



Being people-led in planning and delivering safe care

Welcome

Housekeeping



Use **hand-up** option or **chatbox**



Technical support:
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Session materials

Slides will be shared
following the event.

Agenda



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What people-led means to you

Why being people-led matters

Taking a people-led approach to safe care

Group discussions

Planning next steps

Close

This session aims to

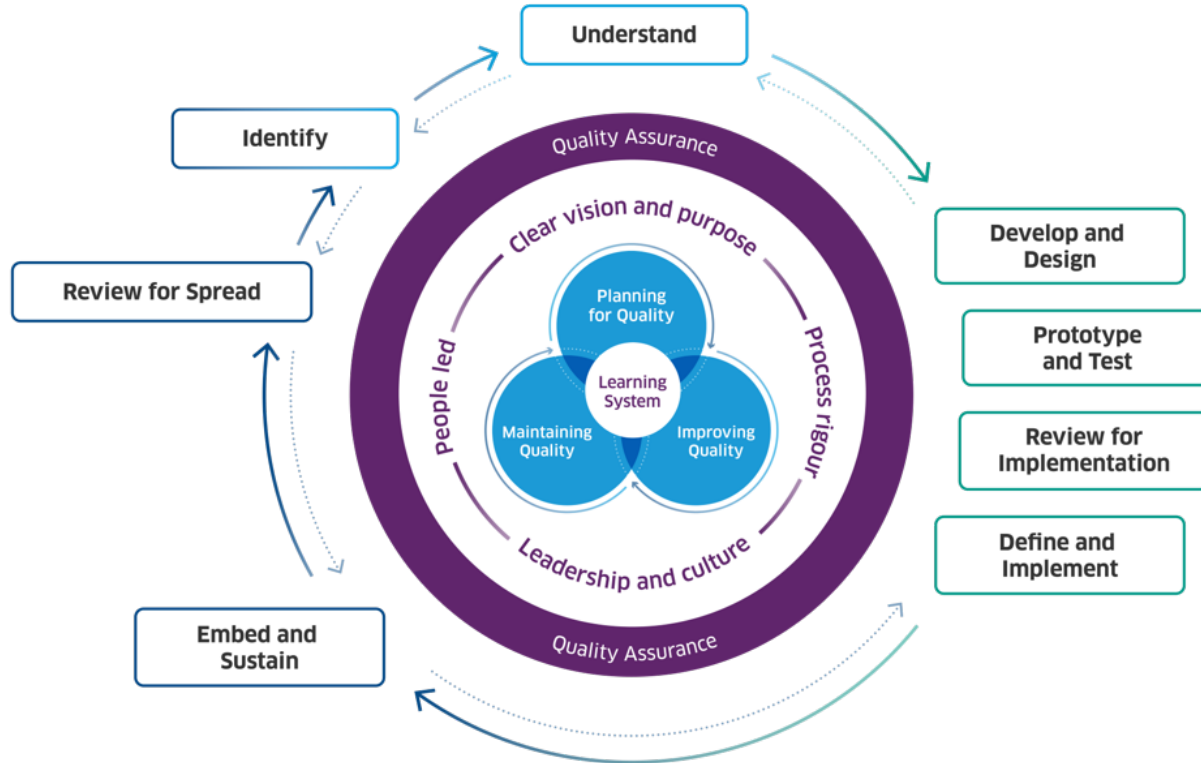
- Explore how people-led approaches can contribute to the planning and delivery of safe care.
- Provide an opportunity for you to reflect on people-led approaches through the lens of the Essentials of Safe Care.
- Surface opportunities to strengthen people-led approaches in your own work.



Essentials of Safe Care

Our Vision	Delivered through...	Which requires...
The delivery of safe care, improving outcomes for every person, every time across health and care	A people-led approach to the planning and delivery of safe care	People and professionals are equal partners in shared decision making
		Care and support is shaped to meet the needs of people
		People, families, carers and staff are systematically listened to, and concerns are acted upon
	Effective and inclusive communication	Communication tailored to individual needs and preferences
		People and teams feel safe and able to speak up
		Team communication and collaboration
	Leadership at all levels to support a culture of safety	Leadership is compassionate and inclusive
		Staff feel supported and valued
		Learning system for continuous improvement
		Everyone has the opportunity to learn and develop
	Safe clinical and care processes	Safe staffing and skill mix
		Care is up to date and evidence based
		Clinical and care governance structures support safety
		Information systems that work together

Scottish Approach to Change



What does 'people-led' mean to you?



Why being people-led matters for safe care



Connecting the concepts

People-led



Engagement



Person-centred care



Safer delivery of care

Empowering people to have choice, influence and control over the decisions, services and changes that affect their lives

the approach(es) used to involve people in decisions and changes

tailoring care and support around what matters most to people, meeting their individual needs

the outcome of applying all of the above

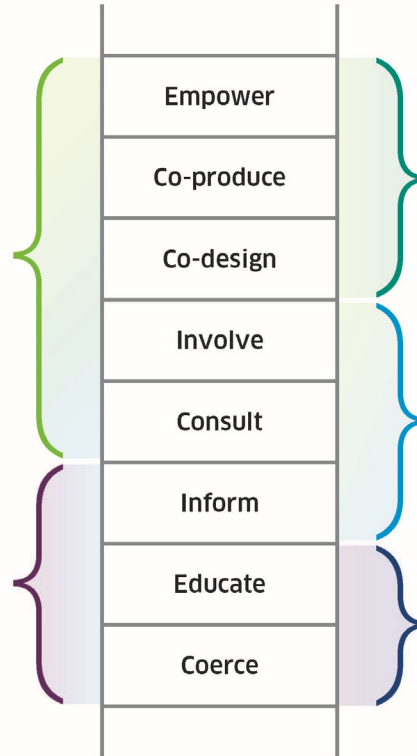
Ladder of participation

Active Engagement

People and communities have more voice, influence and power in decisions as engagement increases towards empowerment.

Non-participatory Engagement

People and communities are informed or directed, with no scope to influence decisions or outcomes. Engagement is organisation-led and largely one-way.



Doing with

A partnership that increasingly shares power and decision-making with people and communities.

Doing for

People and communities are actively involved, but decisions are not shared and power stays with the organisation.

Doing to

No seeking input or involvement in decisions. No transfer of power.

A People-led approach to safe care



Three key drivers

1. People and professionals are equal partners in shared decision making
2. Care and support is shaped around what matters to people
3. People, families, carers and staff are listened to and concerns are acted upon

Breakout room discussions

30-minute breakout session

Spend 10 minutes discussing each of the three drivers.

Group discussion

Facilitators will pose a question for each driver to guide your conversation.

Capturing discussion group outputs

We aim to focus on the discussion so please use the chat box as much as possible to capture notes on your thoughts and key learning points. We'll draw on these following the session.

Whole-group learning reflections

When we return to the main room, we'll hear from one or two facilitators who will share two key insights or learning points they heard from their group's discussion.

Driver 1: People and professionals are equal partners in shared decision making

Q. What are we doing well, and what could we do differently, to help people have more influence and control over decisions about their care and support?

Driver 2: Care and support is shaped around what matters to people

Q. What examples have you seen of care and support being shaped around what matters to people, and what would help make this more consistent for everyone?

Driver 3: People, families, carers and staff are listened to and concerns are acted upon

Q. What approaches help people feel listened to, and ensure experiences and concerns are influencing the delivery of care and support? How could we do more of this?

Activity – breakout room

(30 minutes)

Share and reflect



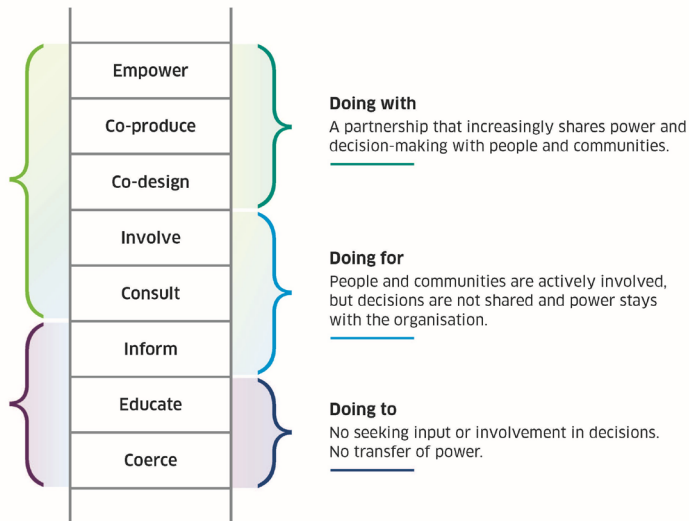
What will you take away to work on?

Active Engagement

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Non-participatory Engagement

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What one thing can you do to increase engagement with people and to strengthen people-led approaches to safer care in your area of work?

Activity

Temperature check poll

How confident do you feel about applying one thing you've learned from this session?

- ☐ Extremely confident
- ☐ Fairly confident
- ☐ Not sure
- ☐ Not that confident
- ☐ Not confident at all



Final questions and thoughts



Reflect and evaluate





Keep in touch

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Thank you