

Communicating a person-centred wellness approach



A **wellness approach** takes the view that as people age and their needs change, community care services can 'work with' individuals to assist them to undertake a task or activity themselves, or with less assistance, and to increase satisfaction with any gains made.

It is based on the key principles that:

- Independence is highly valued by people and its loss can have a devastating effect.
- Most people want to retain their autonomy and build capacity, which in turn will have a positive impact on their self-esteem and ability to manage day-to-day life.
- Assessment cannot be defined by a one-off assessment.
- Identifies a person's abilities up front and doesn't focus only on their difficulties.
- Recognises that independence will be promoted by the way assessors and support staff behave toward a client and the attributes they portray.

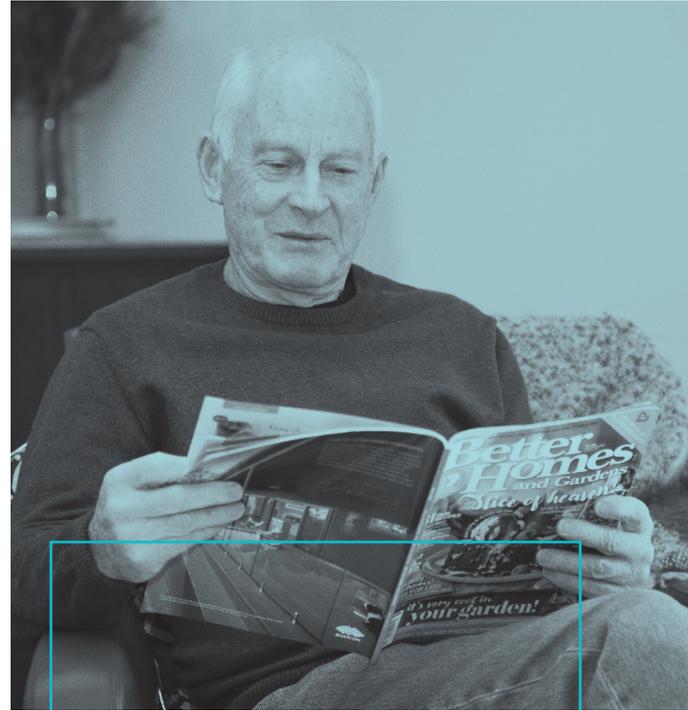
It underpins all assessment and service provision, whether the need for assistance is episodic, fluctuates in intensity or type over time, or is of an ongoing nature.

Person-centred practice **puts the person at the centre of everything we do**. It recognises that every consumer is a unique and complex person. It respects their needs and preferences and the knowledge they bring about their health and care needs.

Organisations spend a lot of time developing the best service they can provide to consumers, and it is important to assess how we communicate this.

What can we use to communicate a person-centred wellness approach to HACC-PYP and CHSP consumers?

- Good communication skills are essential to delivering person-centred care. By communicating effectively with consumers we can find out what matters to them and tailor supports to meet their needs and wishes.
- Develop service information brochures, & booklets which reflect a person centred approach. Ask some of your service recipients to help develop and review the information for content and readability to ensure that the staff are working in the manner you have outlined.
- Review advertising and signage for your service ensuring it reflects a person-centred approach.
- Consider what is communicated to new consumers in their first contact with the service. All staff, including reception staff, should receive training in the principles of wellness.
- For HACC-PYP, consider how you engage with the Assessment organisation/s in your area, to gain clarification as to what they have said to clients and what goals the client has set with them. Working with another organisation requires clear communication and feedback about progress.
- In all instances involve consumers in developing and reviewing services. This is your best opportunity to ensure the service meets consumer expectations.
- Develop a plan to reshape consumer impressions and generate consumer participation.



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