



People Powered Health and
Wellbeing
Understanding and Improving
Person-centred Care

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Personalisation

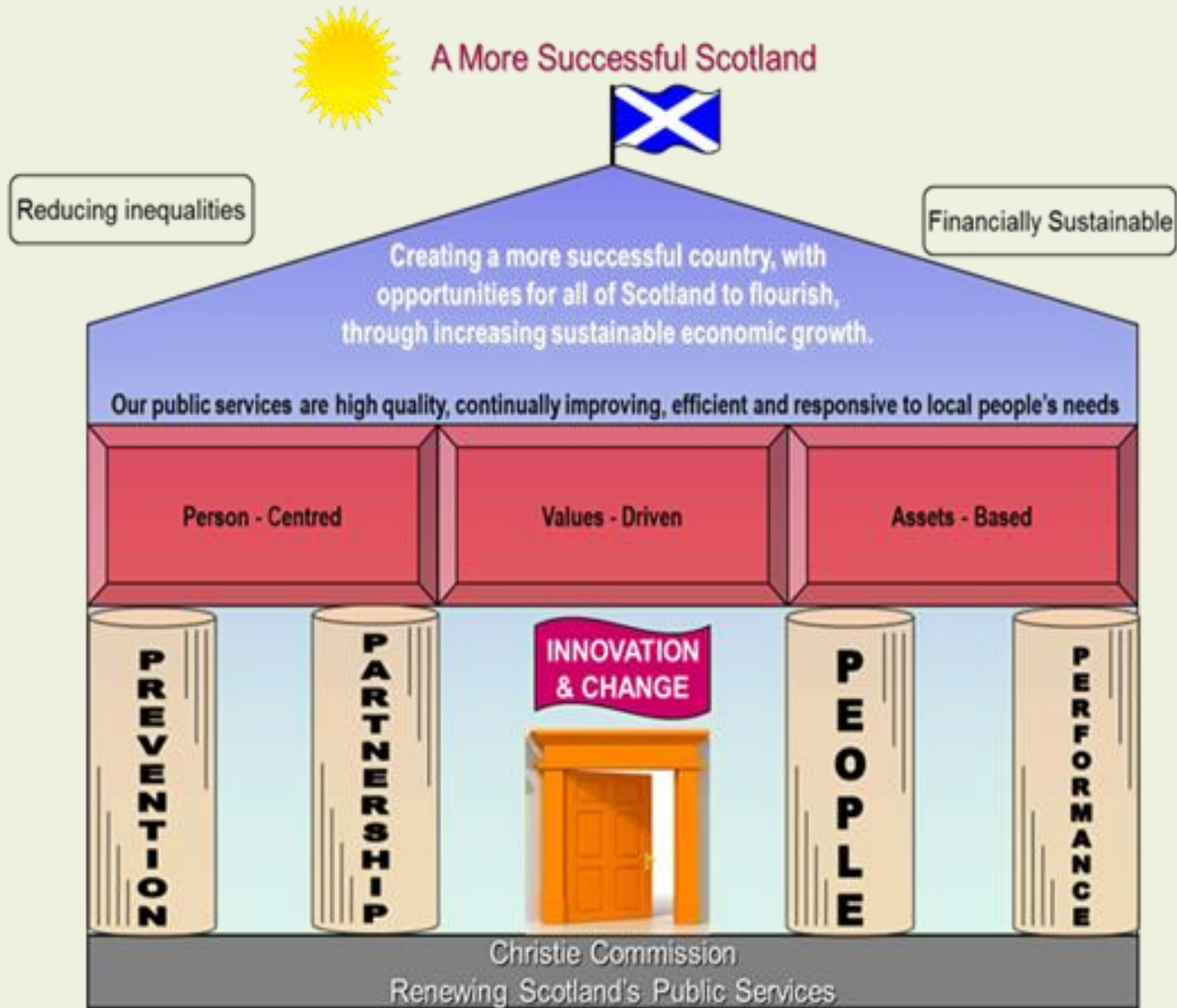
The lives of people who use services and their carers need to change, giving them a stronger role in the way services are designed and delivered. We will expect services which are personalised to meet our needs and aspirations, where solutions to our problems are co-produced with professional workers.

21st century Social Work Review



Citizen Leadership

Public Service Reform in Scotland



“Public services are built around people and communities, their needs, aspirations, capacities and skills, and work to build up their autonomy and resilience”

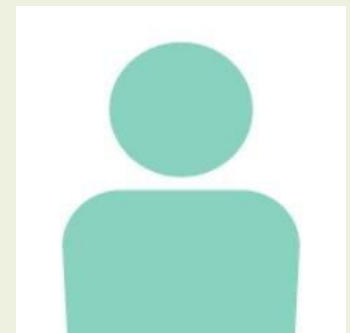
Campbell Christie, 2011

2020 Vision/Quality Ambitions

Safe, effective and **person-centred care** which supports people to live as long as possible at home or in a homely setting

- people have a positive experience of care and get the outcomes they expect
- staff are valued and supported to work collaboratively, and
- people are empowered to be active partners in their care.

It's all about people & relationships



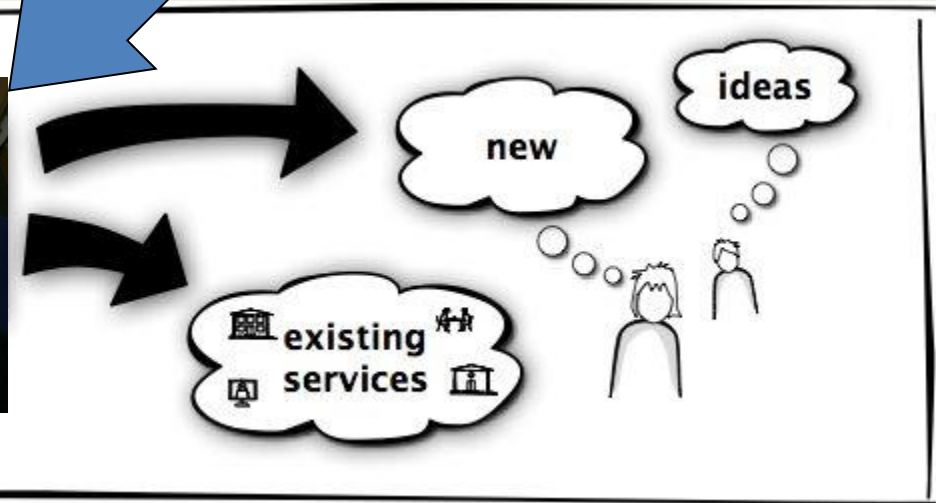
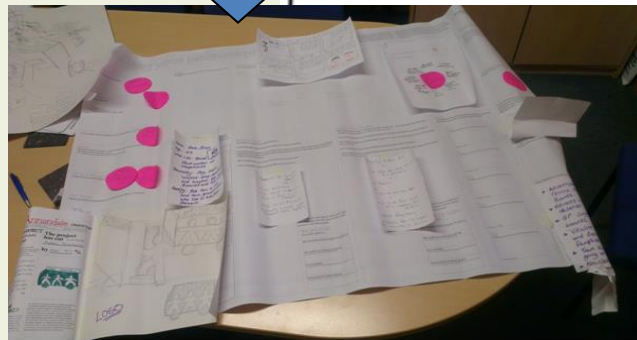
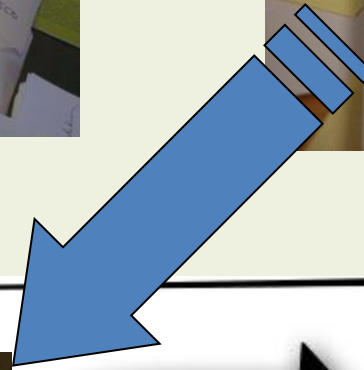
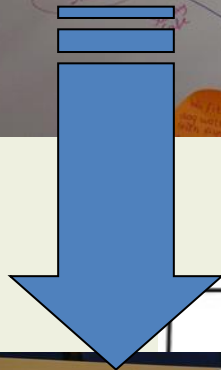
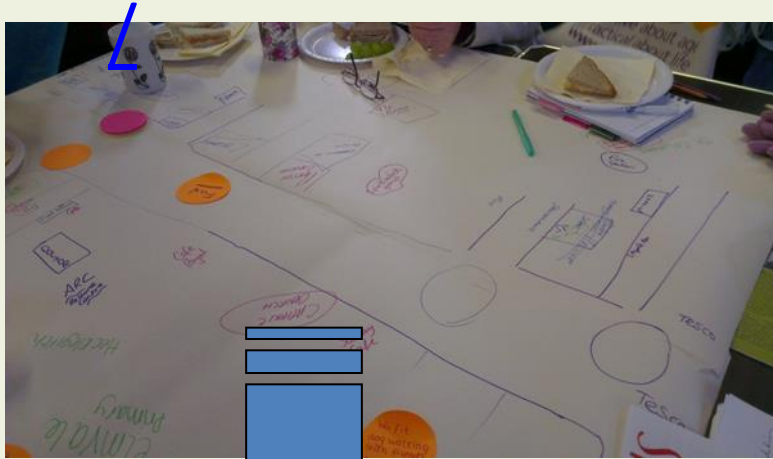
Changing the conversation: conversations about what you can and could do



Support to put
the personal
outcomes
approach into
practice

Asset-mapping and what can happen next

<http://assetmappingandmore.wordpress.com>



co-production and relationships

People enabled to live full lives

I am confident in managing my own health

I feel heard and I can see the results



I am connected to others who know what it's like

I was a partner in developing my services

Staff empowered to enable and connect

I feel confident as an enabler

I feel supported to listen to you



I know how to connect you

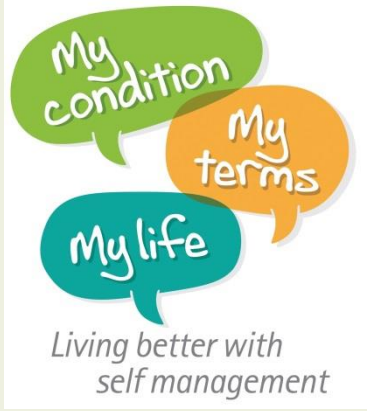
Our services are co-designed



People Powered Health & Wellbeing

Shifting the balance of power

People able to influence their own health and wellbeing and contribute to the design, delivery and improvement of support and services, including peer support



Shared evaluation framework

