**Focus on the Person**

**Outcomes**

- Involve people and their carers in decision making
- Listen to and involve local communities
- Provide simple, clear and accessible information that informs decision making
- Provide easy access to joined up services

**Local Priority Indicators**

- Evidence that individuals are involved in decisions about their lives, and play an active role in planning the care and support they receive
- Evidence that users enjoy a clean and orderly environment
- Evidence that the health and personal care that people receive is based on their individual needs

**Key lines of enquiry**

- **1.1** People are actively involved in decision making
- **1.2** Local communities and patients are engaged and consulted
- **1.3** Information is prepared and readily available
- **1.4** Care partnerships are promoted
- **2.1** The environment is planned and reflects diversity of need
- **2.2** The environment promotes interaction & meaningful activity
- **2.3** The environment is clean and well maintained
- **2.4** Service-users nutritional needs are met
- **2.5** Service users are provided with a culturally diverse choice of high quality meals
- **3.1** Independence, choice and control are supported
- **3.2** Individual need is at the centre of service models
- **3.3** Needs-assessments are performed on entry
- **3.4** Feedback shows needs are being met
- **3.5** People are supported to express needs and wants

**Build Better Environments**

- Make sure environments meet the wide range of need that people have
- Having shared areas where people can socialise and do activities they enjoy
- Ensure that the environment is clean and well maintained
- Meet nutritional needs of individuals
- Provide a culturally diverse choice of high quality meals

**Promote Individual Needs**

- Support people to be independent, make decisions and be in control
- Plan services throughout care and at end of life, around individual need
- Understand needs, risks and preferences on entry
- Collect and act upon regular feedback ensuring needs are being met
- Support people to express their needs and wants

**Evidence**

- **1.1** "% Patients who report that they were involved as much as they wanted to be in decisions about care and treatment"
- **1.2** "% Patients who reported that they were invited to visit the hospital to meet the staff before being admitted"
- **1.3** "% Patients who report the 'right amount' of information was given about condition/treatment by healthcare professionals"
- **1.4** "% Patients who reported that hospital staff discussed with them the need for any health or social care services after leaving hospital"
- **2.1** % Patients who report the environment was well organised
- **2.2** "Evidence that users have access to leisure, social activities and lifelong learning and to universal, public and commercial services"
- **2.3** The ward environment looks and smells clean
- **2.4** "Evidence that arrangements are in place to ensure that older people are receiving and eating the food provided and are not going hungry"
- **2.5** Evidence that religious or cultural needs for a healthy diet are promoted and met
- **3.1** "Evidence that users are helped to make their own decisions, control their own lives and are supported in maintaining independence"
- **3.2** "Evidence that the health and personal care that people receive is based on their individual needs"
- **3.3** "Evidence that prospective users have their needs assessed and a contract which clearly tells them about the service they will receive"
- **3.4** "Evidence that action is taken when it is identified that patients needs relating to privacy, dignity or feeding have not been met"
- **3.5** "% Patients who reported that they could 'completely' discuss any fears/anxieties with a healthcare professional"