

Standard 9: Person Centred Health and Care

Person-centred care is providing care that is responsive to individual personal preferences, needs and values and assuring that people's values guide all clinical decisions and where their experience of care meets or exceeds their expectations

9.1	Element: Enhancing the patients' experience of care	Process Evidence (CCAAT available as an appendix)	Evidence Compliant	Comments	Mapped to:
9.1.2	People have the opportunity and are enabled to discuss their personal and spiritual preferences, needs and wishes about their care and treatment and these are included in their plan of care, care delivery and in our interactions with them. (What matters to you?)	Review: <ul style="list-style-type: none"> • CCAAT sections: 1.5, 1.6, 1.8, 4.14, 4.16 and 7.2 • Care plans • Patient Experience Data • Care Opinion Observe: <ul style="list-style-type: none"> • Admission information Discussion: <ul style="list-style-type: none"> • Ask patients/relatives/carers 			HIS PCHC Programme – MDWM Criteria OPAH Standards Health & Social Care Standards Patient Right's Act NHSGGC Faith and Beliefs Communities Manual
9.1.3	People will describe whom they wish to be involved in their care, (inclusive of religious and spiritual needs) and how they wish them to be involved ; we will work with those people to involve them in an appropriate way. (Who matters to you?)	Review: <ul style="list-style-type: none"> • CCAAT sections: 1.5, 1.6, 1.8, 4.14 - 4.16 and 7.2 • Care plans- • Patient Experience Data • Care Opinion Observe: <ul style="list-style-type: none"> • Admission information Discussion: <ul style="list-style-type: none"> • Ask patients/relatives/carers 			HIS PCHC Programme – MDWM Criteria OPAH Standards Health & Social Care Standards Patient Right's Act Carers Act

9.1.4	People experience care, including spiritual care if desired, that is coordinated; where they are communicated with and receive information in a clear, accurate and understandable format, which helps support them to make informed decisions about their care and treatment. (What information do you need?)	Review: <ul style="list-style-type: none"> • CCAAT sections: 1.3 - 1.8, 2.1, 4.15 - 4.16 and 7.2 Discussion: <ul style="list-style-type: none"> • Ask patients/relatives/carers 			HIS PCHC Programme – MDWM Criteria OPAH Standards Health & Social Care Standards Patient Right’s Act Carers Act Health Literacy
9.1.5	People are given the opportunity to participate when decisions about their care and treatment are being discussed and we include the people, (including spiritual care givers), who they want to be involved in these discussions in accordance with their expressed wishes and preferences. (Nothing about me, without me)	Review: <ul style="list-style-type: none"> • CCAAT sections: 1.2 -1.8, 4.15 and 7.2 • Care plans • Patient Experience Data • Care Opinion Discussion: <ul style="list-style-type: none"> • Ask patients/relatives/carers 			HIS PCHC Programme – MDWM Criteria OPAH Standards Health & Social Care Standards Patient Right’s Act Carers Act
9.1.6	People are treated with kindness, compassion, empathy and understanding whilst respecting their individuality, choices, dignity, privacy and spiritual needs. (Personalised Contact)	Review: <ul style="list-style-type: none"> • CCAAT section: 1.1 -1.8, 2.1 -2.2, 4.14 - 4.15 and 7.2 • Patient Experience Data • Care Opinion Discussion: <ul style="list-style-type: none"> • Ask patients/relatives/carers 			HIS PCHC Programme – MDWM Criteria OPAH Standards Health & Social Care Standards Patient Right’s Act NMC Code Human Rights Legislation
9.2	Element: Leading, managing and developing the performance of the team	Process Evidence (CCAAT available as an appendix)	Evidence Compliant	Comments	Mapped to

9.2.1	A collaborative and consultative approach is in place to enable staff to actively listen, learn, reflect and act on all care experience feedback received, (including religious and spiritual feedback); to prioritise improvements in practice and ensure continual improvement in the quality of care delivered and the professional development of all staff.	Review: <ul style="list-style-type: none"> Evidence of improvement plans and outcome Staff PDPs : Values Based Reflective Practice accounts Observe: <ul style="list-style-type: none"> You said, We did Board or similar 			Patient Right's Act NES – Listen, Learn Act
9.2.2	Staff experience a positive work environment where the feel both physically, psychologically and spiritually safe, to find value, meaning and purpose in their work and where impediments exist in daily work they are supported and encouraged to share their ideas for change and making the improvement a reality.	Review: <ul style="list-style-type: none"> Staff Experience Feedback – iMatter response rate Observe: <ul style="list-style-type: none"> iMatter Action Plan, Story Board, Progress and Outcome Discussion: <ul style="list-style-type: none"> Ask Staff – ‘What matters to you?’ What makes for a good day for you? What makes you proud to work here? When you and the team are at your best, what does that look and feel like? 			Staff Governance Standards
9.3	Element: Contributing to the organisation's objectives	Process Evidence (CCAAT available as an appendix)	Evidence Compliant	Comments	Mapped to
9.3.1	People are advised and information is available on how to provide their feedback, comments, complaints and concerns about their experience, care and treatment and access to spiritual care. (Care Experience Feedback)	Review: <ul style="list-style-type: none"> CCAAT Welcoming Ward / Department section: leaflet availability CCAAT Section: 1.5 and 1.6 Patient Experience Data Care Opinion Observe: <ul style="list-style-type: none"> Welcome to the Ward / Department poster Discussion: <ul style="list-style-type: none"> Ask patients/relatives/carers 			Patient Right's Act