

A people-led approach to the planning and delivery of safe care

	Practitioner	Team	Organisation
People and professionals are equal partners in shared decision making	Discuss what matters to the person in all processes to plan, deliver and review care	Teams build confidence and skills in having shared decision making conversations, for example using DECIDE and REDMAP	Provide accessible and quality decision making aids to support informed decision making
Care and support is shaped to meet the needs of people	Person centred care plans, including proactive planning for changes in circumstances	Multidisciplinary, multiagency huddles to support care coordination	Enable integrated team working
People, families, carers, and staff are systematically listened to, and concerns are acted upon	The views and concerns of people receiving care, families, carers and staff are regularly sought and recorded	The views and concerns of people, families, carers and staff inform person centred care planning	Process for people, families, carers or staff to request a review, escalate concerns and receive a timely response