

5 THINGS ABOUT ME

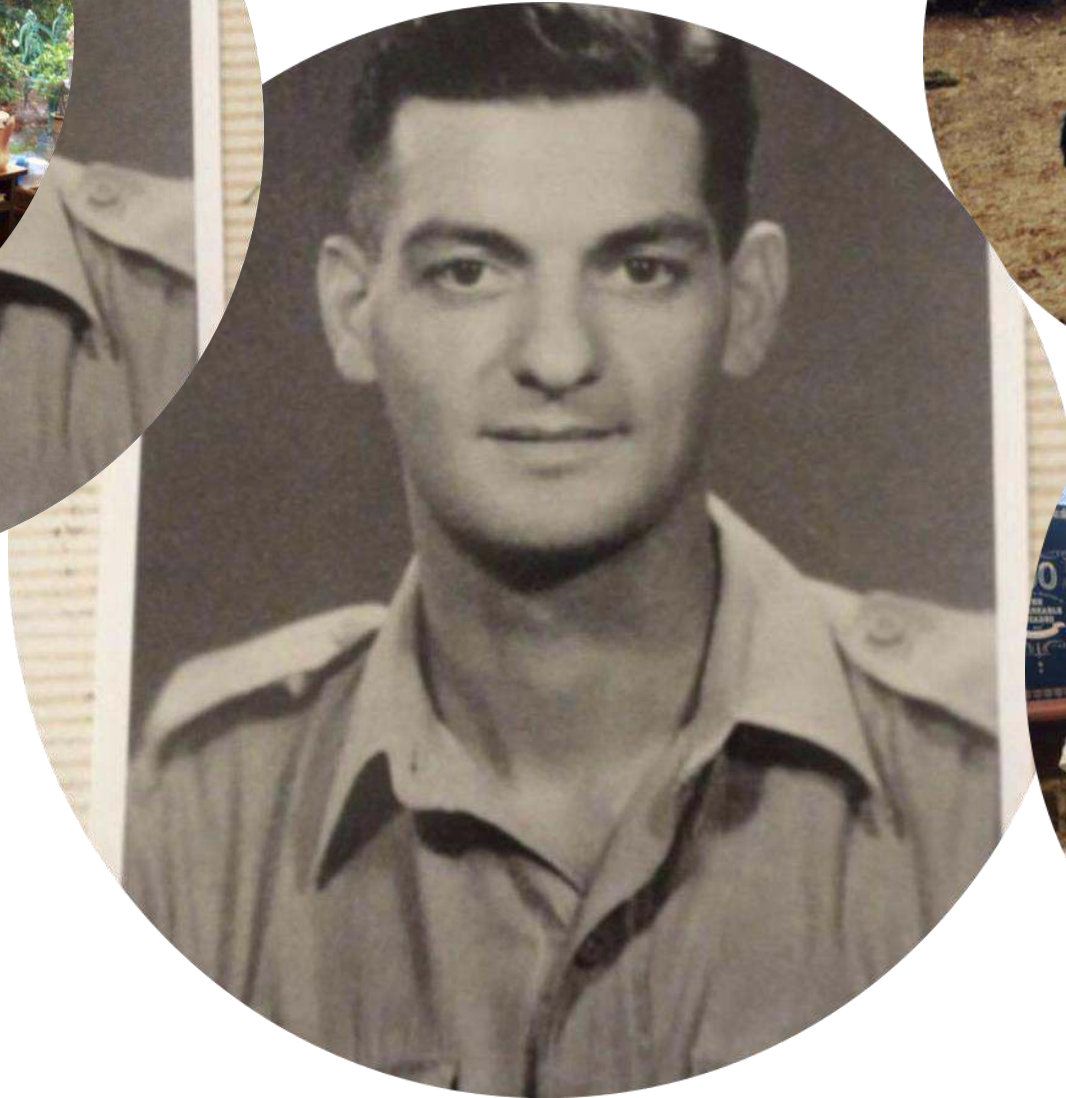
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SUPPORTING
STAFF TO GET
TO KNOW THE
PERSON IN THEIR
CARE BETTER





The Patient....



The Person....

“Who are you and what matters to you?”

(Dewar & Nolan 2013)



NHS LONG TERM PLAN, 2019

Local Problem Analysis

A Baseline audit of the person centred information present in notes and at the bedside was carried out in Ward 45, it showed that this information is limited.

Type of Person Centred Information	Numbers of mentions and location found				
	EPR (Chameleon)	Electronic Handover Sheet	Case Notes (filed)	At bedside	Total
Information about routines	0	0	0	0	0
Information about care preferences	0	3	0	0	3
Information about food and beverage preferences	0	5	0	1	6
Information about how to support good communication	0	2	2	0	4
Subtotal	0	10	2	1	13
Evidence of person's voice	0	3	0	0	3
Evidence of person's stated wishes	0	3	1	0	4
Photographs	-	-	0	1	1
Biographical Information	0	2	0	0	2
Subtotal	0	8	1	2	10
Total	0	18	3	3	23

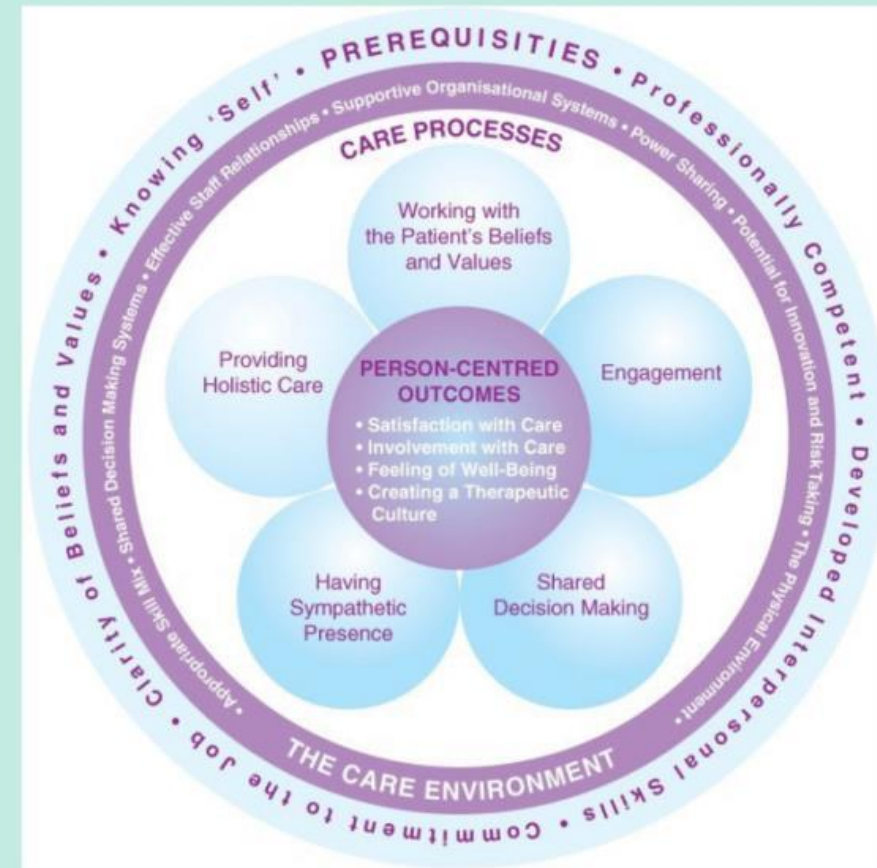
LITERATURE REVIEW

Knowledge of the person is a key prerequisite for person centred care (McCormack and McCance 2017).

Life Story Work (LSW) is possible in a hospital environment (Clarke et al 2003).

LSW helps improve mood, memory and strengthens sense of self, it also strengthens relationships with care staff and supports the development of a culture of PCC (Elfrink et al 2018, McKeown et al 2010, Clarke et al 2003, Wills and Day 2008, Gammonley et al 2015).

To be successful LSW needs managerial and family support and a good technological solution to aid completion and accessibility (Elfrink et al 2018, Wills and Day 2008, McKeown et al 2010, Gammonley et al 2015).

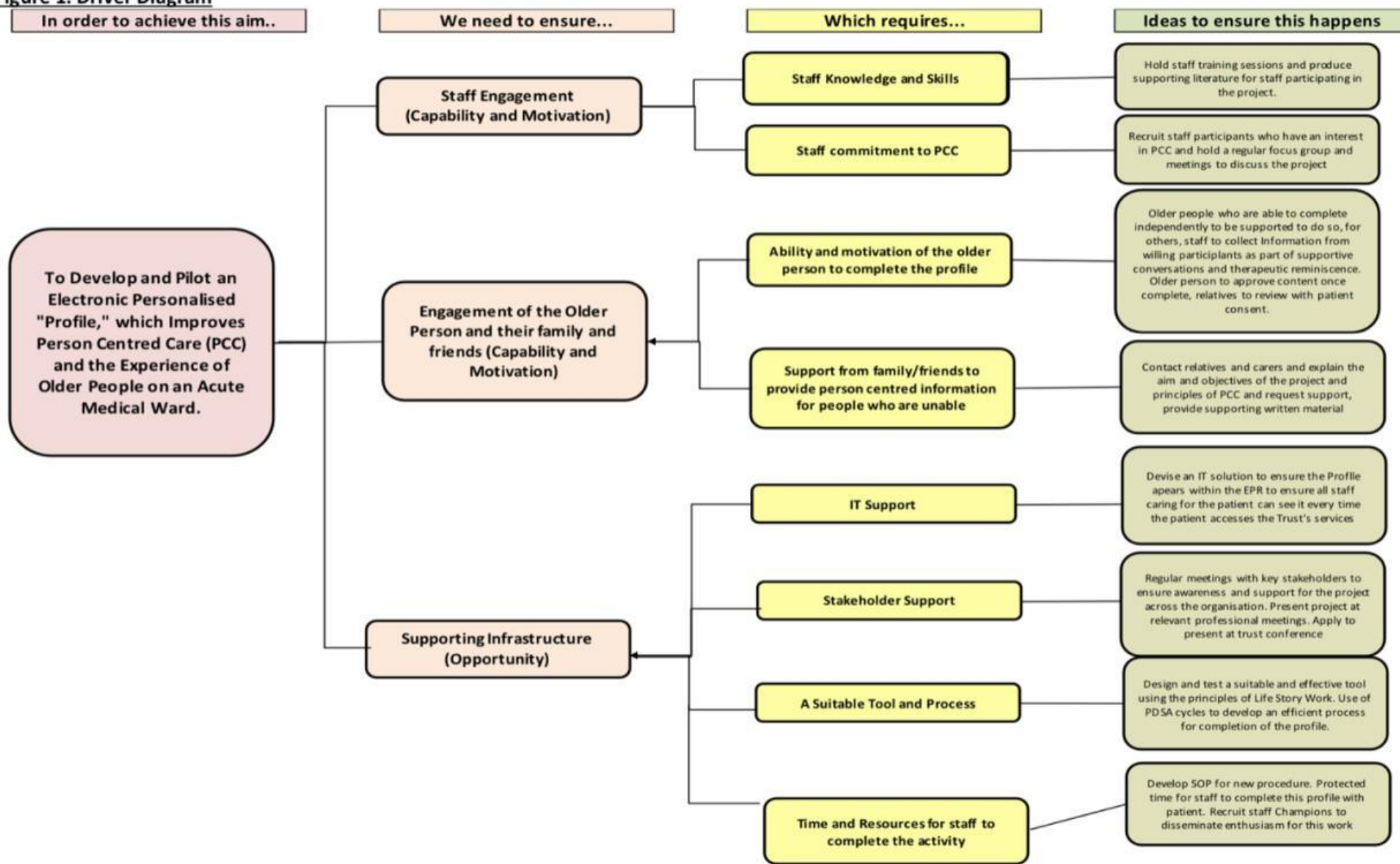




PROJECT AIM

TO MAKE CARE FOR OLDER PEOPLE IN HOSPITAL
MORE PERSONALISED AND RELATIONSHIP
CENTRED BY USING A PERSON CENTRED
“PROFILE,” STORED ELECTRONICALLY TO HELP
CLINICAL STAFF GET TO KNOW THE PEOPLE THEY
CARE FOR BETTER AS INDIVIDUALS.

Figure 1: Driver Diagram





#5ThingsAboutMe

We would like to get to know you better because this will help us to look to after you better. If we know What Matters most to you then together we can make it our top priority when we plan your care.

We would like to know 5 Things About You, this can be who or what you love, what you are most proud of, what you are most worried about or anything else you would like us to know about you. You may want to include some of your thoughts about the future or any decisions you have made about your future care. If you wish you may want to share other things about yourself that are completely unrelated to your health. Sometimes sharing pictures or videos can be a good way of getting to know a person better, so if you would like to share any, we would love to see them. Please include as much or as little detail as you wish, this is your document. Once you have written your "5 Things About Me," with your consent we will upload this to your Electronic Health Record so that staff who are looking after you can use it to get to know you and what matters to you most.

Thank You for Your Support





5 Things About Me

- I am a dancer and was in showbusiness all my adult life meaning I travelled a lot.
- I went to Art College and especially love painting, I love bright colours.
- I had a bright red motorbike for years and used to love riding everywhere on it.
- I am an animal lover and have a cat called Misty at home who I miss very much, I worry what will happen to her in the future.
- I love my home and am looking forward to going home to my cat.



Person Centred Care

During the project period 71.1% of the people admitted to the ward had a profile completed.

The staff reported aggregate score across four constructs of the Person Centred Practice Inventory increased by 68.7% after participating in the intervention or accessing the profiles.

PCPI Holistic Care Construct Score
PRE and POST Intervention
(total scored per construct)





STAKEHOLDER ENGAGEMENT KEY

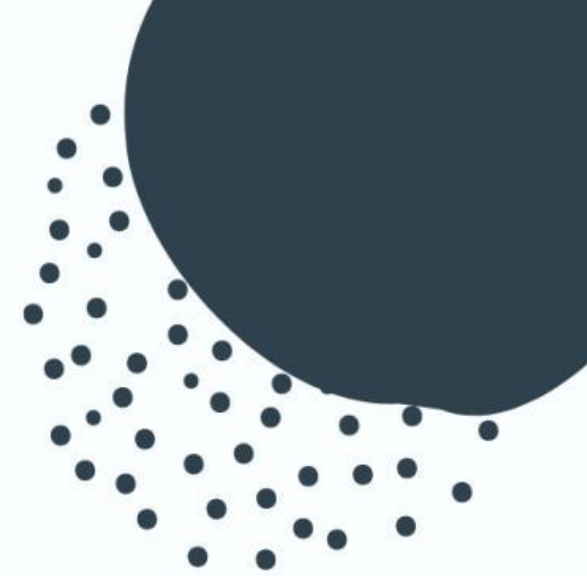
The strength of the work came from the ward team who supported it through their hard work and passion to make care more person centred.

A BETTER IT SOLUTION IS NEEDED

A better IT application would have been helpful in terms of efficiency and made the finished product more accessible to staff in all areas

LED BY THE PERSON

The aim of the project was that the person accessing care's voice was heard more clearly so this work should be led by them and not the staff. As such it should be promoted to them and whether there are people who want to prepare this and bring it into hospital should be explored.



Learning

SUSTAINABILITY AND SPREAD

How well do you know the person you are caring for?

5 things about me



Would knowing her better help you to offer the type of care that matters most to her?



In order to be able to personalise the care we offer we need to know the people we are caring for. We can't honour beliefs and values if we don't know what they are and we can't appreciate how people experience their care without some knowledge of their life experiences as context.

However, sometimes due to time and workload pressure or illness and disability, many care workers find it difficult to make meaningful connections with the people they are caring for. This can leave those people feeling alienated, disempowered and vulnerable.

The idea of "5 Things About Me," is to support older people to write a short "bio," including 5 things they would like the people caring for them to know. This "bio," is then uploaded onto the person's electronic record to give care workers who access it a "way in," to get to know them better and to tailor care accordingly.

When this idea was tested in an acute medical ward for older people, person centred care and the experience of the older people, their loved ones and the ward staff improved and all involved found the project enjoyable and rewarding.

PRESENT THE PROJECT
LOCALLY

WRITE UP
FOR PUBLICATION

USE SOCIAL MEDIA
TO PUBLICISE THE IDEA

PRESENT TO
A WIDER AUDIENCE