

Title	Describe and apply a person-centred approach in a health or wellbeing setting		
Level	3	Credits	3

Purpose	<p>This unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> • describe Describe elements of a person-centred approach • Describe the application of a person-centred approach • and its application; and Apply a person-centred approach when supporting a person, in a health or wellbeing setting.
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance Information

- 1 Legislation and Code relevant to this unit standard include but are not limited to:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights);
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Privacy Act 1993.
- 2 New Zealand Standards relevant to this unit standard:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8158:2012 *Home and community support sector Standard*; available at <https://www.standards.co.nz/>
- 3 Definitions:
 - *Active participation* – a person is an active partner in their own care or support, rather than a passive recipient.
 - *Health or wellbeing setting* includes but is not limited to: the aged care, acute care, community support, disability, mental health, and social services sectors.
 - *Organisational policies and procedures* – policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents.

- *Person* – a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro, or tangata whai ora.
- *Person-centred approach* – an approach which places the person being supported at the centre by encouraging active participation and choice, and viewing them as an individual with unique qualities, abilities, interests, preferences and needs.
- Support should aim to maintain, improve, or restore a person's independence ~~and/or interdependence~~ by utilising ~~the person's~~ existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.
- Person-centred values may include but are not limited to: individuality, rights, choice, privacy, independence, dignity, respect, partnership, consent.

4 Demonstration of knowledge and skills must be in accordance with relevant organisational policies and procedures.

5 Evidence for the practical components of this unit standard must be gathered in a health and wellbeing workplace.

Outcomes and performance criteria

Outcome 1

Describe elements of a person-centred approach ~~in a health or wellbeing setting.~~

Performance criteria

1.1 Person-centred values and their importance to a person-centred approach are described ~~defined in terms of their role in a person-centred approach.~~

Range ~~person-centred values may include but are not limited to— individuality, rights, choice, privacy, independence, dignity, respect, partnership, consent;~~
evidence is required for five person-centred values.

1.2 The intended benefits of A a person-centred approach for the person being supported is are described ~~in terms of the intended benefits for the person being supported.~~

~~1.3 Active participation is described in terms of the benefits for the person being supported.~~

Outcome 2

Describe the application of a person-centred approach.

Performance criteria

2.1 Process for identifying a person's history, preferences, wishes and needs is described ~~in terms of organisational policies and procedures.~~

2.2 ~~The support worker's roles and responsibilities in applying a person-centred approach is described. Strategies for encouraging active participation are described in terms of a person-centred approach.~~

2.3 ~~The application of a person-centred approach is described in terms of the roles and responsibilities of the support worker.~~

2.4 ~~The application of a person-centred approach is described in accordance with the context of support.~~

Range ~~context may include but is not limited to — service model and/or type, organisation policies and procedures, needs of the person being supported, boundaries of role, ethical responsibilities.~~

Outcome 3

Apply a person-centred approach when supporting a person ~~in a health or wellbeing setting.~~

Performance criteria

3.1 Person-centred values are applied when providing support or services.

Range must include but is not limited to: individuality, rights, choice, privacy, independence, dignity, respect, partnership, consent.

3.2 ~~The person's active participation is encouraged in accordance with a person-centred approach.~~

3.3 ~~Feedback is sought from the person receiving support or services and possible changes are identified within boundaries of own role.~~

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	31 December 2022
Rollover and Revision	2	24 October 2019	31 December 2022
Review	3	MM 2020	

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.