



10 principles to adopt and embed Person-Centred Care in your work

This Infographic is an introduction to the opportunities possible in adopting a Person-Centred Care approach to your work. There are many factors to consider, and by visualising the concept on a single page, the intention is to give you the opportunity to reflect and identify areas you would like to know more about.

Then, go to the PERSON-CENTRED CARE - A TOOLKIT FOR CARERS, which will guide you through the steps to achieve PCC in your work.

Share this Infographic with your peers and colleagues to start the conversation, compare notes, and to increase the awareness and adoption of these fundamentals when providing care.



1. The Conversations and Building Relationships

Conversations about what matters to the person, what is working and not working, and what the future looks like



2. Shared Decision Making

A collaborative process to make decisions about care



3. Care Planning and Self-Management

Identifying the person's needs and outlining how these will be met



4. Cultural Competence and Diversity Inclusion

Understanding, respecting and responding to the unique combination of variables in every interaction



5. Emotional Intelligence

Understanding and managing emotions to improve care outcomes



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6. Advocacy

Autonomy, empowerment, protection and coordination



7. Resilience and Self-Care

Building resilience and adapting to constant change



8. Ethical Practice

Acting in the best interests of the person, respecting their rights and dignity, and maintaining professional boundaries



9. Technology and Digital Literacy

Using Technology to enhance the quality of care



10. Reflective Practice, Continuous Learning & Improvement

Thinking about your own work, regularly updating your knowledge and skills, and looking for ways to improve

