

Person Centred Approaches and Inclusion Programme for Care Homes, Hospitals and Other Care Settings

Older people want choice and control over their lives, and support that helps them to live as equal and valued citizens.

Being person centred and promoting inclusion for older people in hospital, living in a care home or attending a day centre often involves a number of challenges and changes, including:

- Moving away from a culture where people's needs are viewed as 'tasks' to be completed, to one where people are seen as individuals with rights, who are enabled to exercise choice and control over any support they need
- Changing roles of staff and others who are responsible for 'caring', to 'supporting' people to achieve the things that matter to them rather than doing things for or to people
- Improving communication within care settings about 'what works' for individuals, families and friends, and for staff working at all levels (care workers, nurses, doctors, managers, therapists etc)
- Breaking the cycle of admissions and readmissions to hospital and/or care homes
- Improving the health and wellbeing of older people with complex needs within increasingly limited resources.

Choice and Control

Progress on personalisation shows that the take up of personal budgets is greater for older people than for any other group (Personal budgets and older people: making it happen. DH, 2010). Despite this, most people still experience a 'one size fits all' model of care that does not meet their individual needs ('The state of social care in England 2009', CQC. 2010). The recent report of the health service Ombudsman, 'Care and Compassion' (2011) highlights a number of failings within the NHS, resulting in older people being marginalized and poorly treated.

How can NDTi help you?

NDTi's development programme for care homes and hospitals combines principles and practices that promote social inclusion for older people with person centred approaches. The focus is on enabling older people with high support needs to lead their lives, as full and valued members of families, communities and local networks.

Working in this way has been shown to reduce levels of depression and medication for older people, strengthen people's family and community networks, prevent hospital and care home admissions and reduce staff sickness and turnover levels. Older people and staff report feeling happier and more satisfied with their situations and roles. It can improve decision making, facilitate access to and use of personal budgets, and improve the ways in which hospitals and care homes are run and managed.

We design our programmes to suit your organisation's needs, for example by running them for: individual or groups of homes; whole hospitals or departments; and whole health and social care communities. We deliver a mix of "in situ" training and mentoring sessions that work across care settings/departments to enable shared learning and support the participation of a wide range of people.

For more information and to discuss your organisation's needs, please contact Helen Bowers on 01202 471423 or Helen.Bowers@ndti.org.uk

