

BRAIN BOOSTER

BY FUSION

PERSON CENTRED LANGUAGE



Care Management Software

Empowering Outstanding Care Through Technology



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WHAT IS PERSON CENTRED LANGUAGE IN DOCUMENTATION



Person-centred language is language that puts people first. People are so much more than their illness, disorder, mental illness, or disability.

Using person-centred language is about respecting the dignity, worth, unique qualities, and strengths of every individual. Person-centred language reflects good manners and sensitivity, not political correctness.

Person Centred Language

In documentation

Are you labelling your residents?

Conditions describe what a person **has**,
not what a person **is**.

Diseases are treated, not people.
Diseases, not people, respond to treatment.

Conditions, not **people**, are monitored.

People are not unsuitable for treatments:
treatments are unsuitable for them. People
have diseases, they do not **suffer from** them.



NEXT ➡

Person Centred Language

In documentation

Think carefully about the language you are using in your documentation. Would you be happy to read that your loved one had been called “naughty”, “aggressive” or “non-compliant”? It is more important to think about **why** the resident is doing what they are doing.....

Avoid using phrases like this:

- He is resistive to care
- He is non-compliant with personal hygiene needs
- She displays challenging behaviour on interventions

Instead, explain the difficulty being experienced and why:

- George often becomes angry and upset when staff try to help him to get washed and dressed.

His wife says he is a very private man who has never been comfortable getting undressed in front of others

- Due to his dementia, he is unable to recognise that staff are trying to help
- Mary finds it frightening and gets distressed when staff try to help her to get undressed

People-First Language

Do's and Don'ts of Referring to People

Do Use	Do not refer to people as
People with diabetes	Diabetics
People living with schizophrenia	Schizophrenics
People with obesity	Obese people
People who smoke	Smokers
People who use drugs	Drug users, drug addicts
People who are dependent on alcohol	Alcoholic

Do Use	Do not refer to people as
A person living with depression	A person suffering from depression
People with additional support needs	People with challenging behaviour
People living with autism	Autistic people
People living with a disability	Disabled people
Surgery is unsuitable for some people	Some people are unsuitable for surgery
The person/patient did not respond to treatment	The disease/condition did not respond to treatment

Communicating With Compassion, Not Conditions



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Example Care Plan

Supporting a resident with bathing

Identified need

Avoid using phrases like this:

- He is resistive to care
- He is non-compliant with personal hygiene needs
- He displays challenging behaviour on interventions

Instead, explain the difficulty being experienced and why:

- John finds it very distressing to have a shower
- John was in the army, and we believe his distress may be linked to a previous bad experience
- Due to his dementia, he is unable to recognise that staff are trying to help

Aim of plan (our goal)

Avoid using phrases like this:

- To meet hygiene needs
- For John to have a shower three times every week

Use phrases like this:

- To support John to feel clean and fresh in a way that he does not find distressing
- To help John to have a shower or bath in a way that he finds acceptable

Plan of action

How we will support this person

Avoid using phrases like this:

- John to be showered by 2 staff
- PRN medication to be given 20 minutes before John is showered

Instead, explain how they prefer to be supported:

- John does not cope with receiving help or care from male staff and seems to believe that he is being attacked
- Female staff should speak quietly and calmly to John whenever they are supporting him as speaking in a loud or demanding voice will cause him to become anxious and agitated
- John can cope with having a bath, if he is involved in preparing the bathroom by getting towels and clean clothing ready. This seems to help him to recognise what is going on
- John does not cope with having water poured over his head as this causes him to become very distressed. Staff must take extra care when helping John to wash his hair to avoid water on his face





Are staff aware of?

- Application of the Human Rights Act 1998
- Dignity and what this means
- Person Centred Language
- Equality Diversity and Inclusion
- Mental Capacity Act 2005



Listen to what the resident or their advocate is saying about the support they need. Does what you are writing truly reflect the individuals likes, dislikes and preferences? Have we listened? Are we continuing to listen?