

Principles of Health and Social Care

Practice Ass 2

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Introduction

Person-centred care is the process wherein the people are taken care of with health and social care services as the same partners in monitoring, planning and developing the care in order to fulfil their requirements. In current practice of person-centred care the medical professionals work together with the people who undergo such services. They help the people to develop skills, knowledge and confidence and make every decision only after informing the individuals who take up the services. Dementia, being more than a disease is a term that is used for the “impaired ability to remember” that significantly disrupts the everyday activities. Age UK, takes care of their patients by maintaining person-centered care and helping the careers with benefits calculator, coronavirus vaccines, arranging and finding care and also allows the individuals to have power of attorney. In the below context, the “principles of health and social care practice” will be covered. Wherein, the concept of the theory and justification on the recent practice of social and healthcare will be covered. Under which, the concept underlying the person-centered care and the theoretical and ethical underpinning will be demonstrated. Thereafter, the advantages of person-centered care and disadvantages related to the same method of treatment will be mentioned and explained thoroughly. Further, the person centered care has been applied in the people suffering from dementia and a proper analysis of the application will be provided. Ultimately, a recommendation section will be provided in order to improve the services provided by the person centered care in the people suffering from dementia.

Discussion

“Description of the underlying concept of person-centered care”

The type of care where the entire concentration is on the needs of an individual is what person-centered care is all about. Starting from that individual's preference, values and requirements guided by the clinical decisions to provide the type of care which is responsive as well as respective to them. It is achieved with the help of a kind of relationship which is dynamic among the individuals, “all the relevant providers” including others who are important to such individuals. This association involves the decision making related to the individual's desire. A complete assessment of the individual's “medical, functional and social” develops a foundation for the individual and his/her family in order to consider the goals. Proper communication concentrates on the person and the provider's way of interaction which is hugely guided by a care plan and understanding the motivations and priorities of the person (Lele and Patwardhan, 2020). In order to identify the person who possesses the care plan's primary responsibility and the way it is operated it is important to establish a health care team. The environment of healthcare must be a cultural organization that helps with training and supporting the practices for person-centered care providers and the team members who are identified as “best suited for such type of care delivery”.

“Analyzing the underlying concept of person-centered care”

Therefore, it is about treating the healthcare receiver with utmost respect and dignity by involving them in the decisions related to their health. This is also known as Patient-centered care and it is an approach in the healthcare rights of a person. In this the healthcare providers coordinate and communicate with care in between the appointments. They significantly modify the care according to the needs and requirements of the patient, helps in making the patient understand about their own health and also incorporates the idea of being self-dependent. All this process is followed with the entire consent of the patient and involves the patient in all the decisions made for healthcare (Fazio *et al.*, 2018). It's not just about the treatment provided by the health career but also the support policies and healthcare services created by the government. This is mainly done to make the healthcare users rather than the organization as the “center of care”.

“Discussion and analyzation of the theoretical underpinning of person-centered care”

As suggested by Carl Rogers, in childhood most people generally develop an understanding based on their interactions with others (Brooke and Ojo, 2018). If someone is valued, loved or respected, they feel worthy of being valued, loved and respected. This according to Roger is known as “unconditional positive regard”. Hiding behaviours and thoughts are automatically learned by people, if they were valued for behaving in that particular way. This significantly leads to “lack of congruence”. Congruence is the person as some know to be themselves and their actual self, are similar. If someone thinks of themselves to be a failure and they are afraid to be themselves, this automatically will prevent the growth of that person and will always fail because of that thought.

“Ethical principles that governs the policies and practices in the health and social care sector”

Rogers strongly believed that every individual needs to go through the process of learning throughout their entire life and can attain personal growth with the help of positive regard (Fazio *et al.*, 2018). If by any chance this personal growth “through any feeling of insecurity, the person tends to become “unhappy and mentally ill”. In this kind of therapy, it is important for the therapist to be truthful and genuine to their clients in order to value and empathize them without any judgement. The clients develop congruence, wherein “self meets the ideal self”. This method of “self-actualization” develops confidence and self-esteem in the clients, which significantly introduces them to new experiences and feelings. This helps them to “focus on life as a process” in spite of a goal and will help them to value strong relationships with others.

The nurses or health carers who work across the primary care settings and across the community face some ethical problems in their workplace everyday. Optimal practice is underpinned by ethical principles. Following are the two “approaches to ethical reasoning”: Normative ethics, which is based on the obligations and rights of the individuals and Teleological ethics, which is based on the consequential anticipation of an action. The problems generally arise when ethical principles which are based on the analysis and obligations of the nurse or health career’s action’s consequences are taken care of (Abós *et al.*, 2021). It becomes mandatory for the nurses to mitigate the expectations of the patients, economic constraints and protocols of the service and “proceed in a person-centric and ethical way. This describes two of the basic “approaches of ethical reasoning”, before analyzing the limits and proposing principles of person-centered for the negotiation of care.

This will help the nurses and other health carers to provide care which is practical and principled.

“Benefits and limitations of person-centered care”

One of the main benefits in receiving person-centered care is the flexibility of decision making regarding the patient’s own care. Due to this reason, the person seeking the care gets emotionally involved in their “own well being”, which also provides a sense of responsibility in them. The feeling of helplessness and getting entirely dependent on someone is comparatively less. This significantly makes them more aware of the condition of their own health and makes them more concerned regarding their health that helps them to fulfil the level of satisfaction (Sobhani, 2019). The care package is suitable for such patients who are eagerly taking their own decision regarding their own care and it assures that such patients' desires are always fulfilled.

Better care provides better health and that leads to less dependency on the health services and can lead to less requirement of care in the long run. This allows the “individual to remain independent” for a long period of time. The feeling of anxiousness is less as the individual is well aware of the care and services that they are getting is best suitable for them. They understand the system and its services well which makes them happier, this itself is the best reason why individuals choose person-centered care. The individuals are significantly healthier, happier and tend to “get well sooner” which gives a feeling to the health carer that they are helping the society by making a huge difference. In person-centered care the patients are not really treated as patients but as an individual's which helps to develop a better relationship (Lee *et al.*, 2019). This in turn helps in creating a good atmosphere in the workplace for both the individuals and health carers.

Patient-centered care has several limitations just like it has advantages. There are no clear documents or descriptions regarding the “measurable behaviors and patient’s outcomes”. In the organization, structural changes are very much required. The patients are sensitive and moulding their understanding and habits takes a lot of time than usual or any other type of health care. There should be “appropriate human resources” in order to take care of the patients in a proper manner (Santos *et al.*, 2018). Any unskilled person will fail to tackle the situations the way it should be and this will provide a negative effect on the individuals.

“Theoretical principles of person-centered care”

The best care that can be provided to people suffering from dementia is person-centered care, as it’s priority is the person’s desires and requirements in the process of providing utmost

care to the individuals (Toro and Martiny, 2020). In case of dementia it becomes easier to realize the illness that they are suffering from and completely forget about the person which they used to be. The person-centered care was developed to prevent this from happening and the people “suffering from dementia” get deprived from the feeling of illness and are treated with utmost care and respect. This method of person-centered care was developed by Professor Thomas Kitwood in the UK, who himself is a pioneer of dementia care and has received praise and recognition across the world since 1980. This care significantly reduces the level of aggression and agitation in the people suffering from dementia. It also prevents the people suffering from dementia from “antipsychotic medication” and regular hospital treatment, wherein both can be the result of aggression in the individual’s suffering from dementia.

In person-centered care, the dementia people can be provided with a choice of time for everyday meals. They should be provided with options like either showing them the pictures or by normally asking them in order to help them in the best possible way. If this fails, they should be provided with something which they enjoy every time they eat. This will help the caregivers to have a knowledge about the individuals liking (Morris *et al.*, 2019). While treating the dementia people it is important for the caregiver to see the world from that individual’s point of view. If the answer is positive, it denotes that the healthcare is using person-centered care and doing well with the process. People who treat their loved ones with utmost care generally use this method “without even realizing” that they are actually using it, that also provides them with positive results. Generally it makes the dementia people feel happier and calmer and that also makes the life of a caregiver significantly easier. However, this is also very much true that every desire of a dementia person cannot be fulfilled, but doing things in the best possible way counts.

If the dementia people are admitted in the healthcare institutes it is extremely important to look out in order to make sure the care plan that is applied is perfectly suitable for them. For that matter, it can be checked if the individuals are being treated with respect and dignity by the healthcare’s of the institute (Alexiou *et al.*, 2021). Whether the staff are well aware of their hobbies, favorite music, food, likes and dislikes and their everyday routine and if their personality and opinion is well understood. Checking on if they are being valued, regardless of age or the advancement of the illness of the individual. This process underpins the care for people suffering from dementia in majority cases. Most of the healthcare institutes are already using this method and both the healthcare’s and the family members of the dementia people are happy with the positive outcomes that they are receiving.

Recommendation

The suggested recommendations in order to improve person-centered care in the dementia people are to show that the standard of dementia care is regularly being measured and monitored. This should be done in order to maintain the transparency in the treatment process. Training strategy for the health carers and their educational details must be collected and provided during the treatment for the people suffering with dementia (Le *et al.*, 2019). The documentation and assessment tools that are being used must be preserved in a proper way for future records. Regular audit must be done on the standard of the level of communication and process of keeping the record. Incase of any failings, an immediate apology and acknowledgement is recommended.

The nurses are also highly recommended to develop a better understanding and knowledge about dementia in order to acquire better information regarding the person whom they are treating. This can also be done by analyzing the personal profile in order to consider the life story of the person suffering from dementia (Schaap, 2019). A proper care plan must be maintained, by improving the process and quality of information regarding the diagnosis of the person that is provided to the staff. Timely discharge process and unnecessary admissions must be avoided to maintain the freeflow of the process. For the older people who are suspected of dementia and multiple other problems must be assured of better management, assessment and treatment. Various learning resources must be developed by the institutes for the staff, as it is significantly informative and provides explanations on the care, assessment and treatment of people suffering with dementia.

There are many concerns raised by the relatives of the patients due to “the lack of individualized care, which results in distress that are mostly experienced by the family members. This can be extremely challenging for the nursing staff and health carers. This kind of distressed behavior is either a way of communication or can be the only way of communication of dementia (Storm and Stranz, 2021). It includes “agitation, lack of inhibition, repetitive movements or questions, hallucinations or misconceptions, wandering, suspicion and a lot of aggression”. The reason behind such behavior must be identified and for that matter preparing a behavioral chart can be extremely helpful. Finally, the records must consist of the “behaviors, the unknown or known trigger and the actions” that have been taken. In most of the patients it has been observed that pain is one of the most significant reasons for the distress behavior of the person with dementia that must be considered in the “acute care setting”.

There are three elements that have been identified in order to ensure that the healthcare of people with dementia are given the utmost priority like, clinically strong leadership, “relationship combined with agreements of robust governance” and the providing proper information. The nurses and healthcare are in such a position where they are believed to “see the person behind dementia” and must use the efficient skills in order to increase their confidence level for caring about these patients (Hanley, 2017). The family members of the people with dementia sometimes get frustrated and dissatisfied by the experiences in the healthcare institutes. Therefore, it is the duty of the hospital management and the staff to address every problem that is being raised.

Conclusion

The knowledge collected from the above essay signifies that person-centered care is an integrative and a holistic approach which is mainly designed in order to maintain the life quality and well being for the people suffering from dementia. It significantly includes the care elements, the care providers, the individual and their family. The motto is to enhance the “patient’s quality of life” and to assure the “sustainability of the effects of the behavioral problems”. The entire essay is about the health and social care principles and its significant practices. Under this, the theoretical concept and the justification related to the health and social care that are recently practiced have been provided. The person centered care and the concept underlying the services provided along with the ethical and theoretical underpinning have been elaborated. Further, the advantages and disadvantages of the services provided in person-centered care have been discussed. Lastly, recommendations on improving the process of person-centered care in the people with dementia are provided.

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