



# Being Person-Centred

## Easy Read Guide



Care • Well-being • Partnership

‘Person-centred’ means thinking about a person who needs care and how their care can help them the most.

It can sound very obvious, but it is very important that everyone in the NHS understands what they have to do to be person-centred. This makes sure everybody is treated fairly.

Explaining **person-centredness** to everyone is a big challenge.

To find out how to explain what person-centredness is, CWP worked with people who use the Trust’s services, their families, as well as staff members and volunteers. This is called **co-production**.

The group asked the question ‘How can we be person-centred?’ They then thought of eight answers to the question.

This leaflet explains what those answers are.





### 1. Respect individuality

We all have individual needs, skills, and dreams for the future.

To be person-centred, we will encourage everyone to talk about their different experiences, and we will listen to what they say.



### 2. Support people

We want to help people live the lives they want to live.

To be person-centred, we will listen to people's needs and wants, and learn how to support them.



### 3. Work together

There can be a lot of different people working together to help care for one person.

To be person-centred, we will make sure those people talk to each other. We will work together to look after people's physical and mental health.



### 4. Learn from people

Learning is really important as it helps make our services better.

To be person-centred, we will learn from bad things as well as good things. We will encourage people to share what they have learnt and listen to them.



## 5. Make things easy to understand

The words we use must be understandable.

To be person-centred, we will use honest and clear words. We will listen to people's needs, and give information that can be understood by everyone.



## 6. Get to know people

Everyone has different things that are important to them.

To be person-centred, we will listen to what is important to people. We will plan care with people, remembering their personal wants and needs.



## 7. Provide choices

People have choices about their care.

To be person-centred, we will give people the information they need to make choices which are good for them. We will listen to people when they express their choices.

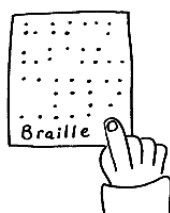


## 8. Include everyone

To work at our best, we must listen to and learn from everyone.

To be person-centred, we will celebrate everyone's skills. We will work with each other and the people we provide care to.

This leaflet is available in other languages or formats



**For more information see [www.cwp.nhs.uk](http://www.cwp.nhs.uk).**

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