

Person Centred Approach

POLICY AND PROCEDURE

Purpose

This policy governs the use of a person-centred approach. A person-centred approach ensures clients of Subee Pty Ltd are at the centre of planning and decision making. This approach works with clients / employees to identify their needs, aspirations and strengths and to develop plans with each person to achieve what is important to them now and into the future.

Scope

This policy applies to services and support delivered by all areas of Subee Newlake employees.

Policy Statement

Subee is committed to embedding a person-centred approach to all services and support delivered. Person-centred care is a philosophical approach to service development and service delivery that sees services provided in a way that is respectful of, and responsive to, the preferences, needs and values of people and those who care for them.

The policy aims to support aged people or people with disability living lives which are fully integrated, not segregated and of their choice. People of all ages have meaningful choices, a strong voice and maximum control over their life, instead of the power being held by institutions or organisations.

Relevant Legislation and Standards

Aged Care Act 1997

New Aged Care Quality Standards 1 & 2.

The National Disability Insurance Scheme Act 2013

The National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
Standards 1 & 3

Attendant Care Industry Standard 2018 (ACIS)

Guiding Principles

The following govern Subee's person-centred approach

1. Person is at the centre: The client / employee will be present and at the centre of decision making and planning that assists them to achieve their preferred lifestyle.
2. Personal Priorities and Strengths: Support will be provided to ensure services are responsive and personalised to each client / employee's needs, wants, aspirations and such supports build upon their strengths.
3. Partnerships: Family, friends, significant others and other service providers, who have a commitment to a better life for the client / employee, will be actively involved in the development and implementation of the person's plan, according to the wishes of the client / employee.
4. Support and Development of Staff: Subee will provide ongoing support and development to staff to ensure consistent quality outcomes are achieved for each client / employee.

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5. Sustainable: The ongoing sustainability of a person-centred approach will be supported through continuous review and improvement, professional development, and exploring individual options for each person.

Objectives

The Approach will:

- promote client participation
- promote a consistent approach to the adoption and implementation of person-centred values
- provide a consistent approach to Subee PtyLtd person centred policy and documentation
- build staff confidence in person centred approaches
- enhance and build on existing work in person centred approaches
- reflect best practice and industry standards

Procedure

1. Each person will be provided with the opportunity to communicate and achieve their personal goals and aspirations.
2. Subee will establish clear procedures on how a person-centred approach will be embedded within the services.
3. Subee will engage and empower staff to implement person-centred service delivery and support.
4. Each client / employee will have a plan developed to guide the achievement of their needs, aspirations and wishes for their future, and this plan will build upon the strengths of the individual.

5. Staff will be supported to understand and align with the values and behaviours of a person-centred approach.

Responsibility

1. The Quality Review Meeting is responsible for the final review and approval of this policy
2. The Quality and Safety Co-ordinator is responsible for maintaining this policy, its related procedures, and associated documents
3. Each coordinator is responsible for the following:
 - ensuring the policy is effectively implemented in the service for which they have control
 - monitoring staff compliance with the requirements of the policy
 - ensuring training and information is provided to staff to carry out this policy
 - ensuring staff are familiar with the requirements of the policy, and have enough skills, knowledge, and ability to meet the requirements

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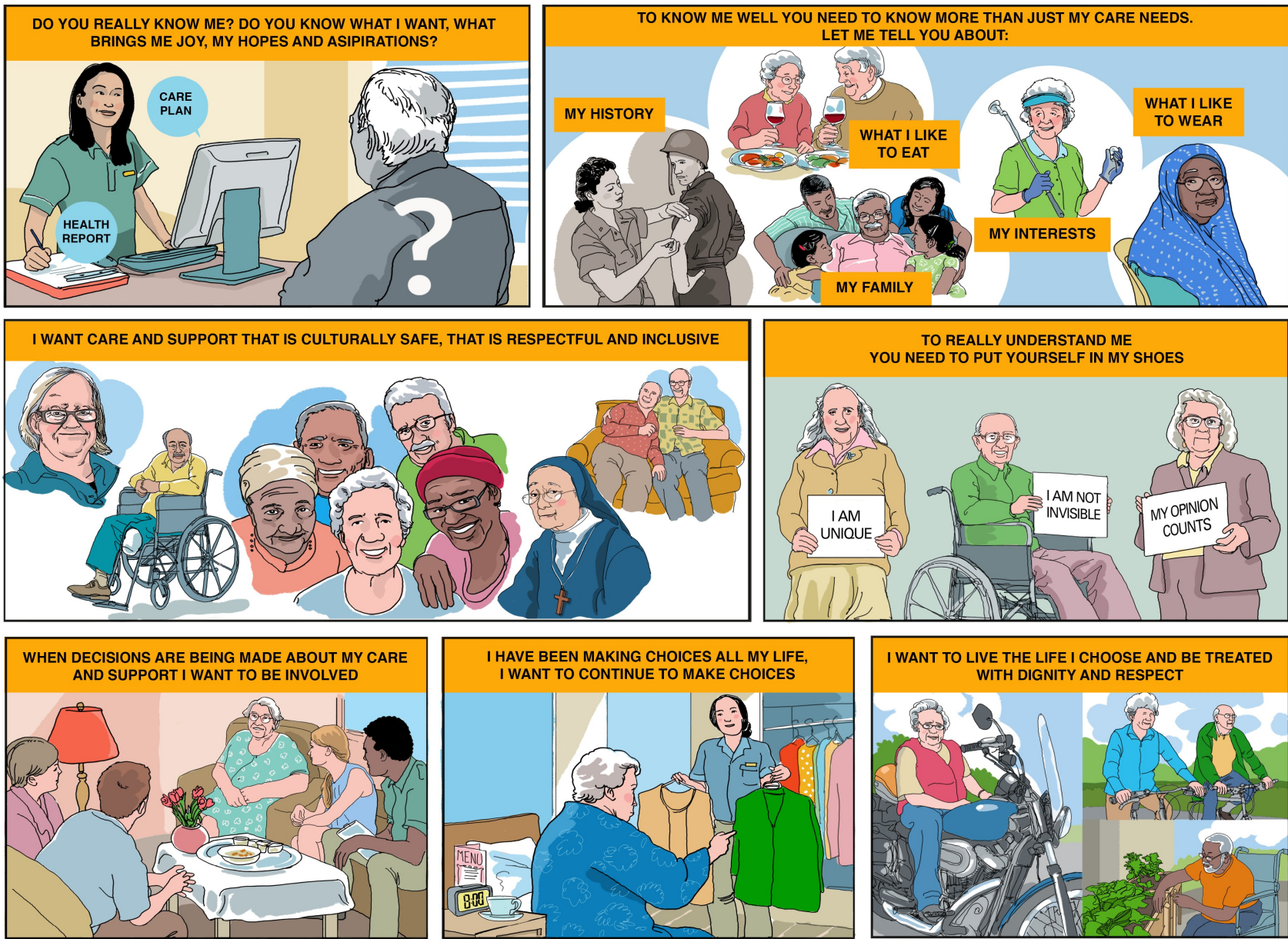
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Person Centred Care - Know Me Well



Current as at 26th October 2020



Person Centred Care – Know Me Well

Quality care revolves around understanding the consumer as a person with a back story, interests, values and community and family linkages rather than simply being a client of aged care services.

This storyboard is designed to explain how person centred care can help achieve quality outcomes for consumers. Spend time getting to know each individual consumer to ensure you can support them to live the life they choose.

Frame 1: The person you support is more than the summary of their health report and care plan. Each consumer has dreams, aspirations, likes and dislikes. This means that one size does not fit all when it comes to providing quality care supports.

Frame 2: It is important to understand the person. Assessment, care planning and service delivery needs to take into consideration the person's history, what they like to eat and drink, what they prefer to wear, any interests or hobbies they enjoy and family linkages that are important to them or groups they are a member of. Talk to each consumer and encourage them tell you their story. Explain to them why it is important for you to understand them and work with them to tailor their care and services.

Frame 3: Consumers want care that is safe, appropriate, respectful and inclusive. Service providers and their staff need to recognise and acknowledge the diverse needs of individuals to ensure an aged care system that provides respectful and inclusive aged care services regardless of the person's background, life experiences, culture, body, gender or sexuality.

Frame 4: Consumers appreciate staff who take the time to understand their perspective and reality and who are empathetic. No consumer should need to hide who they are, be made to feel invisible or feel devalued. Taking the time to get to know each consumer will help to ensure they are comfortable and confident in sharing their background and experiences.

Frame 5: 'Nothing about me without me'. Consumers of aged care services have the right to be included in discussions and consulted on decisions that directly affect them. Encourage your consumers to take part in the planning of their care and services.

Frame 6: Knowing a person well means that approaches to care and services can be tailored to the individual providing choices, activities, meals and daily life routines that suit each individual as much as possible. This helps to ensure that each consumers diverse life experiences and characteristics are recognised.

Frame 7: Consumers should be encouraged to be independent as far as possible. This will help to support the person to live the life they choose and can enable them to participate in life to the fullest. Support should recognise the concepts of Dignity of Risk and Informed Choice.

Person Centred Care - Know Me Well



Australian Government
Aged Care Quality and Safety Commission

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CDCS