

Person-centred care

has been a guiding principle for good care practice for many years. It was included as one of eight key standards in the 10-year government programme, the National Service Framework for Older People (2001). In this general sense, person-centred care means treating people as individuals with dignity and respect, and enabling people to make choices about their care based on their needs, preferences, interests and life history.

Person-centred care has been a particularly important concept in dementia care. According to Brooker (2006), who has written on this topic extensively, person-centred care with people with dementia means:

- ‘valuing people with dementia and those who care for them
- treating people as individuals
- looking at the world from the perspective of the person with dementia
- a positive social environment in which the person living with dementia can experience relative wellbeing’.

To find out more, look at the following resources:

Alzheimer’s Society (2008) *What standards of care can people expect from a care home?* Factsheet. London: Alzheimer’s Society.

Brooker, D. (2006) *Person-centred dementia care: making services better*. London: Jessica Kingsley Publishers.

Department of Health (2001) *National Service Framework for older people*. London: Department of Health.

Relationship-centred care

is another important approach with a growing evidence base for its effectiveness. It emphasises seeing the care home as a community, where quality of life for everyone in the community – staff, family, friends and residents – is valued. Everyone in a care home needs to have a sense of security, sense of continuity, sense of belonging, sense of purpose, sense of achievement and sense of significance (called the ‘Six Senses Framework’, developed by Professor Mike Nolan and colleagues at the University of Sheffield). Nurturing these ‘senses’ for residents, their families and staff is a vital part of improving care practice.

To find out more, look at the following resources:

Nolan M, Davies S, Brown JM, Keady J, Nolan J (2004). Beyond 'person-centred' care: a new vision for gerontological nursing. *Journal of Clinical Nursing* vol 13 (s1) 45-53.

Nolan M, Davies S, Ryan T, [Keady J](#) (2008) Relationship-centred care and the 'Senses' Framework. *Journal of Dementia Care*, vol 16 (1) 26-28.

National Care Homes Research and Development Forum/My Home Life (2007) *Quality of life in care homes: a review of the literature*. London: Help the Aged.