

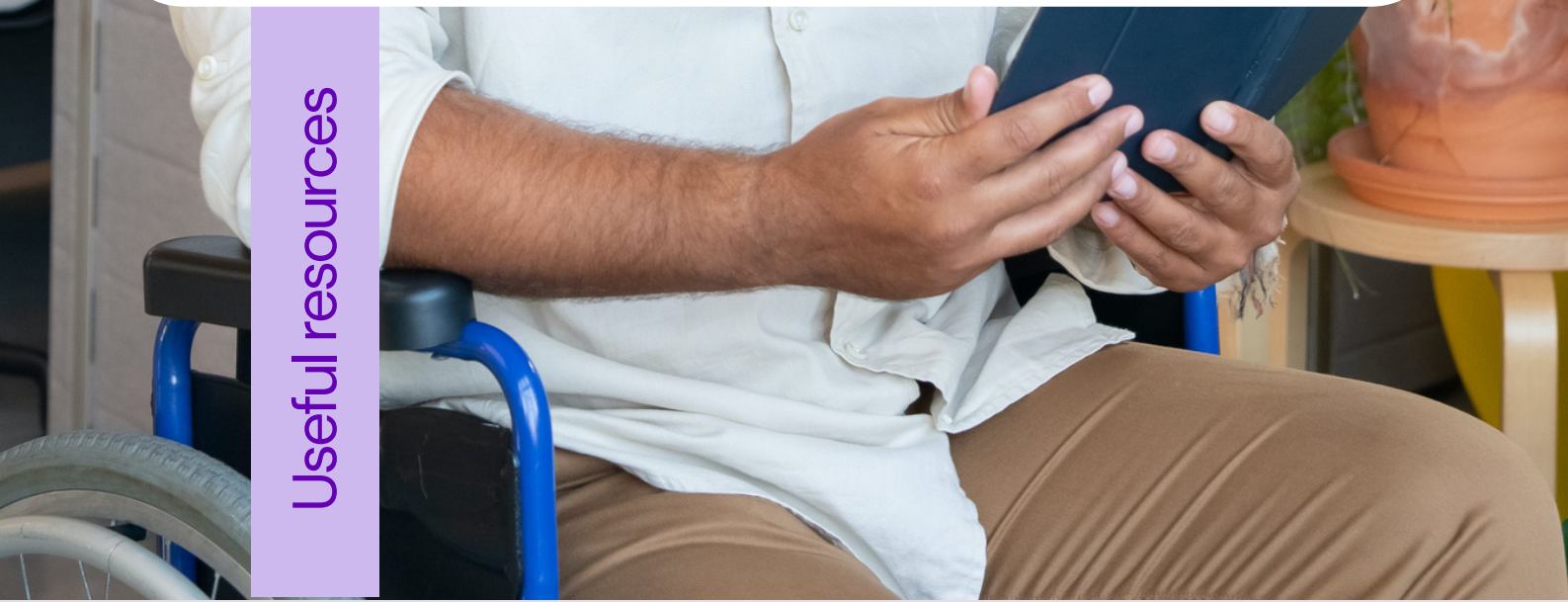
Hertfordshire Direct Payment Support Service



# Person centred care

A useful guide to person centred care by Hertfordshire Direct Payment Support Service provided by Purple

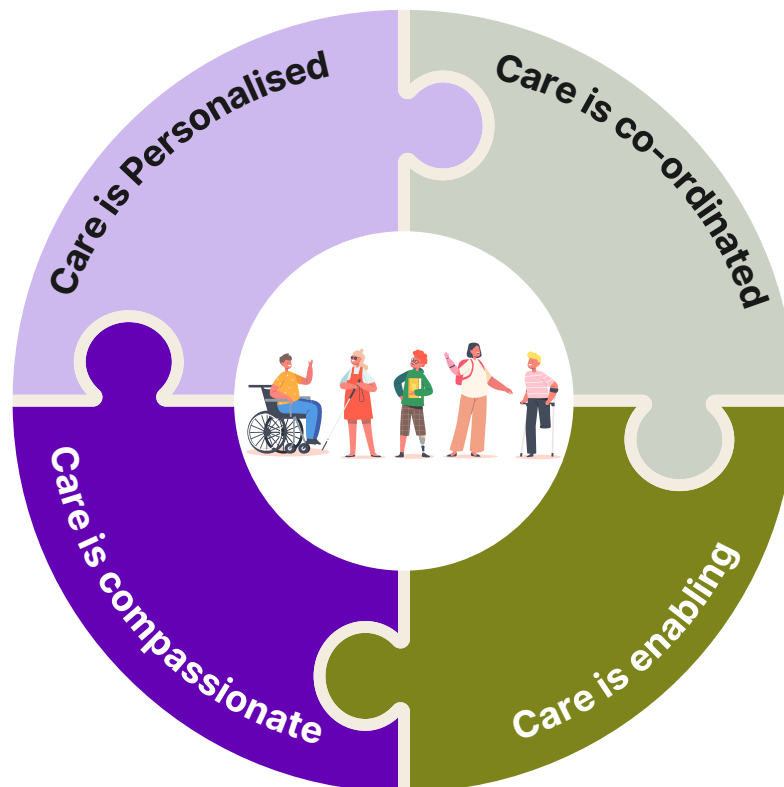
Useful resources



# Principles of Person centred Care



The term “person-centred care” doesn't have one clear definition because it includes different ideas and activities and it is changeable. This is because person-centred care depends on what each person needs and likes. What is important for one individual might not be required or wanted by someone else. In addition, these preferences can change over time as a person's needs change, thus making the need for adaptable and personalised-care support vital.



Instead of providing a strict definition, we look to the the Health Foundation's framework with four main ideas for person-centred care:

- Treating people with dignity, compassion, and respect.
- Giving organised care, support, or treatment.
- Providing personalised care, support, or treatment.
- Helping people find and use their own strengths to live a free and fulfilling life.

# A more detailed view of Person centred Care

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- Person-centred care involves a mindset and approach that considers individual as collaborative partners in their care
- Prioritising individuals and their families in decision-making, recognising them as authorities in the planning, evolution and oversight of their care
- Respecting views and beliefs of the individual and putting them at the centre of care
- Considering the individual's unique preferences and their stated needs
- Making sure care is organised and all support providers collaborate well together by communicating well and sharing important information with consent
- Keeping the individual comfortable and safe
- Being present for emotional support
- Ensuring that access to care remains consistent through collaboration with all those involved in care to ensure all parties are aligned with the unique requirements of the individual
- Assisting the individual to access the correct care when they need it in a timely manner

# Our approach to Person centred Care



## EAG OFFICERS

Available Monday - Friday, five days a week to provide continuous support in ensuring that the individual is able to access resources and support in all aspects of managing their Direct Payments.

EAG provides regular online peer support and training sessions to Direct Payment holders and representatives to inform and place the individual confidently in control of their support.

## PURPLE MATCH RECRUITMENT

All Personal Assistants on our Purple Match database that have completed DBS checks for safety are requested to share their professional backgrounds, experience, interests and approach in detail as our commitment to championing a "Person-Centred" approach, enabling our Recruitment Officers to determine whether applicants to job advertisements are suitable to the individual's requests and requirements. Additional information such as interests of the Personal Assistant and approach are integral to creating highly personalised care support matches.

## INDEPENDENT SUPPORT BROKERAGE

For individuals with a care need that would like an alternative to a Personal Assistant, we have an Independent Support Broker who actively researches and networks with an expansive list of provider covering an array of services, creating an opportunity for the individual to highly customise their care with independence and have the option to discover new opportunities.

## Contact us for support:



[info@herts-dpss.co.uk](mailto:info@herts-dpss.co.uk)



01992 367297

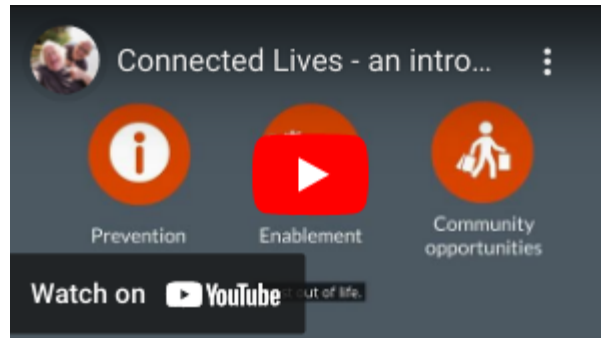
## Hertfordshire County Council approach to Person centred care

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- Connect people to people, services, technology, communities, and real lives as the primary principle.
- Provide support for those who need assistance to live independent and fulfilling lives.
- Introduce a new assessment framework that focuses on prevention and enablement for everyone.
- Adopt a balanced, outcome-focused approach ensuring everyone benefits, regardless of eligibility, through strength-based conversations based on professional analysis.
- Prioritise citizenship, emphasising rights and responsibilities, laying the foundation for stronger communities.
- Commit to independence for individuals, empowering them with choices and control over their life and care.
- Understand that independence doesn't solely mean not having a service; sometimes, a service can enhance independence.
- Encourage social care staff to go beyond traditional notions of 'good care' and facilitate sustained relationships.
- Recognise that social isolation often leads to poorer wellbeing outcomes; hence, efforts should extend beyond just connecting people locally.

# Hertfordshire County Council approach to Person centred care Case studies

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Click to watch



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[Click here to learn more about the Connected Lives social care model by Hertfordshire County Council](#)