



Devon Prison Cluster

Buddy Support Worker Induction Programme

Prisoners assisting other prisoners



Working in a person-centred way

Adapted from Care Standard 5

To complete this module...

you will need to show that you understand the outcomes listed below. Please use this booklet as a guide but don't copy directly from this. When writing your answers in your workbook, please try to give your own examples.

- Describe how you can incorporate person-centred values into your day to day work.
- Explain why it is important to promote person-centred values.
- List ways that you can promote dignity, in your day to day work.
- Describe the importance of finding out the history, preferences, wishes and needs of the individual.
- Explain why it important to write down and tell your Supervisor, any changes that you have noticed in the individuals you are supporting.

In addition to those outcomes listed above, you will also be observed in the workplace and will need to demonstrate the below outcomes:

- Show that you can take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress.
- Show that you can report any concerns you have to the relevant person/s. To include: A senior member of staff; a social worker or occupational therapist, during a group supervision session.
- Show that you can check with individuals who have restricted movement or mobility, that they are comfortable.
- Show that you can recognise the signs when an individual is in pain or discomfort. This could include:
Verbal reporting from the individual. Non-verbal communication.
Changes in behaviour.
- Show that you can take appropriate steps if the individual is in pain or discomfort. Encourage the client to re-position themselves.
Report to a member of staff.
Ensure equipment is working properly or in the correct position e.g. wheelchairs.
- Show that your attitudes and behaviours promote emotional and spiritual wellbeing.
- Show that they can report any concerns about the individual's emotional and spiritual wellbeing, to the appropriate person.
- Show that your actions promote person centred values including:
Individuality
Independence
Privacy
Partnership
Choice
Dignity
Respect
Rights

Person-centred support

Person-centred is about providing support that is centred or focused on the individual and their needs. We are all individual and require different types of support.

You will need to develop a clear understanding about the individuals you are working with. This includes their needs, their culture, their means of communication, their likes and dislikes, so you can promote and provide person-centred support.

Person-centred values provide a foundation on which you can base and build your practice. You need to understand what the values are, how you can promote them and why they are important. A value is simply what is important in the life of the person you are supporting.

Values

There are eight person-centred values that support person-centred care support. These are:

Individuality

Assumptions should never be made about an individual. Individuals should be allowed and supported to make their own choices, within the regime of the Prison setting and regulations. Support needs should be identified to suit each individual, to maintain their dignity and independence.

Independence

It is important that the individuals you support are encouraged to do things for themselves, however small. Don't do things for them because it is quicker. Support them to do things that they can do or almost do. Independence makes people feel in control of their lives and gives them a sense of self-worth.

Privacy

You will need to understand each individual's need for privacy and support this in the way you work. You should always ask permission before entering an individual's cell, as this is their personal space. It is respectful to always knock on their door.

Partnership

Working in partnership with other professionals, with colleagues, is an essential part of providing support. Person-centred support is about a range of people working together to improve the lives of individuals. Your role as Buddy Support Worker is all about the individual you are supporting and all of the people involved will need good communication, and sharing appropriate information.

Choice

Each individual you are supporting should be allowed and supported to make choices, within the regime of the prison. They should be given thorough information in order to make informed choices themselves and you must acknowledge the benefits of their choices.

Dignity

Dignity is what we feel when we are respected and it is what makes us feel important in society and in our lives. It is the importance of preserving an individual's dignity, ask them how they wish to be addressed; try not to rush them and take time to listen.

Respect

Is showing an individual you will support them in what they believe is important, whatever their age, culture, disability, gender, and belief. Never use a term of endearment, for example, calling an individual "Mate" or "Pal", without asking them what name they would like to be called. Some people dislike terms of endearment, others will approve as it is part of their everyday language. Either way, we can never assume it is acceptable and it is essential to always check when you first meet.

Rights

Individuals you support should continue to have the same rights within the Prison as before they needed additional support, if in doubt talk to your supervisor or wing officer.

Think about yourself

Who are you? Who do you choose to be?

What do you like and dislike?

How are you different to your family, friends and other prisoners?

Do you have different ethnicity or religious beliefs?

Do you like to eat and drink different things and when it suits you because you are hungry or thirsty?

Dignity factors

The Social Care Institute for Excellence, have identified eight Dignity Factors that contributes to a person's sense of self respect, and they should all be present in care. These are the eight factors and a brief description:

Choice and control

Enabling people to make choices about the way they live and the care they receive.

Communication

Speaking to people respectfully and listening to what they have to say; ensuring clear dialogue between workers and services.

Eating and nutritional care

Providing a choice of nutritious, appetising meals, that meet the needs and choices of individuals, and support with eating where needed.

Pain management

Ensuring that people living with pain have the right help and medication to reduce suffering and improve their quality of life.

Personal hygiene

Enabling people to maintain their usual standards of personal hygiene.

Practical assistance

Enabling people to maintain their independence by providing 'that little bit of help'.

Privacy

Respecting people's personal space, privacy in personal care and confidentiality of personal information.

Social inclusion

Supporting people to keep in contact with family and friends, and to participate in social activities.

Person-centred approaches are about the individual being the centre of their support plan, enabling them to have control over their lives. Person-centred approaches are about enabling individuals to live their own lives and not just providing a service. It is about focusing on the individual person's needs and not the tasks that need completing.

What is important to individuals? What support do they need and want? What do you know about their history? What are their dreams and ideas for their future?

You have a responsibility to listen to individuals, to hear what they are saying, to write down any information about change in the care or support plan and contact your supervisor or manager if this is likely to have an impact on the level or type of care and support that is provided.

Supporting active participation

Providing individuals with empowerment is important. When individuals make choices, they have more control and feel valued. It is important that you support empowerment of the individuals you work with. Providing individuals with empowerment to make informed choices enables individuals to maintain their rights of choice, equality and opportunity.

Active Participation is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible.

Your role as a Buddy Support Worker is to help individuals to make informed choices (where they are able to) about things that happen every day and also in planning for the longer term. Each time you work with an individual you should be able to give them choices. Individuals' choices will be different depending on the types of tasks you are doing together and their abilities.

Good communication is essential so that you can give choices and individuals can make them. It doesn't matter what environment you support an individual in, there should always be plenty of opportunity to provide choices.

Self-care is about individuals taking responsibility for their own health and well-being. It includes both self-care and self-management. It is about individuals making the most of their lives by coping with difficulties and making the most of what they have. It includes managing or minimising the way conditions limit individuals' lives as well as what they can do to feel happy and fulfilled to make the most of their lives despite the condition.

Common core principles to support self-care

The '**Common Core Principles to Support Self Care**' (produced by Skills for Care and Skills for Health in partnership with the Department of Health) aims to help health and social care to give individuals control over, and responsibility for, their own health and well-being. This is part of the personalisation agenda, by putting individuals at the centre

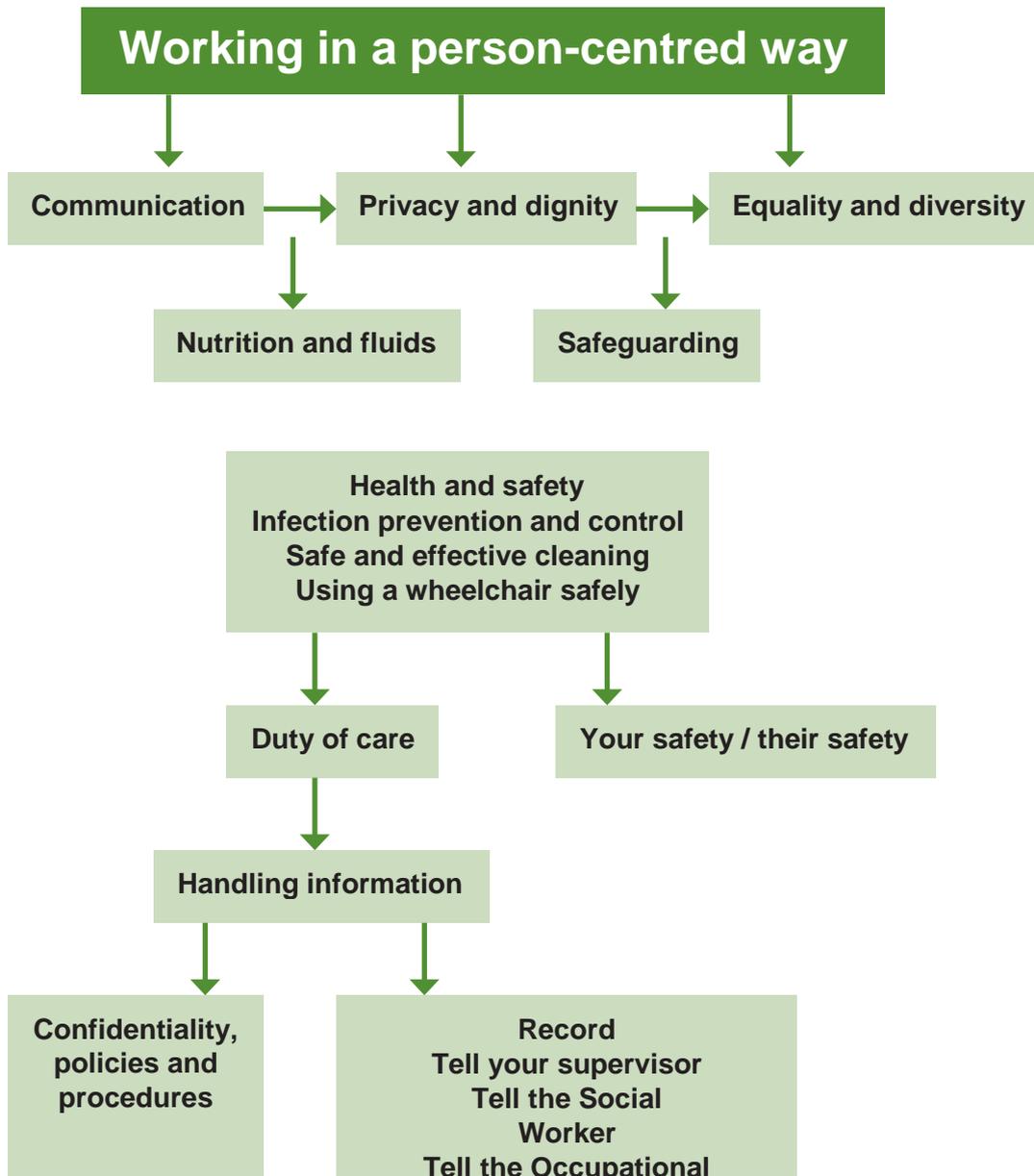
of the planning process and recognising that they are best placed to understand their own needs and how to meet them.

There are seven principles which are underpinned by an explicit value base:

1. Ensure individuals are able to make informed choices to manage their self-care needs.
2. Communicate effectively to enable individuals to assess their needs and develop and gain confidence to self-care.
3. Support and enable individuals to access appropriate information to manage their self-care needs.
4. Support and enable individuals to develop skills in self care.
5. Support and enable individuals to use technology to support self-care.
6. Advise individuals how to access support networks and participate in the planning, development and evaluation of services.
7. Support and enable risk management and risk taking to maximise independence and choice.

Linked standards

Think about different support tasks that you undertake – look at the following diagram which highlights that all the standards in this induction course are linked together through person-centred planning and support. It is the critical component to linking all the aspects of the standards that you work against together.



Activity

Think about real tasks you undertake and how you work across the different standards...

So if we look at the example:

Assisting someone to get to a health care appointment

You would need to consider:

- Communication with the person, you may even have to speak on their behalf (advocacy).
- Person centred support, ensuring the individual is fully involved in their support.
- Health and safety, supporting the person to safely get to the appointment, perhaps using a wheelchair or a stair lift.
- Infection control procedures.
- All of your actions will be underpinned by Safeguarding and Duty of Care.

Think of a support activity that you have undertaken:

Break down of what the support is you have given:	How does it fit with the Standards and how have you met person centred planning and support?