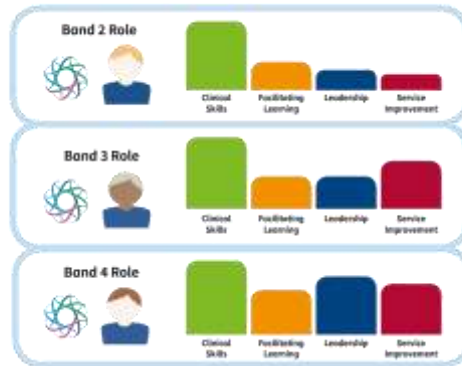
McCormack and McCance (2017)



We all have a role in enabling person-centred cultures



The roles are represented visually below:



Person-centred Practice Framework



McCance & McCormack (2021)

Person-centred Processes




McCance & McCormack (2021)

Co-creating Conditions

- Shared values – knowing yourself well; knowing the team you work with
- Be curious – ask the what, why and how questions of each other regularly, ‘what could be better’, ‘why do we do (??) this way, ‘how can we try something different’
- Feedback – invite open, honest feedback from each other
- Celebrate – ask each other what’s going well, how do we share that and celebrate it


Asking questions differently to better understand and explore culture



How does it feel to work here?



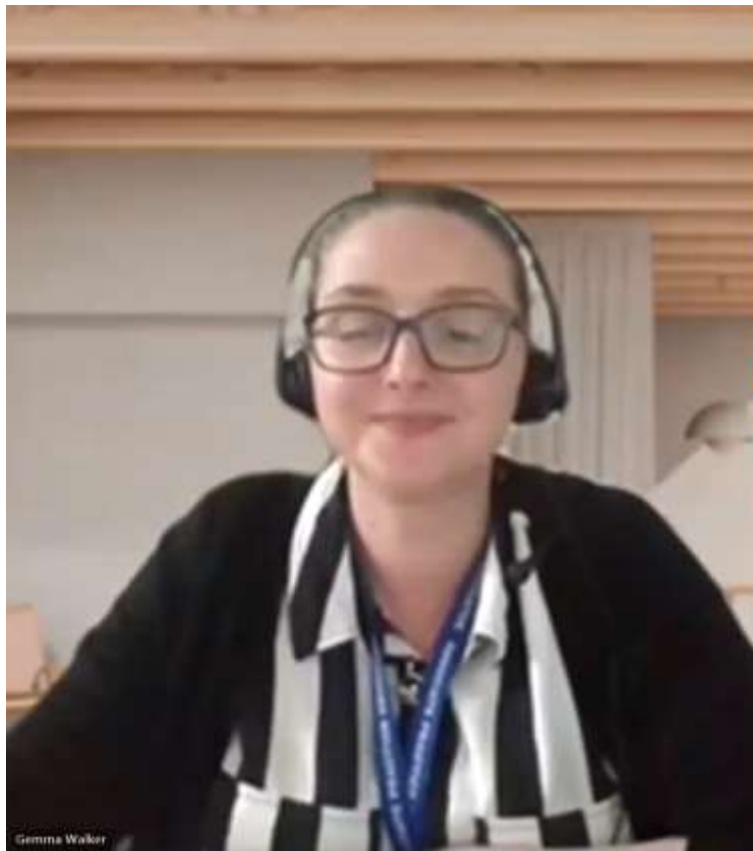
What are all forms of feedback telling us?



Are there things that get in the way of best practices?



Are there opportunities for sharing ideas, testing changes and learning together?



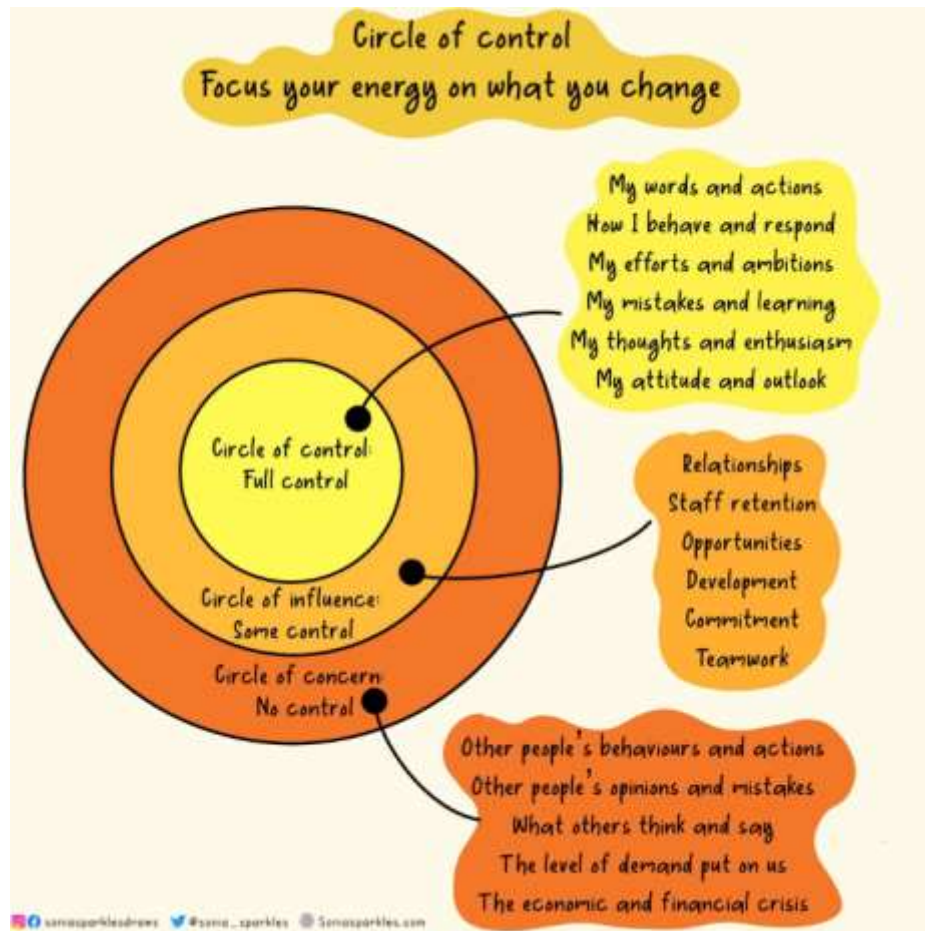
Small changes make the biggest impact...

“You can’t change the culture of an organisation by making a rational plan for it, or by declaring it or by restructuring. The only way to change culture is to change the way people work with each other over time.

Think many small changes...”

@HelenBevan





Further reading and contacts

- Foundation of Nursing Studies
 - <https://www.fons.org/>
- Person-centred Practice International Community of Practice
 - <https://www.pcp-icop.org/>
- @HelenBevan
- @Sonia_sparkles
- @NHST_PPD

This resource may be made available, in full or summary form, in alternative formats and community languages.
Please contact us on **0131 656 3200** or email **altformats@nes.scot.nhs.uk** to discuss how
we can best meet your requirements.



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