

Person-Centred Care

Our concept consists of a set of values that underpin tamariki, whanau & community care and the sets of expected behaviours which these values are enacted. These values have been developed to support and enhance the needs of our clients and whanau.

VALUES

Dignity

- Our organisations to treat all people with dignity by acknowledging and upholding every person's value and worth.

Respect

- Respecting the person and their whanau for who they are to build positive relationships in trust, safety, and wellbeing.

Empowerment

- Empowerment is the process of supporting individuals, whanau, and communities to take control of their own wants and needs and become stronger, confident, and responsible for their own lives.

Collaboration

- Working together with individuals, whanau, and other service providers in partnership to achieve desired outcomes

BEHAVIOURS

Building Relationships based on Trust

- Develop and maintain rapport and trust with the person and whanau
- Being honest open and engaging with the person and whanau
- Having a real passion for exploring the client and whanau interests and understanding their needs and wants
- Provide an environment that makes the person and whanau feel safe
- Have integrity and act in a manner of concern, compassion and understanding

Seeing the Person

- Seeing the individual as a whole person not just for their disabilities or intellectual limitations. Acknowledge their uniqueness, social and cultural background
- Understanding the influential factors relating to their health, wellbeing and being flexible if they change their minds
- Positivity when responding to diversity by suspending judgement, being inclusive in one's attitude and behaviour and responding appropriately to all diversities.
- Behaving in a culturally competent, safe, and appropriate manner for each person and their whanau
- Being aware of cultural influences and reflect understanding of your own culture, values, and beliefs and those of the people you support and their whanau.

Care Management Plans

- Understanding the unique needs of the people and whanau involved by having;
 - o Empathy and compassion
 - o Suspending judgement
 - o Appreciate different perspectives of person and whanau
 - o Consideration for care, delivery of care and expected outcomes
 - o If required advocacy if other services need to be explored or referred to

Effective Communication

- Taking the time to listen, understand the views, values, needs, and wishes of the person and their whanau. Spending that quality time to actively listen.
- Ensuring any conflicting is resolved in a healthy, positive, and respectful manner

Sharing Information

- Ensure accurate, unbiased information is provided in a timely manner and in an appropriate medium
- Check to ensure you have the correct information and understand by other experts or parties of interest concerning the person and their whanau
- Ensure you completely understand the information you have been provided and ensure the person and whanau are comfortable with the sharing of information.
- Ensure you do not breach any Privacy Laws.

Empowering Person and Whanau

- Supporting people to recognise, develop and enhance their own abilities, strengths, and confidence to live an independent life.
- Understanding how to share power and control within relationships with person and whanau
- Share decision-making with the person and whanau where required and when necessary
- Understanding that not all people like to assume the position of power and find it difficult to make decisions.

Encouraging Participation

- Supporting person to recognise, develop and enhance their own abilities, strengths, and confidence to participate in the partnership and therapeutic process.
- Encourage and engage goal-orientated care that is meaningful to the person and whanau.

EXTERNAL IMPACTS

Health Equities

- Understand inequalities exist in the health and health outcomes of diverse groups linked to socio economic, diverse communities, geographic locations. These inequalities can be avoided.
- Improving inequalities can be improved through understanding different approaches to address any issues

Community Engagement

- Encouraging community engagement and participation to improve health outcomes, social interactions, and quality of life.

Persons and Whanau

- Are the key stakeholders involved in design, development, delivery and evaluation of care and support. Consultation of person whanau are paramount to the success of outcomes.

Potential Barriers

- There are many barriers to individuals and whanau to receiving optimal care. There can include but not be limited to; attitudes, providers/funders constraints, whanau members and expectations of those involved.
- Removal of barriers will require a consultative approach with stakeholders involved.



Whai Tūtanga Hauora
Health Equity



Manaakitanga
Fostering Relationships



Kotahitanga
Empowering each other