

# People at the Centre of Health and Care

Person-Centred Health and Care Collaborative



*“Person-centred care is everyone’s business.”*



## Geraldine Marsh

Lead Nurse  
DME & Physical Disability  
Southern General Hospital  
Glasgow



# Background

- “Getting to know me” was being used for patients with cognitive impairment.
- Was generally well received by nurses and carers.
- BUT....
- Was not easily accessible, tended to be filed in nursing notes and few other staff groups referred to it.



“Person-centred care is everyone’s business.”

# Inspiration from Learning session 3

- If Jen and her team could ask children what mattered to them why not us?
- Developed a poster to be placed above the patient's bed
- Tested the concept in one ward
- Recruited the Activities Coordinator to help with completion
- Initially only recruited new admissions with cognitive impairment



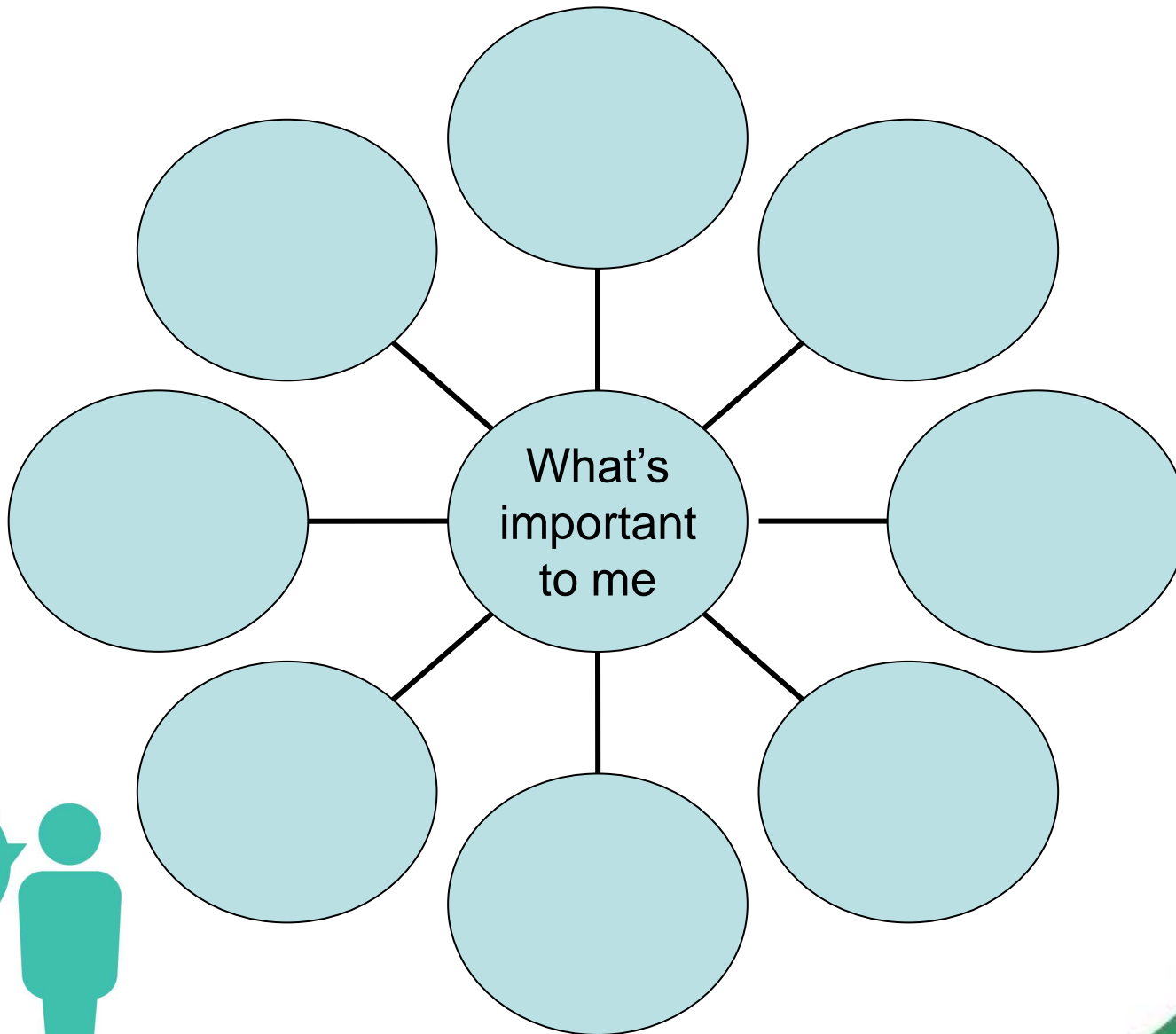
"Person-centred care is everyone's business."

- Other patients wanted to become involved
- One patient asked “ Why aren’t you interested in what’s important to me”



“Person-centred care is everyone's business.”

# First draft



"Person-centred care is everyone's business."



# Patient story

- Mary - 88 year old with advanced dementia
- Admitted following a fall at home, had little safety awareness, would often try to mobilise unaided and would often become distressed.
- Frequently fell while in hospital and sustained a # NOF
- Eventually required a 1:1 24/7



"Person-centred care is everyone's business."

# What's Important to me

- The Activities Coordinator and her niece completed a poster for above her bed, we discovered that;
- She always liked to have her rosary beads with her.
- With this information displayed above her bed nurses stopped tidying them away in her locker.
- She became less distressed, stopped trying to mobilise independently as often.
- As a result the 1:1 was reduced.



"Person-centred care is everyone's business."

# Patient story

- Barbara is a 92 year who was admitted following a fall at home.
- Nursing staff knew everything about her;
- They knew she lived alone, was partially sighted, was mobile with a zimmer, had home care 4 times a day, her next of kin is her daughter who visits regularly.
- She required further physio and an OT home assessment prior to discharge



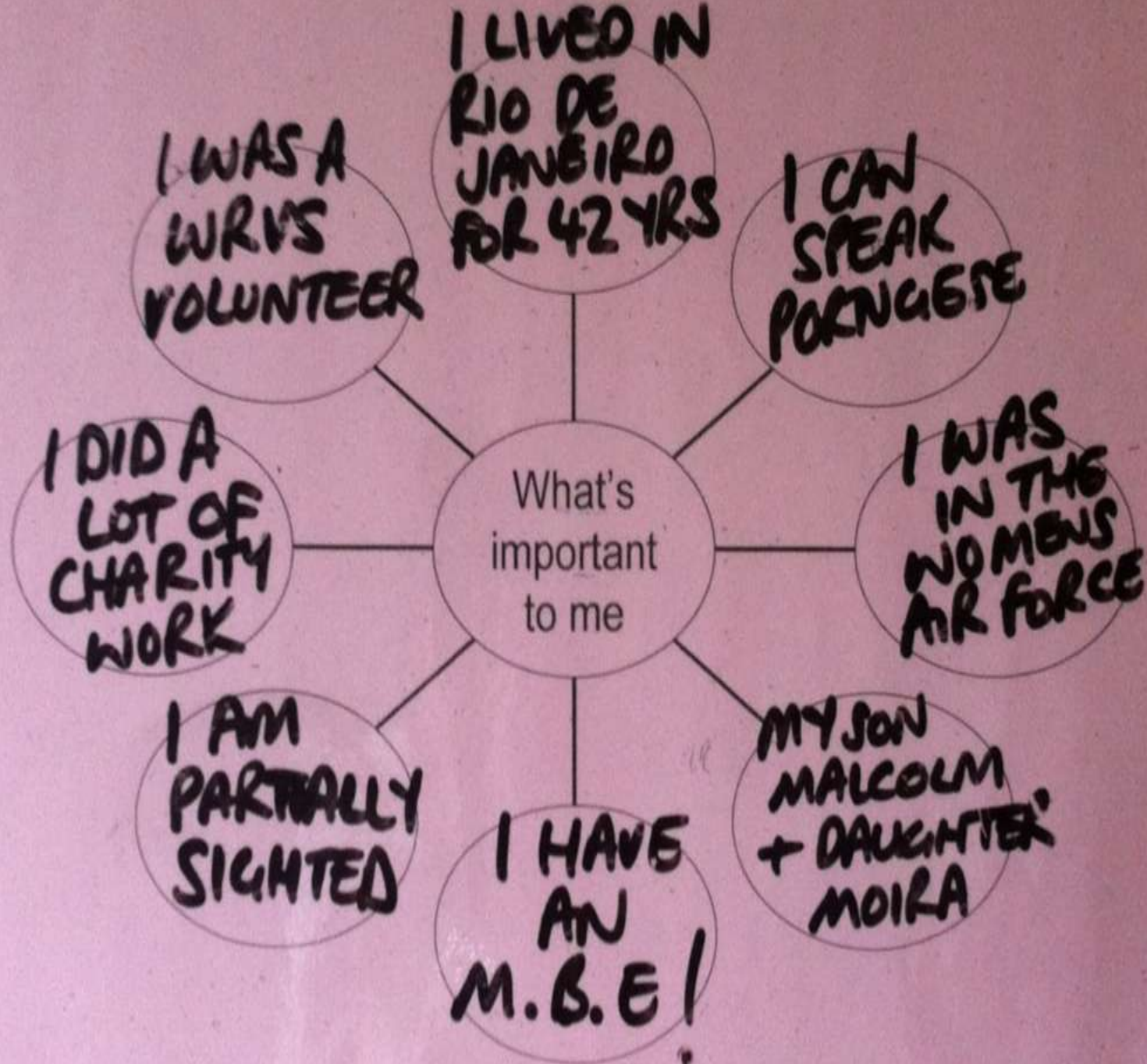
"Person-centred care is everyone's business."



- We knew everything about her
- Or did we?

A teal silhouette of a person is positioned to the right of a teal speech bubble. The speech bubble contains the text "Person-centred care is everyone's business." in white. The background of the slide features a large, curved, multi-colored green and teal graphic on the right side.

"Person-centred  
care is everyone's  
business."



# Feedback

This has allowed me to see my patient in a new light –  
SCN

It has made me more confident in dealing with patients with dementia -  
HCSW

I was sceptical at first, I thought I knew my patients, I was wrong – Staff Nurse

*"Person-centred care is everyone's business."*



# Feedback

I feel as if the  
staff really  
know my  
mother

I feel  
important to  
the staff-  
patient

"Person-centred  
care is everyone's  
business."



Stop seeing the patient

Start to see the person

"Person-centred  
care is everyone's  
business."



## Breakout discussion

Having listened to the example/s shared please discuss at your table how you might use what you have heard. We would ask you to frame your discussions around the following questions:

1. Set an aim - “what’s the problem you’re trying to fix?” e.g. “how much?”; “by when?”
2. How would you know your change has led to an improvement?
3. What’s the change in practice you are going to make?



“Person-centred care is everyone’s business.”