

# APPLYING KNOWLEDGE AND SKILLS FOR PERSON-CENTRED CARE IN PRACTICE

## What is person-centred care?

A person-centred approach to health and care aims to put patients at the centre of their health, care and wellbeing.

This means understanding what is important and what matters to each individual patient, where their wider social, psychological, spiritual, health and wellbeing needs are considered (Health Education England, Skills for Health, and Skill for Care, 2017: 7).

This is a collaborative process whereby patients are supported to set their own aims and achieve their health goals (Health Education England, 2017: 58). The Nursing and Midwifery Council (NMC) outline the importance of doing everything you can to put a patient's needs first (NMC, 2020: 1).



Source: Health Education England, Skills for Health, and Skill for Care (2017: 1).

## Several knowledge points and skills required...

### Knowledge points

- Social determinants of health
- Patient activation
- Quality improvement
- Health literacy
- Patient and Public Involvement (PPI)
- Prevention (primary, secondary and tertiary)
- Person-centred measurement & outcomes
- Statutory and mandatory regulation and governance
- Relevant policy
- Duty of Candour

### Skills in Practice

- Communication
- Empathy
- Shared decision making
- Care coordination
- Advocacy
- Supporting self-management
- Care and support planning
- Supporting behaviour change
- Advanced Care Planning
- Making Every Contact Count (MECC)
- Managing risk
- Integration of services across sectors

(Health Education England, Skills for Health, and Skill for Care, 2017: 3).

## NHS: Creating conditions for person-centred care

The NHS advocate that person-centred care for patients should be the norm, however, for this to happen, changes need to be made to health systems, processes and culture at both local and national levels (NHS, 2020: 1). Creating these conditions is facilitated by two projects which help to make person-centred care a reality:

- Coalition for Collaborative Care (C4CC)
- Personalised Care and Support Planning

NHS England (n.d.: 3) also outline the 6Cs which is an initiative that promotes six areas of action which nurses, midwives and care staff must uphold in practice: care, compassion, courage, commitment, competence, and communication. The 6Cs support person-centred care.



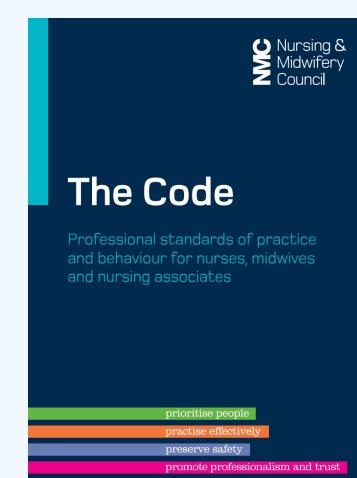
Source: NHS England (n.d.: 2 ).

## Nursing and Midwifery Council (NMC): The Code

The NMC Code highlights professional standards of practice and behaviour which facilitate person-centred care (NMC, 2018: 1-3). The key domains of the Code include:

- Prioritise people
- Practice effectively
- Preserve safety
- Promote professionalism and trust

The 'prioritise people' domain outlines the importance of treating patients as individuals, upholding their dignity, listening to patients and responding to their preferences/concerns, assessing/responding to physical, social and psychological needs, acting in the best interests of all patients, and respecting patients' rights to privacy and confidentiality (NMC, 2018: 6-8).



Source: NMC (2018: 1).

## Royal College of Nursing: Principles of nursing practice

The eight principles of nursing practice describe what is expected by patients and nursing staff in the field of nursing. In particular, principle D highlights the importance of nurses providing and promoting care which puts the patient at the centre and involves patients, service users, their families/carers in decision making, where they are supported to make informed choices with respect to treatments and care (RCN, 2020: 1).

The RCN also provide material for engaging with the principles, such as the guided reflection for nursing students document (RCN, 2013: 1).

## Evidence-based practice

The Health and Social Care Act 2012 legally imposes a duty for clinical commissioning groups (CCGs) and NHS England to involve patients in their care. This is based on evidence which supports that patient-centred care improves:

- Patient experience
- Health outcomes
- Care quality
- Improves medication and treatment compliance

(National Institute of Health and Care Excellence, 2009; Simces, 2003; De Silva, 2012).

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