



**Adult
Services**



**Person
Centered
Care**

Person Centered Care

Person Centered Care is a way of thinking and doing things that sees the people using health and social services as equal partners in planning, developing and monitoring care to make sure that it meets their needs.

This means putting our participants and their families at the center of the decisions and seeing them as the experts, working alongside professionals to get the best outcome.

We're glad to
have you on
board!



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What is **PERSON CENTERED CARE?**

It is a mindset and philosophy,

It is not exclusive to healthcare, instead it is
an approach that can be applied to many
different sectors across individuals lives.



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Person Centered Care

It is about collaborative and respectful partnerships between a service partner and user. The service provider respects the contribution the user can make to their own health, such as values, goals, past experience and knowledge of their own needs, and the user respects the contribution the service provider can make, including their professional expertise and knowledge, information about the options available to the service user, and their values and experience.

Melbourne Victorian Government & Aging
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Guiding Principals



- Care is **PERSONALIZED**
- Care is **ENABLED**
- Care is **COORDINATED**
- The individual is treated with **DIGNITY, COMPASSION & RESPECT**

By understanding and recognizing these principals it allows us to provide services that are tailored to each individual and is delivered in a way they feel their choices have been honored.

Person Centered Care





What we want
to uphold



KEY COMPONENTS



DIGNITY



RESPECT



**EXPERIENCE
&
GOALS**



CONFIDENTIALITY



RESPONSIBILITY

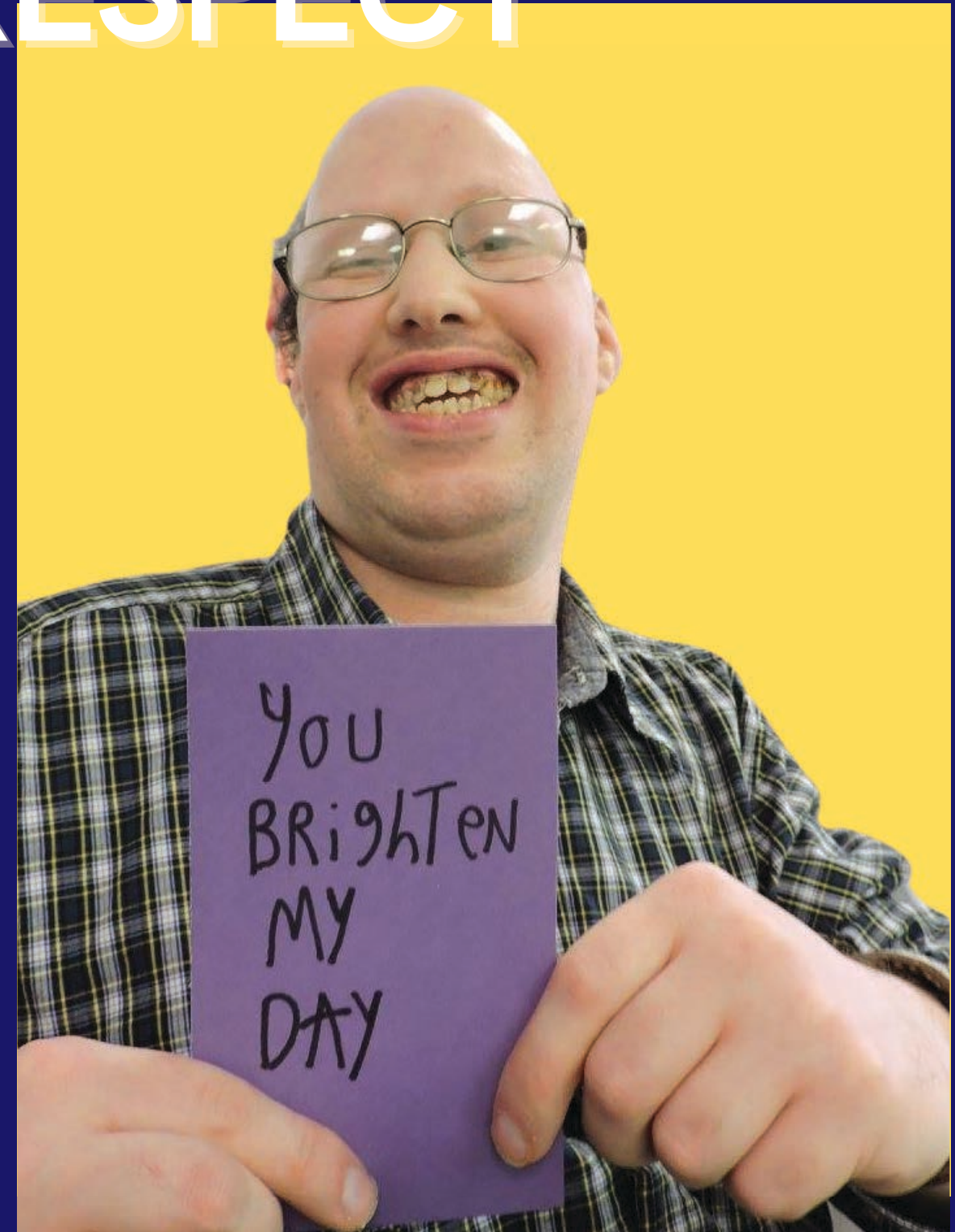


COORDINATION

RESPECT

Respecting the Individual

It is important to get to know our participants as a person and recognize their unique qualities. They have their own personal values, beliefs, boundaries and perspective. It is vital to not only understand these aspects of them but to **RESPECT** them and incorporate them into their daily activities and care while they are in the center.



DIGNITY

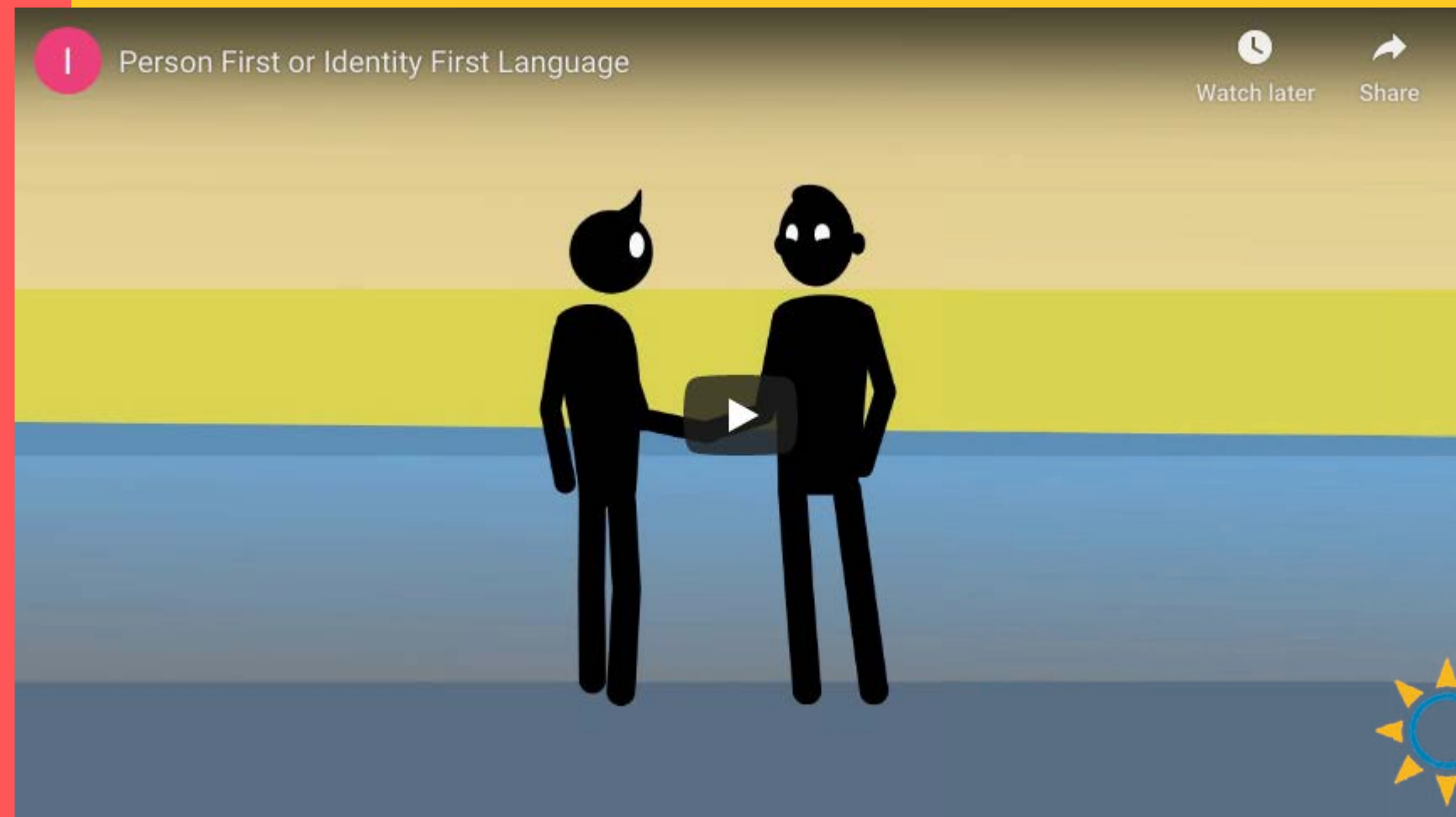


Treating People with Dignity

This involves communicating with our participants in a respectful way. Listening to what they have to say and taking on board their input. It also includes taking the time to learn how the individual sees themselves and how they would like you to see them. It means maintaining their **DIGNITY** and avoiding embarrassment or shaming.



PERSON FIRST VS IDENTITY FIRST



EXPERIENCES & GOALS

Honoring Experiences & Goals

To provide the best possible care and create a successful support plan it is important to know the participant's life **EXPERIENCES**, their present state and their desired **GOALS** for the themselves and the future. By asking questions and actively listening we can gain a deeper understanding of the individual.



CONFIDENTIALITY



Maintaining Confidentiality

As with any other method of care, **CONFIDENTIALITY** must be maintained where appropriate. Not only for the individual's well being but to also build trust and create a productive relationship. This component may be approached by establishing what information they want to be shared with friends, family and other professionals.

RESPONSIBILITY.

Giving Responsibility

A person centered approach helps the participant to perform as many everyday activities by themselves as they can. This **RESPONSIBILITY** is important for encouraging the development of the participant's skills and creating more confidence. It should be noted that in this approach the participant's boundaries must be recognized and not pushed too far.





MEANINGFUL ACTIVITIES



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COORDINATION



Coordination of Care

For our program to run smoothly and be as effective as possible it is imperative that staff assist with the **COORDINATION** of services, information and care between participants, families and the team.



Purposeful & Meaningful Days

Encouraging the individual rather than doing it for them.

WE BELIEVE

Nothing For Me Without Me

Talking with / to the individual rather than about them

If You Have Met One Individual

Focusing on the individuals abilities and skills rather than formal diagnosis.



How We Work



With Care

We take our job as BFFs very seriously. In doing so we strive to provide services with warmth, trust and goodwill while maintaining a level of care that treats each participant as an individual with their own unique qualities and experiences.



With Creativity.

With a focus on arts & recreation our staff pride themselves on creating programming opportunities and experiences that are outside the box, break the stereotype as to what Individuals with Disabilities can do and include input from our participants on a regular basis. .



With Purpose

One of the most important things we can do for those in our care is to develop and encourage opportunities for meaningful interactions with others. In doing so the program provides activities that are purposeful in nature while avoiding the repetitive trap of doing "something is better than nothing."



With Positivity.

Caregiving is a hard job on a good day. It has terrible benefits, even worse pay, and the hours - don't get them started on the hours. But our caregivers are some of the strongest people we know and we are incredibly grateful to be part of their support net. It's our job to find the JOY in the journey and the HUMOR in the hardtimes while hopefully making their job a little bit easier. .

How We Work



**Welcome to our
weird & wild gang.**

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