

COURSE CONTENT OVERVIEW

Person-Centred Care



Our Person-Centred Care e-learning course teaches you how to tailor your care to the individual wants and needs of service users. Person-centred care requires you to adopt a partnership with patients and others involved in their care, so you can accommodate their personal requirements and deliver the best care possible.

The course explains the principles of care set out by the Health Foundation, what the law requires of you, and how to apply practical person-centred methods. With this knowledge, you'll be able to deliver care that improves healthcare services and the quality of life of your patients.

Module One: Introduction to Person-Centred Care

The introductory module defines person-centred care and how it benefits both patients and healthcare services as a whole. It gives a brief history of person-centred care and introduces you to the four principles set out by the Health Foundation. It also covers the 6 Cs of care that you should always keep in mind when delivering care.

- What is person-centred care?
- The principles of person-centred care
- The 6 Cs of care
- Person-centred care: example
- Why person-centred care is important

Module Two: The Law

In module two, you learn about the various regulations that apply to person-centred care, particularly the Health and Social Care Act, and what they legally require of you. It also covers the 13 fundamental standards of care outlined by the Care Quality Commission (CQC), which lists person-centred care as number one.

- The Health and Social Care Act
- The Care Quality Commission Standards
- The CQC survey
- Other relevant legislation
- Case study: Cheam Cottage Nursing Home

Module Three: Person-Centred Care in Practice

The third module provides practical guidance for delivering person-centred care, with reference to expert industry guidance. In particular, it explains how to fulfil the principles of person-centred care and covers shared decision-making, which is a crucial practice.

- The abilities of a good carer
- Applying the principles of person-centred care
- Shared decision making
- The four stages of shared decision making
- Why shared decision making is important
- Daily decision making

Module Four: Person-Centred Care Plans

The fourth module details what sections a service user's care plans should include to ensure they receive person-centred care. You'll understand how patients' individual qualities affects how they want or can receive care and how you should use this information to tailor care appropriately.

- What should a person-centred plan include?
- Creating person-centred care plans
- Example care plans sections
- Other care needs

Module Five: Records, Confidentiality, and Consent

In the fifth module, you learn about the importance of recording day-to-day events so you can deliver consistent person-centred care. It helps you recognise why you need to store data about patients securely receive informed consent before you do anything care-related.

- Record keeping
- Data protection
- Consent

Module Six: Case Studies and Resources

The last module provides some case studies, including a real-life example, which show you person-centred care applied in a practical way. It also gives you links to further resources that you can use to increase your ability to deliver effective care once you finish this course.

- Case study: communication
- Case study: daily needs
- Case study: Nottingham dementia care
- Further resources

Aims of the training

By the end of this course, you will:

- Understand what person-centred care means and why it is important.
- Recognise what the principles of person-centred care require and what the 6 Cs mean.
- Know what pieces of legislation relate to person-centred care, particularly the Health and Social Care Act.
- Be able to apply person-centred care in practice to fulfil the principles.
- Know how to carry out shared decision making in a person-centred way.
- Understand what type of information a person-centred care plan should include.
- Recognise the importance of keeping records, storing information in accordance with data protection law, and acquiring consent from patients.
- Know where to find further resources and training.