



How can we make a reality of person-centred practice?

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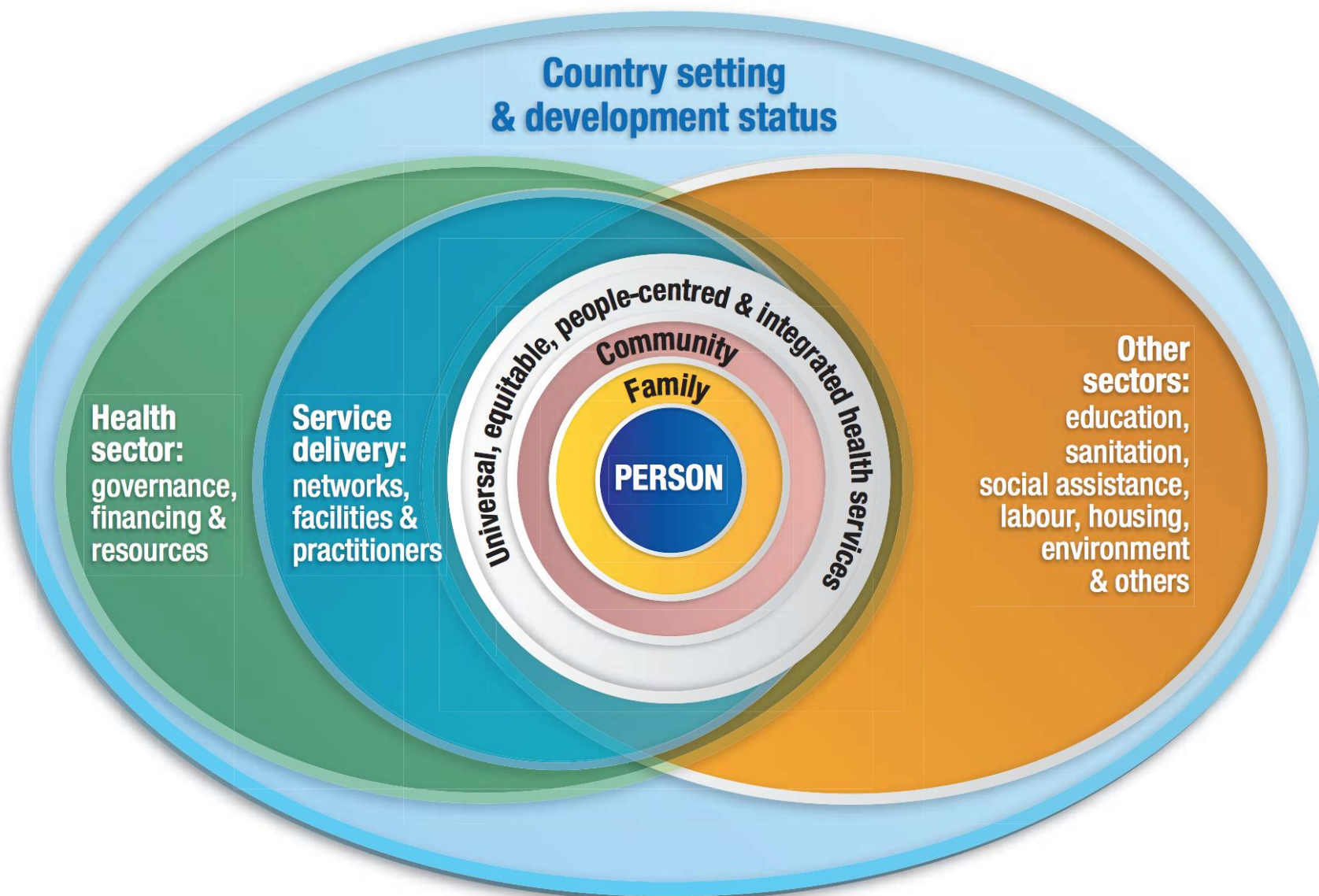
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Visiting Professor, Maribor University, Slovenia;
Visiting Professor, Ulster University;
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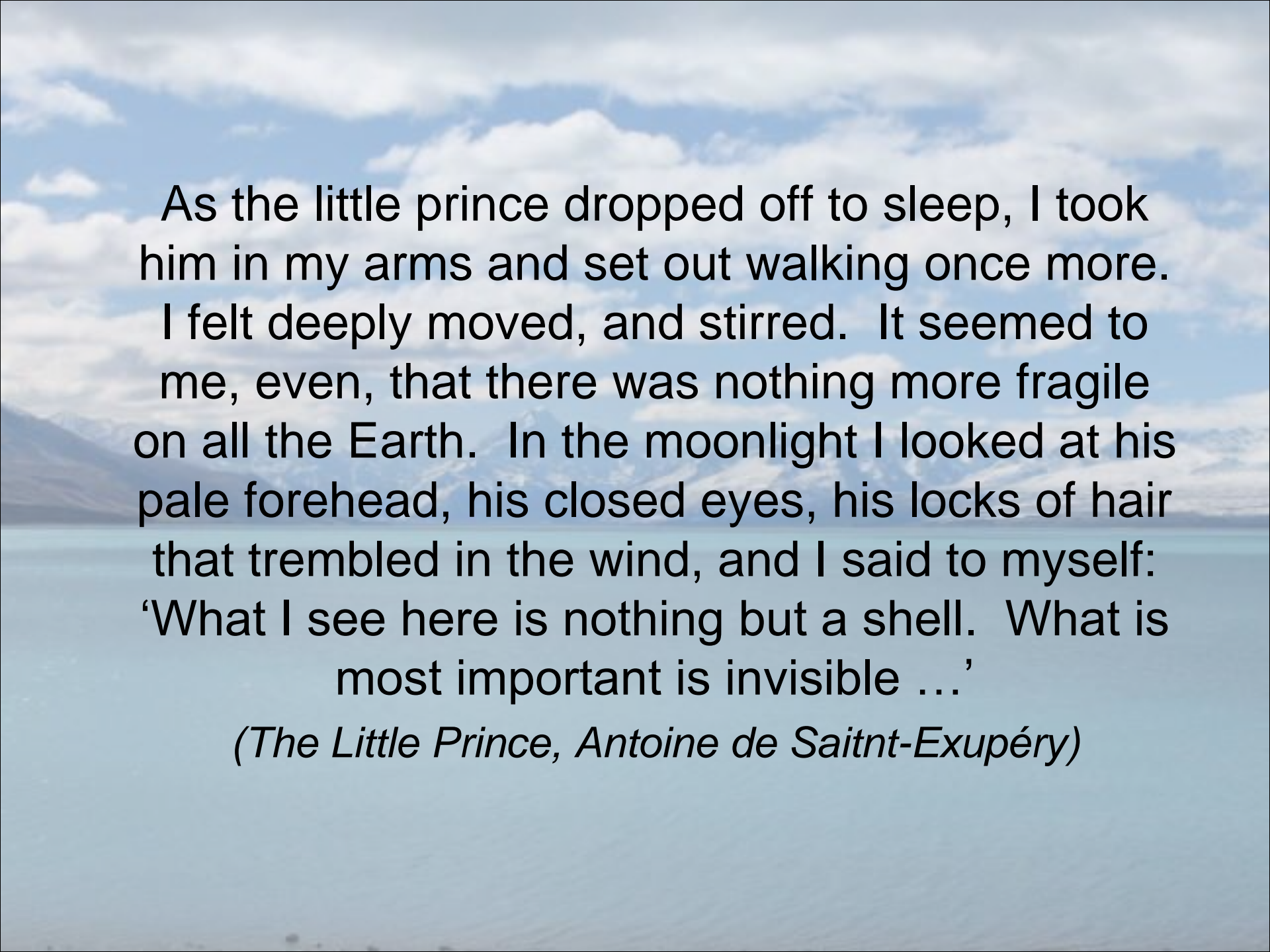


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Fig 1. Conceptual framework for people-centred and integrated health services





As the little prince dropped off to sleep, I took him in my arms and set out walking once more. I felt deeply moved, and stirred. It seemed to me, even, that there was nothing more fragile on all the Earth. In the moonlight I looked at his pale forehead, his closed eyes, his locks of hair that trembled in the wind, and I said to myself: 'What I see here is nothing but a shell. What is most important is invisible ...'

(The Little Prince, Antoine de Saint-Exupéry)

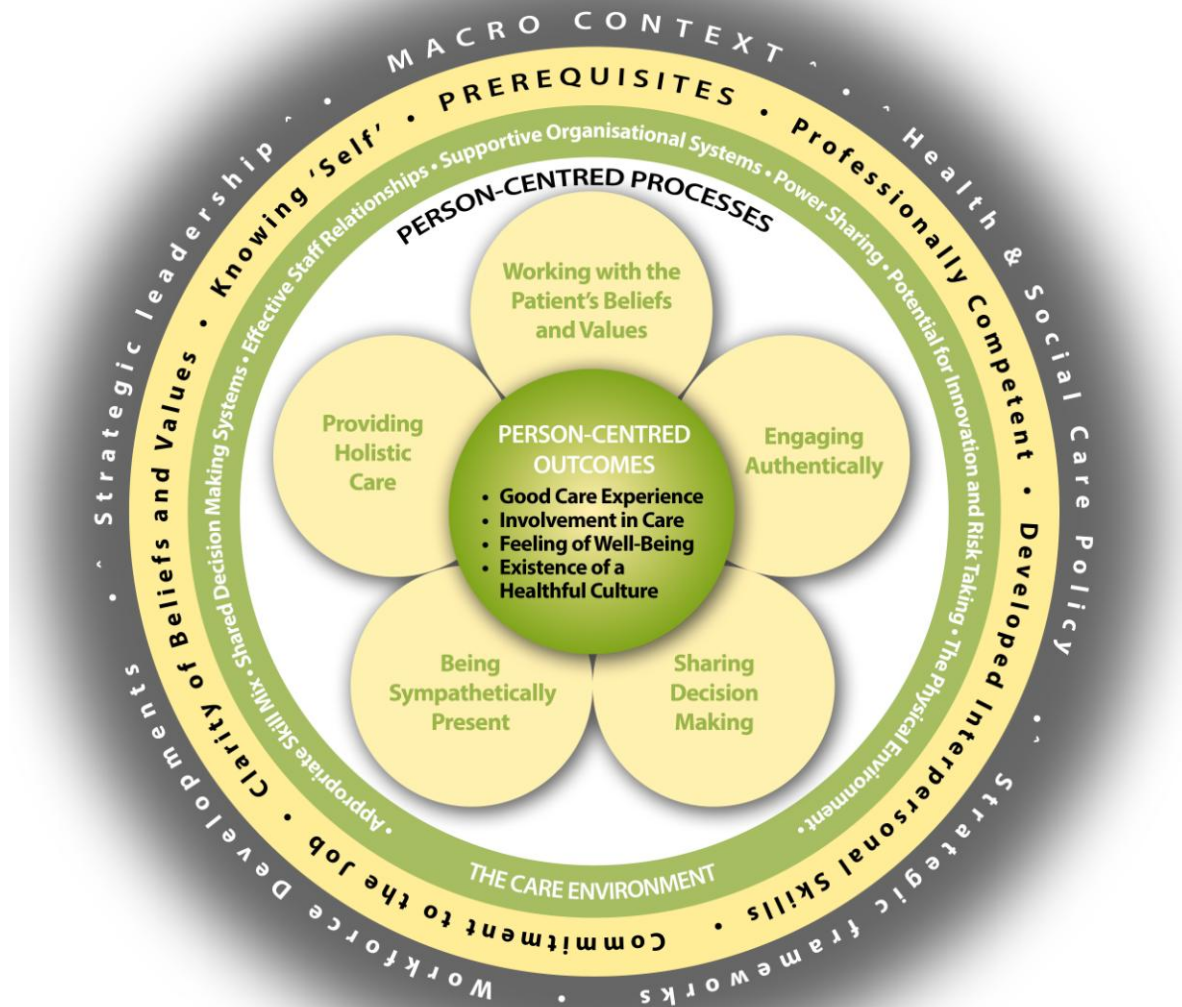
Person-centredness



“Person-centredness is an approach to practice established through the formation and fostering of healthful relationships between all care providers, service users and others significant to them in their lives. It is underpinned by values of respect for persons (personhood), individual right to self determination, mutual respect and understanding. It is enabled by cultures of empowerment that foster continuous approaches to practice development”.

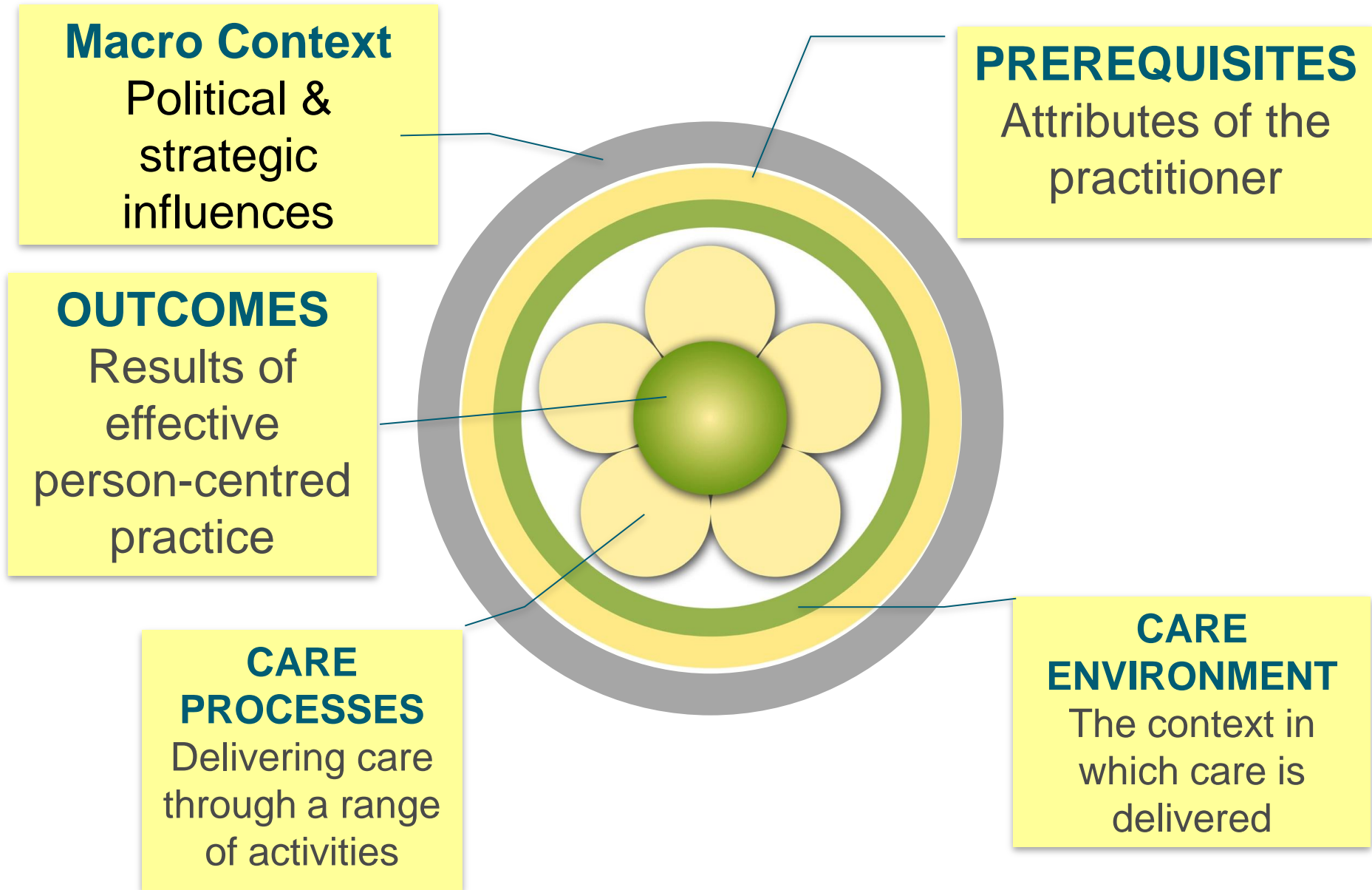
(McCormack & McCance 2016)

Person-centred Practice Framework

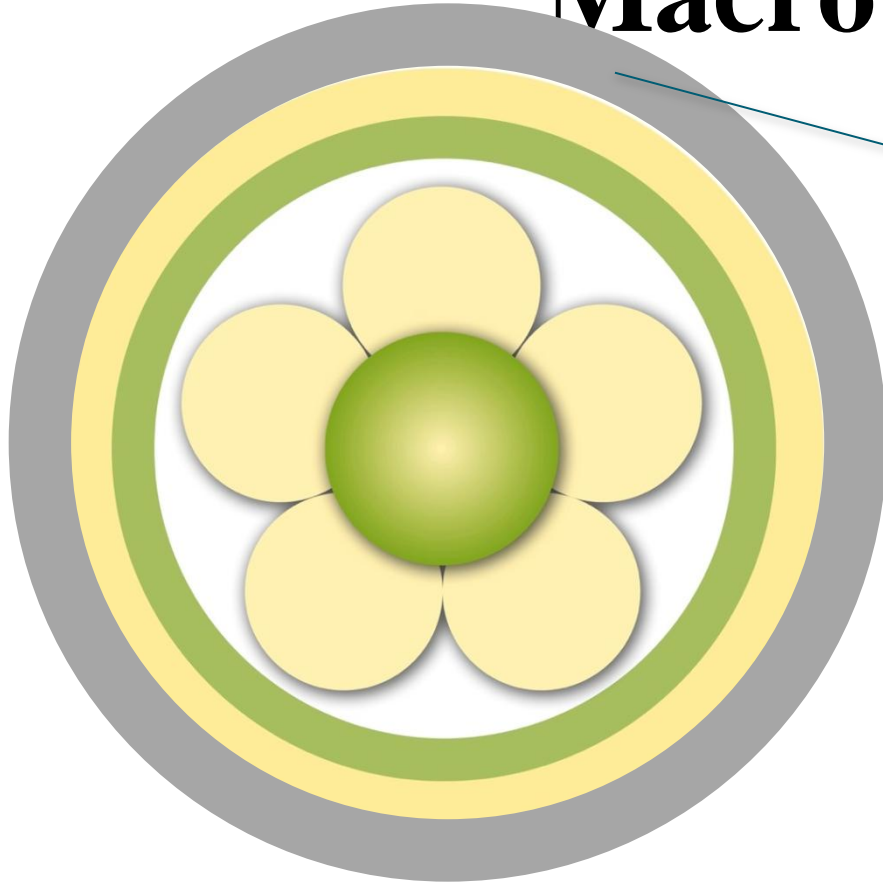


(McCormack & McCance 2016)

The PCP Framework

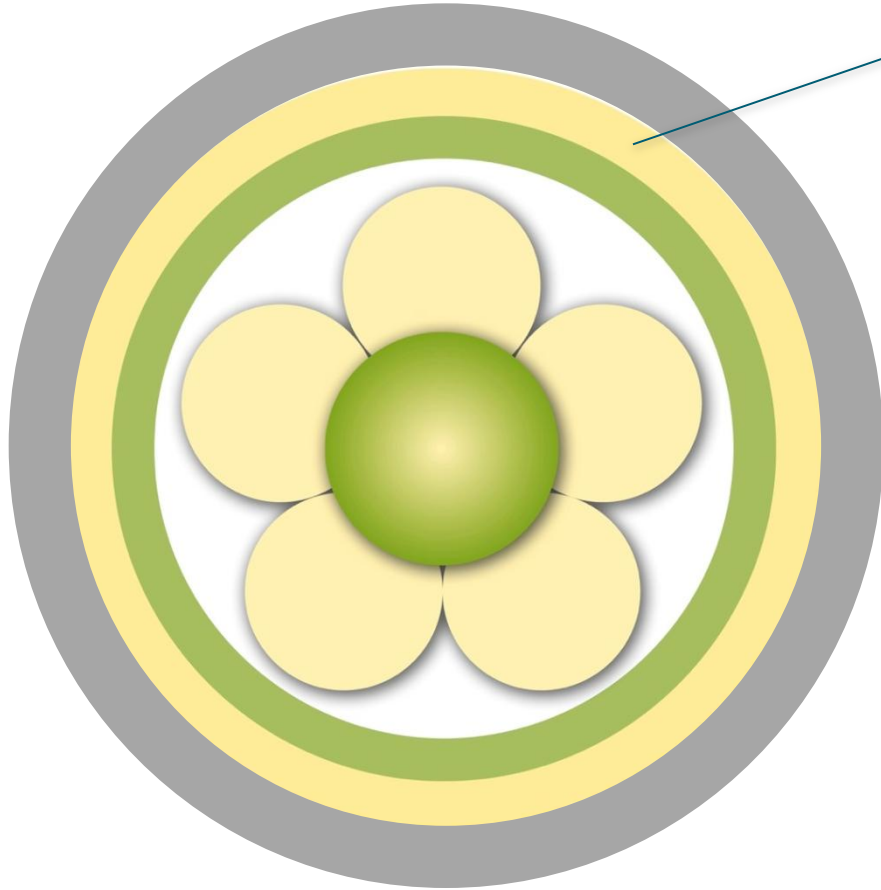


Macro Context



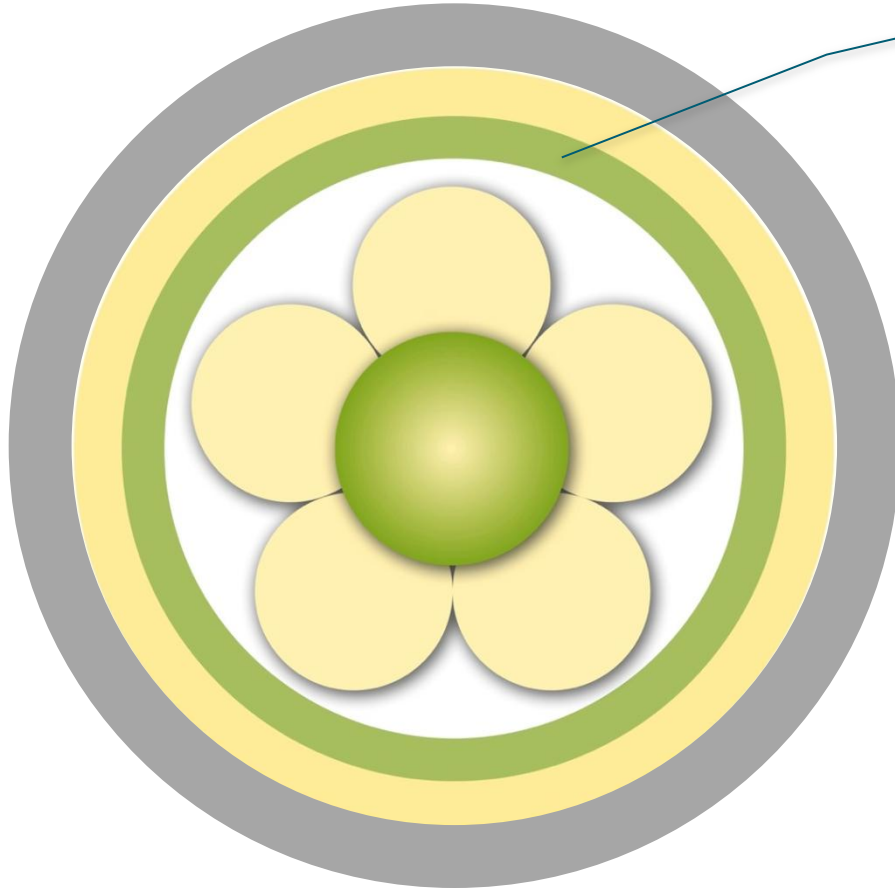
- Health & social care/policy
- Strategic frameworks
- Workforce developments
- Strategic leadership

Prerequisites



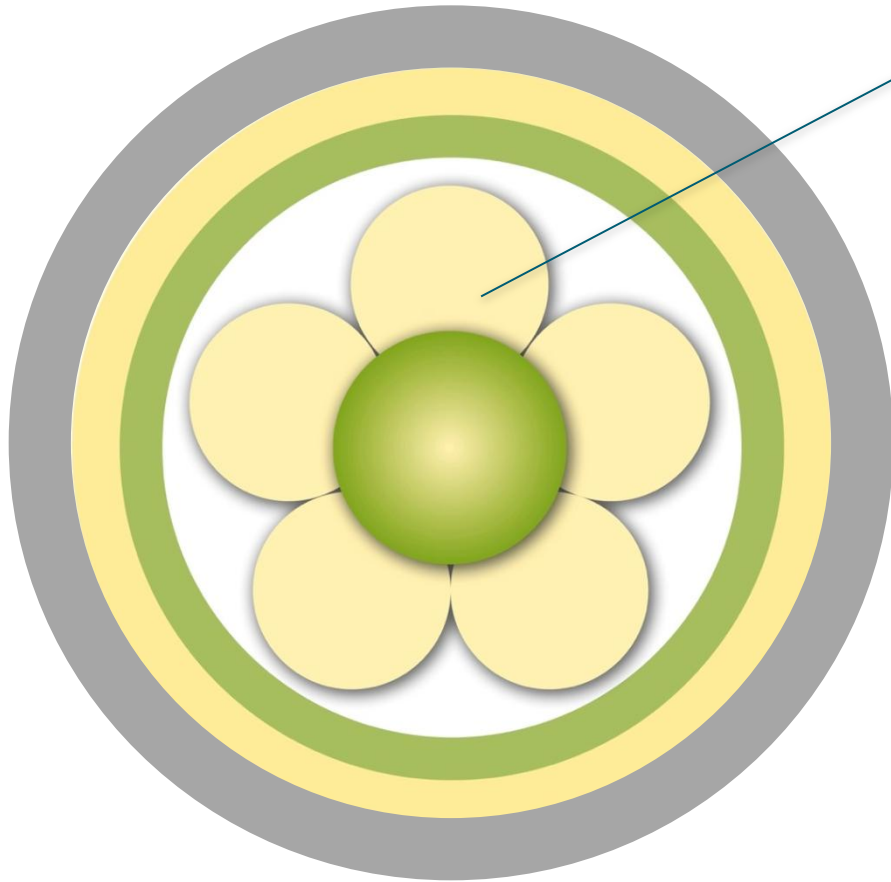
- Professionally competent
- Developed interpersonal skills
- Commitment to the job
- Clarity of beliefs & values
- Knowing 'self'

Care environment



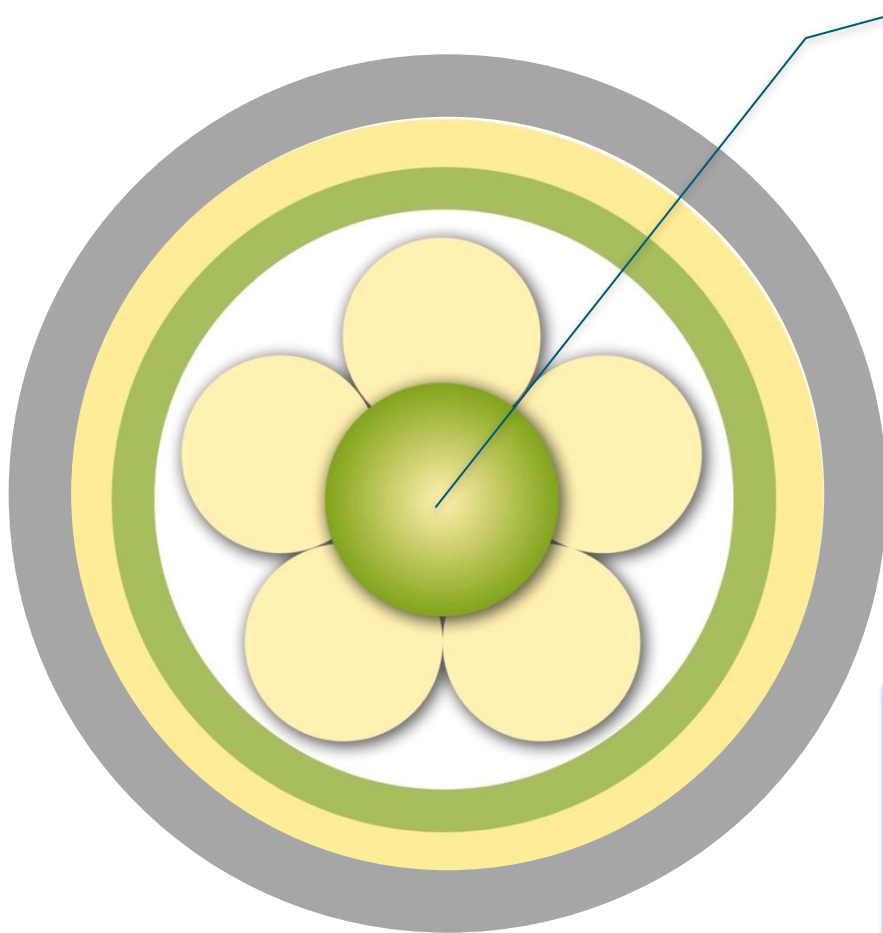
- Appropriate skill mix
- Shared decision making systems
- Effective staff relationships
- Supportive organisational systems
- Power sharing
- Potential for innovation & risk taking
- The physical environment

Person-centred processes



- Working with beliefs and values
- Being engaged
- Having sympathetic presence
- Sharing decision making
- Providing Holistic Care

Outcomes



- Experience of Good Care
- Involvement with Care
- Feeling of Well-Being
- Existence of a Healthful Culture

Measured By:

- Person-centred Practice Inventory (PCPI)
- Observations of Practice
- Narrative & Stories
- Routine data

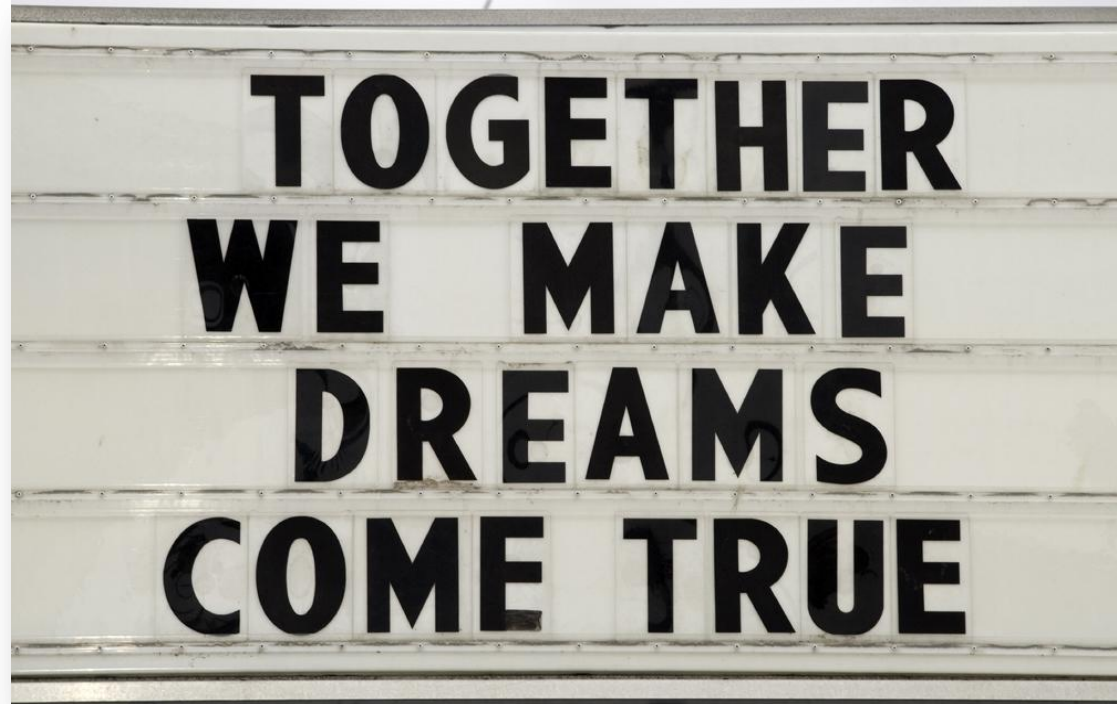
Person-centred Moments versus Person-centred Care

Enabling Engagement	Conflicting Priorities	Living Person-centred Care
Ways of working	Feeling pressurised	Embracing person-centred values
Building relationships	Staffing and resources	Being confident and competent
Maintaining momentum	Evolving context	

(McCance et al, 2013)

The Capabilities Approach (Entwistle & Watt 2013)

“The basic idea of the capabilities approach is that what makes for good lives is having capabilities for valued functionings. The approach generally encourages an evaluative focus on the extent to which people are free and able to be and do what they have reason to value being and doing”.



Capabilities Approach

(Entwistle & Watt 2013)

- Personal Capabilities
 - Respect and Compassion
 - Responsiveness to subjective experiences
 - Support for capabilities for autonomy



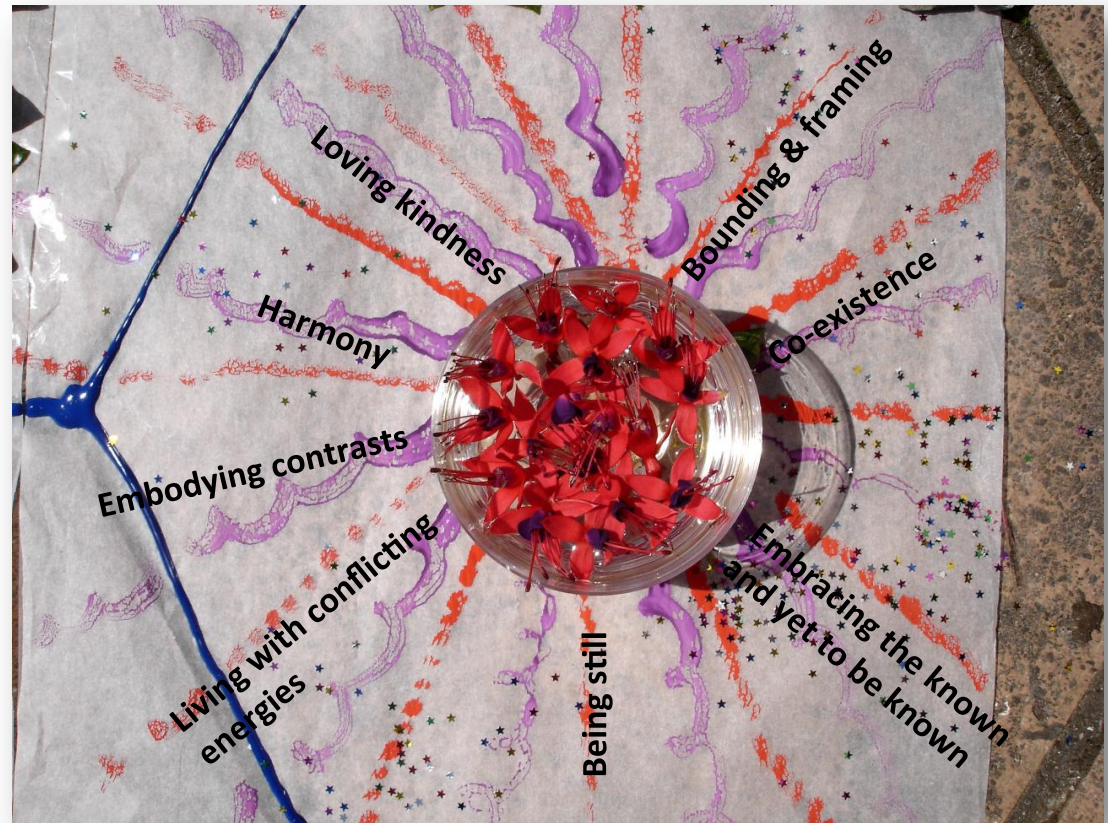
Human flourishing occurs when we bound and frame naturally co-existing energies, when we embrace the known and yet to be known, when we embody contrasts and when we achieve stillness and harmony. When we flourish we give and receive loving kindness.

(McCormack & Titchen, 2015)



8 Principles for Creating the Conditions for Human Flourishing

“See the conditions that have come together to create a context in which people behave in a certain way, and then change those conditions”



(After McCormack & Titchen 2015)

1. Bounding and Framing Practice

- Being Strong
- Background and Foreground of practice



2. Co-existence

- Cultures of Kindness
- Harnessing energies
- Creating connections



Newsletter- Introducing new staff



Hi- my name is Wilma and I have joined the domestic team. I still live in the house I was born in. Actually I was born in the toilet which you might just be able to make out in my collage! My hobbies are reading, doing jigsaws and gardening. I worked in M&S for 33 years and Erskine House for 11 years before coming to work for Marie Curie. Exciting times ahead!

(Thanks to Tracey Smith & Colleagues at Marie Curie Hospice, Edinburgh)

3. Embracing the Known & Yet to be Known



- Reduce emphasis on compliance
- Balance 'improvement' with space for innovation
- Harness the inner creative energy of all staff
- Facilitative engagement

Lessons Learned from Service Improvement Work

- Measurement and Compliance do NOT change practice, they create a culture of fear.
- FEAR restricts innovation and creativity.
- Need for person-centred services & cultures.
- Only learning through practice creates sustainable cultures of quality.



JOURNEY DEVELOPMENT

VISION FOR A PERSON-CENTRED
CULTURE

Safer & more effective
person-centred

Sharing & celebrating

Ongoing & integrated action,
evaluation, learning & planning

A practice development plan

Describing & measuring where we
starting from

Developing shared
vision

Person centredness is ABOUT everyone and
FOR everyone.

It is respecting and understanding each other.

It is recognising our efforts.

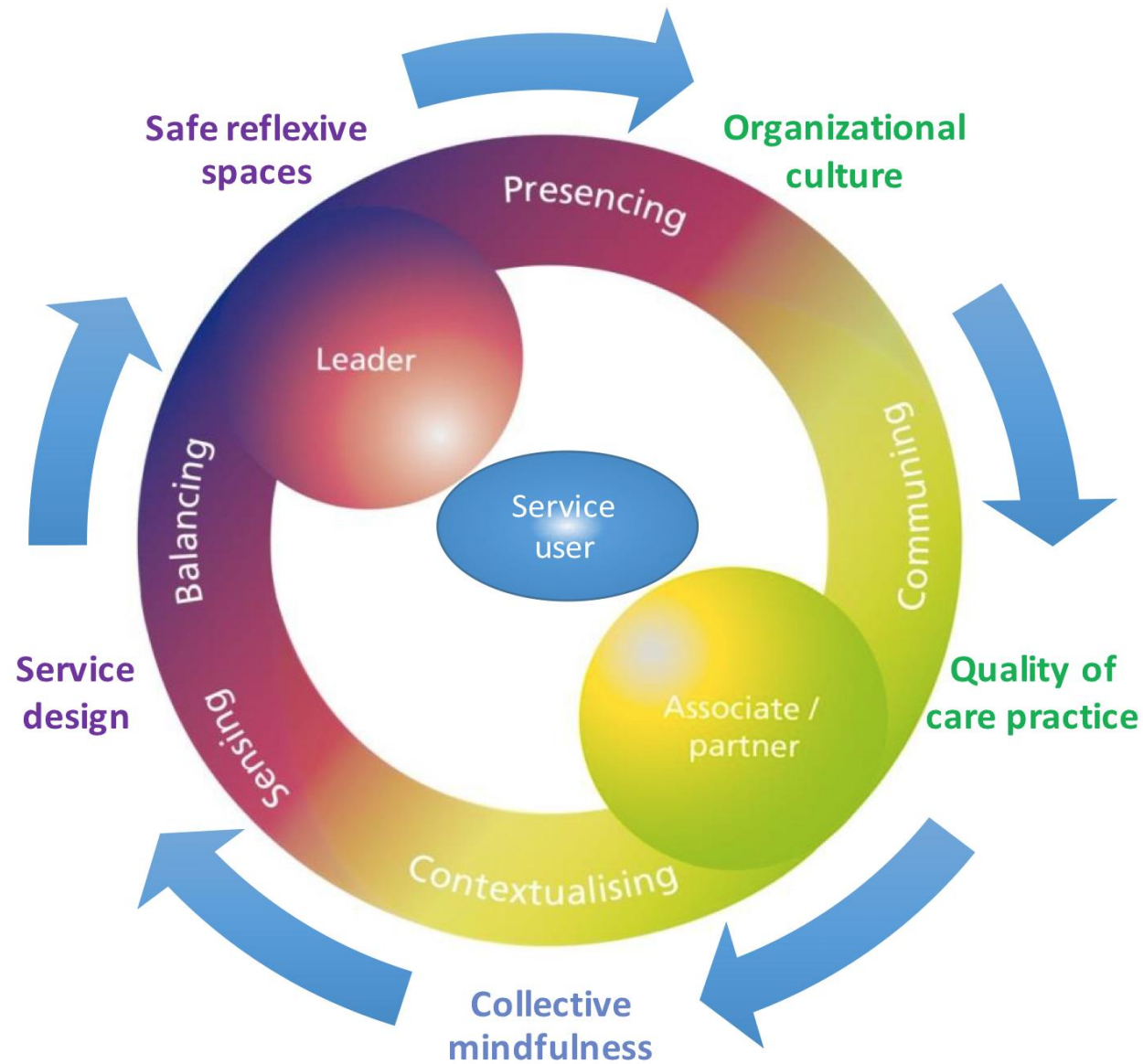
It is a sharing and a coming together.

Person centredness is the mortar
that holds us all together.

4. Living with Conflicting Energies

- Challenge as a 'mental jolt'
- Moments of Crisis
- Person-centred leadership





Cardiff 2015)

5. Being Still

- Spaces for reflection and learning
- Reducing 'busyness' and focusing on the 'business' of practice
- Appreciating feedback
- Creating Stillness



6. Embodying contrasts

- Learning to pay attention to the seemingly insignificant
- Appreciating contrasts in practice – subjective and objective
- Creating balance



7. Harmony

- No beginning, no end
- Use of transformational methods



How fortunate are you and I
whose home is timelessness.
We who have wandered down
from fragrant mountains of eternal
now
to frolic in such mysteries
as birth and death.
A day, or maybe even less.

(EE Cummings)



8. Loving Kindness

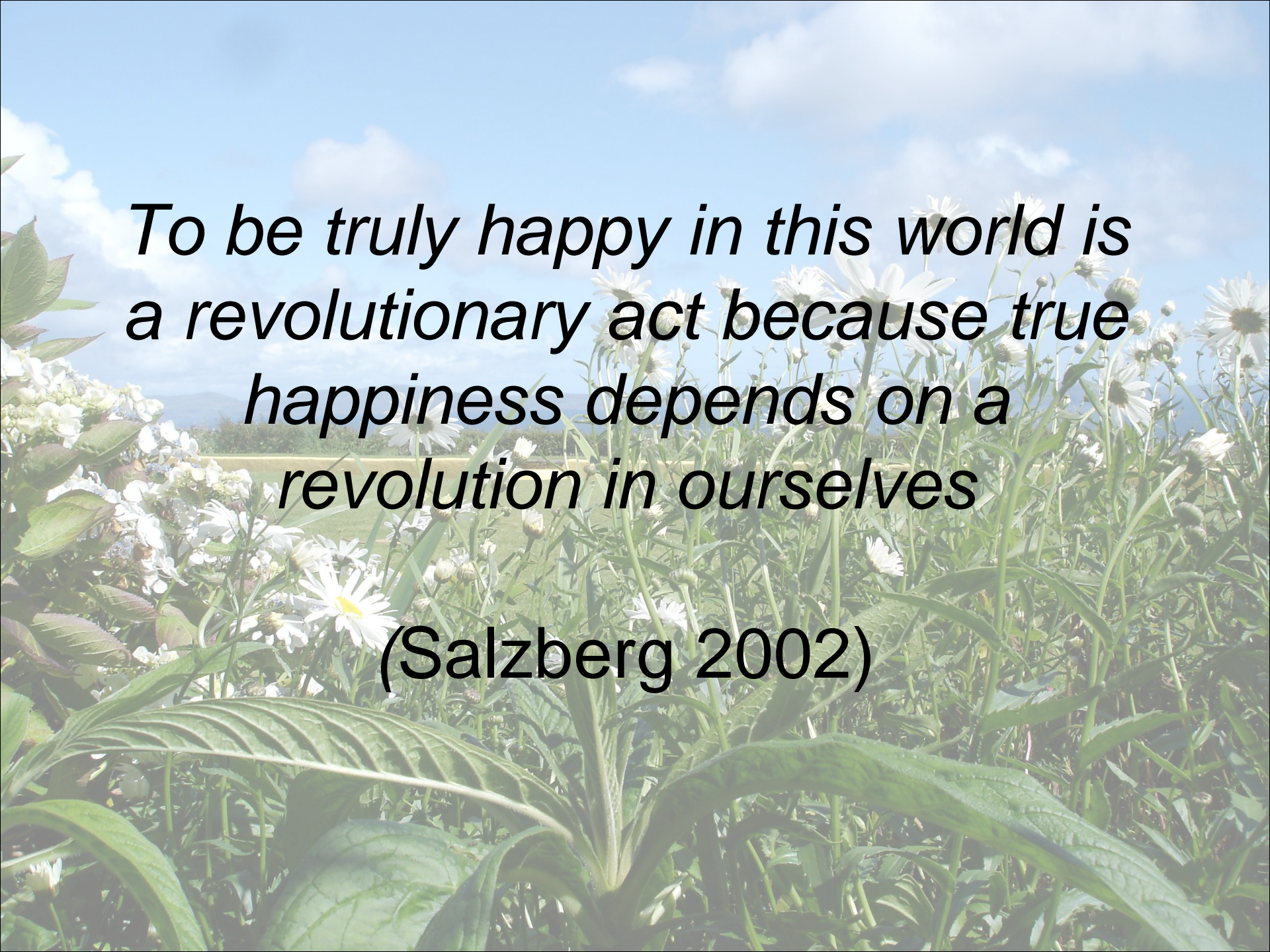
... And the moment that
you came to change my
life
Looking back together
yeah
You fired up my heart and
made me smile
You and I know that:
I'm a different person,
Yeah
Turned my world around



Making Person-centredness (More) Real



- Respect for all persons.
 - Cultures that value feedback, challenge and support with leaders who possess the skills of enabling facilitation.
 - Organisations with a person-centred vision and that are committed to transformational learning.
-
- Strategic plans that support person-centred and evidence-informed cultures of practice.
 - Equal valuing of all knowledge and wisdom
 - Person-centred accreditation systems.
 - Creation of a (inter)national movement for person-centredness

A vibrant field of white daisies with yellow centers, growing in a lush green field. The background shows a clear blue sky with scattered white clouds and distant hills. The overall scene is bright and cheerful, symbolizing nature and happiness.

*To be truly happy in this world is
a revolutionary act because true
happiness depends on a
revolution in ourselves*

(Salzberg 2002)

Thank You



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