

# Person-centred care

## Quality statement

We expect providers, commissioners and system leaders live up to this statement:

We make sure people are at the centre of their care and treatment choices and we decide, in partnership with them, how to respond to any relevant changes in their needs.

## What this quality statement means

- People's care plans fully reflect their physical, mental, emotional and social needs, including those related to protected characteristics under the Equality Act.
- People who use services and those close to them (including carers and dependants) are regularly involved in planning and making shared decisions about their care and treatment, so it is centred around them and their needs.
- People understand their condition, care and treatment options (including any associated risks and benefits) and any advice provided.
- People can receive the most appropriate care and treatment for them as the service makes reasonable adjustments where necessary.

# I statements

[I statements](#) reflect what people have said matters to them.

- I have care and support that is co-ordinated, and everyone works well together and with me.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.
- I am supported to plan ahead for important changes in my life that I can anticipate.
- I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff, school or college.

## Subtopics this quality statement covers

- Care planning
- Needs and preferences
- Empowerment and decision making

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)

### Also consider

- [Regulation 10: Dignity and respect](#)
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- [Regulation 11: Need for consent](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 14: Meeting nutritional and hydration needs](#)

## Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

## Needs and preferences

[Dementia: assessment, management and support for people living with dementia and their carers \(NICE guidance \[NG97\]\)](#)

[Care and support of people growing older with learning disabilities \(NICE guidance \[NG96\]\)](#)

[Person-centred approaches in health and care \(Skills for Care\)](#)

[Personalised Care \(Skills for Care\)](#)

[Person-centred care - Caring with Confidence: The Code in Action \(Nursing & Midwifery Council\)](#)