



Updates in person-centred care

In case you missed it: updates in person-centred care this month.

1

There's a new digital tool to help people grow their peer support programmes.

National Voices has launched a [Peer Support Hub](#) – an online bank of high quality resources for people looking to measure, evaluate, sustain and grow different types of peer support. The Hub will raise the profile of peer support and help people running programmes to easily find high quality evidence and information in one place.

2

Occupational therapists play an important role in finding out what matters to people and building their strengths.

A [report from the Royal College of Occupational Therapists](#) identifies three key factors that enable occupational therapists to deliver personalised care. These are: focusing on a person's strengths and balancing choice and risk, enabling people to take part in daily activities that are important to them, and ensuring people stay connected to family, friends and communities.

A new handbook helps healthcare professionals to support the

3

emotional needs of adults with diabetes.

Diabetes UK has [produced a handbook](#) for healthcare professionals working with people with Type 1 and Type 2 diabetes who are experiencing emotional difficulties. It offers tools that help practitioners to recognise emotional difficulties, have conversations about them and offer appropriate support.

4

Recording a person's preferences and needs can help them communicate their priorities during difficult times.

[Alzheimer's Society has refreshed its 'This is me' resource](#) which allows people to record important information about themselves, such as their cultural background, the important people in their lives, and their preferences and routines. This means people don't have to explain themselves more than once and is particularly useful for people experiencing communication difficulties.

5

A new service that builds older people's confidence and aims to reduce loneliness is being piloted across England.

[Independent Age has partnered with Reconnections](#) to support older people to overcome loneliness and improve wellbeing. The service works locally with older people to understand their individual needs and rebuild confidence so they can connect with people, places and activities in their community.

6

Safe, well-planned discharge from hospital can make a big difference to an individual's recovery, wellbeing and independence.

The [British Red Cross has published research](#) into

patients' experience of discharge from hospital and their transition to home. When discharge is well-planned, people can maintain their independence and have the best chance of recovery. However, sometimes people are returned to homes inappropriate for their recovery. A personalised approach to a person's journey through hospital and home again is essential.



Pharmacy teams play a key role in enabling older people to age well.

[A report by Public Health England](#) highlights some of the interventions that pharmacy teams can take to improve the quality of lives for older people. For example, by supporting older people and their carers to prevent or reduce falls, encouraging people to be physically active, and noticing signs of social isolation or loneliness.



Communities have an important role to play in reducing loneliness.

[A new programme](#) that aims to reduce loneliness in communities has launched in West Yorkshire and Harrogate. The 'Looking out for our neighbours' campaign will see 300 local groups give out 30,000 information packs that suggest simple things people can do to interact with lonely neighbours. These include meeting for a cup of tea, offering a lift or even just saying 'hello'.

From the blog

Check out our [blog series](#) on how member organisations are enabling person-centred care.

Shared decision making is about communication - not coercion

Hannah Chalmers talks about [why shared decision making](#) must be a respectful and compassionate meeting of two equals – not just a way of getting patients to do what a doctor wants.

Supporting a person in an unfamiliar place

[Claire Daley of Alzheimer's Society talks](#) about the simple 'This is me' resource that enables health and social care professionals to better understand who a person really is.

Allies not adversaries

[Sylvia Targett talks about the vital role](#) of patient advocates when communication between patients and the health and care system breaks down.

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Best wishes,

The National Voices team

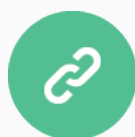
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