

# **BREAKING DOWN THE BARRIERS TO EFFECTIVE PERSON CENTRED SUPPORT**

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# What are the issues?

- Effective person centred support is about society's approach to providing solutions to remove the barriers that people with dementia, and their families, face.
- This can only be achieved through responsive, co-ordinated services and partnership working, based on the principles of co-production.
- It requires a societal response that effectively and appropriately:
  - considers the needs, wishes and personal circumstances of individuals who have dementia and their informal caregivers.
  - effectively utilises available local and community resources.
  - addresses the impact on currently available resources within the health and social care sector.
  - invests future resource allocation in both proven methods that promote resilience and independence amongst people with dementia, their families and communities, and health and social care research, and implementation support and training.

**Tackling the  
impact of dementia  
is everyone's business!**

# What are the barriers?

## Attitudinal Barriers

- Work on assumptions and use stereotypes.
- Fail to treat people on an equitable basis – ‘one size fits all’.
- Go along with ‘the Society of Perfection’, which does not exist!
- Can often create dependence.

These barriers result in:

1. inappropriate information and support provision, based on ‘loss’ (of function, ability, skills, capacity and self identity);
2. a lack of timely information, so that people can make informed choices as needs and circumstances change;
3. fragmented reactive services, rather than co-ordinated and proactive services;
4. more use of costly intensive support services because of breakdowns in informal care and support networks.

## **Environmental Barriers**

- Prevent free movement from place to place.
- Prevent free physical access to buildings.
- Prevent free movement within buildings.
- Prevent equal access to services or information.

Perceived cost implications, of ensuring access for all, is often used as a reason to exclude people.

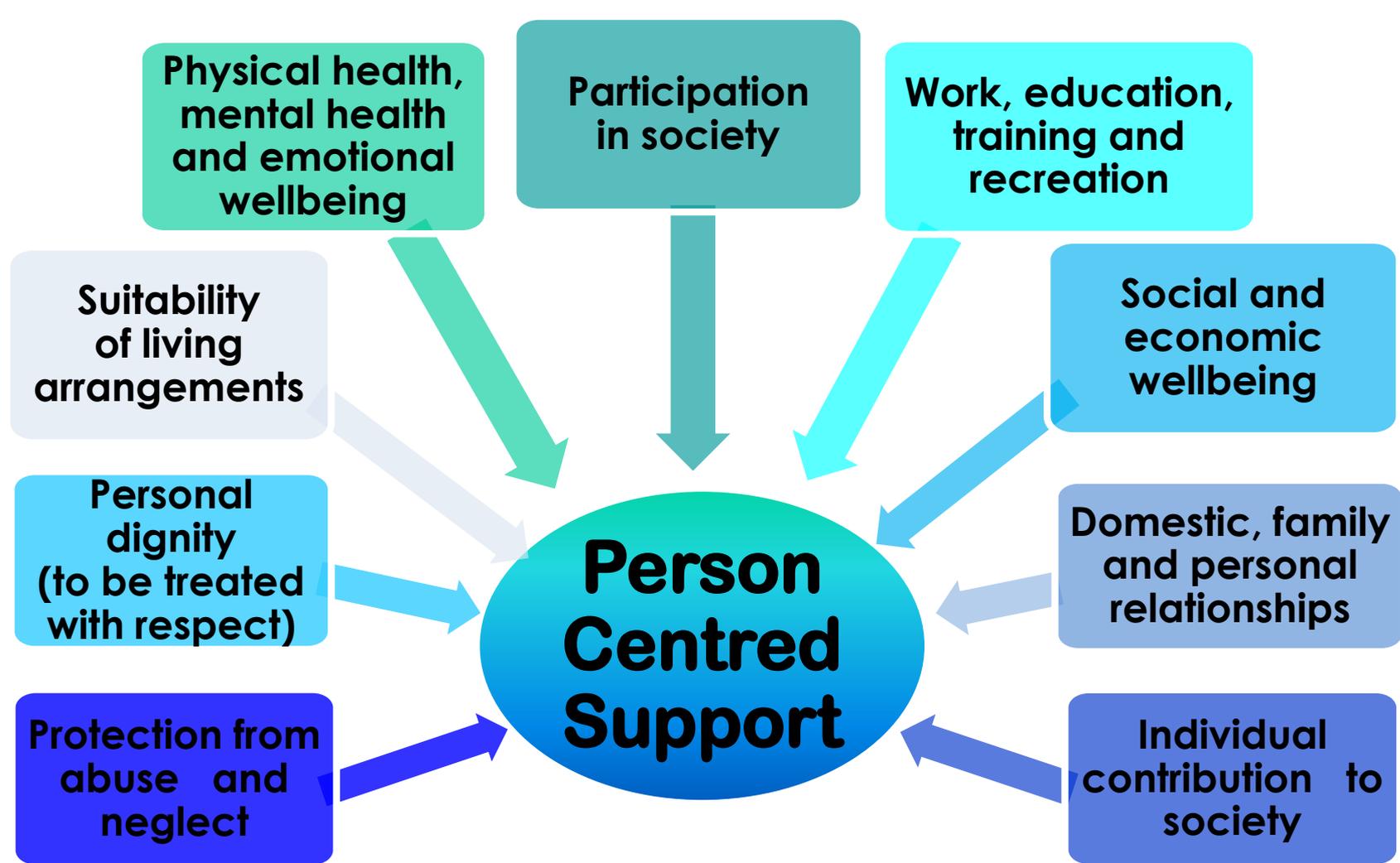
## **Organisational Barriers**

On a local basis, may include policies and/or practices which:

- fail to reasonably accommodate difference; and
- exclude people.

On a national basis:

- policies and regulations unthinkingly applied;
- Policies and regulations that are difficult to navigate or understand.



# Why is this necessary?

Reframing our thinking about dementia and its impact on people's lives leads to:

- tools and strategies that facilitate co-production and improved partnership working;
- accessible information that enables people with dementia and their informal caregivers to make informed decisions about current and any future support needs;
- tools and strategies that facilitate independence;
- informed decision making, based on shared knowledge of resources and all aspects of wellbeing for individuals; and
- holistic solutions that meet the needs of individuals and their informal support networks, in a more cost-effective manner.

# How do we remove barriers?

## Effective and appropriate communication

Important for any complex issue, but vital when it impacts upon quality of life and individual outcomes.

- Communication is more than just an exchange of information.
- Effective communication is based on:
  1. conveying a message so that it is received and understood by someone in exactly the way you intended; and
  2. actively listening to gain the full meaning of what's being said and to make the other person feel valued, heard and understood.
- Needs to occur at every level and fully include everyone.
- Needs to follow the principles of co-production and joint responsibility.

## **Legislative support**

Removing barriers to participation is supported by:

- the Equality Act 2010 – particularly in relation to the nine protected characteristics.
- NHS England's Accessible Information Standard - part of the Health and Social Care Act 2012.
- The Care Act 2014 – particularly in relation to co-production and the principles of wellbeing.

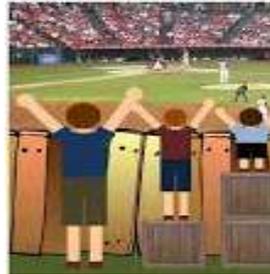
## **Implementation support**

- Use tools and resources that are available to support you.
- Share useful resources with other professionals, providers, individuals and their families to promote best practice.
- Share your concerns. Ensure you reflect upon, learn from and put in alternative measures to rectify inappropriate decisions.

## Planning and Action!!

- Holistic solutions require careful planning and co-ordination.
- Actions need to be agreed and followed through in a timely manner.
- Agreed solutions need to be reviewed regularly to ensure that people with dementia are able to remain in their community and informal caregivers are appropriately supported to continue in their caring role, if they wish to do so.

*A 'one-size fits all' ethos can never support inclusion*



*Support services need to be designed to actually remove the individual barriers that people face?*

# Key messages

1. People with dementia are all individuals. They have individual needs, wishes, aspirations and unique abilities... just like people without dementia.

*Actions, policies, procedures or systems must facilitate individualised solutions.*

2. The way we talk about an issue affects the way we think about and respond to that issue.

*Think about the way in which you describe people with dementia.*

3. Providing effective support can cost very little. But, you need to consider minimising impairment related impact.

*Identify the barriers that are faced and ensure systems minimise the impact.*