

## A Person centred approach to health care planning.

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### Background

In 2016/17 the Assistive communication Service (ACS) developed a CQUIN to evaluate the application and impact of using a Talking Mats framework to support a person centred and inclusive approach to health planning and intervention. This project recognised that concepts such as "person centred" and "inclusive" can be challenging to implement, measure and evaluate.

### Aims

For health, education and social care professionals to develop person centred working

- To increase health, education and social care professionals' confidence using different strategies to support communication
- To support 'safe keeping' for individuals and services
- To increase health literacy and to have a capacity framework which promotes self-management
- To provide a consistent format for addressing the current SEND reforms

To enable carers to be better supported leading to an enhanced self-patient management.

### Project design

- 83 participants attended a two day course and were provided with Talking Mats resources to use in their practice (both the original and digital versions).
- Participants applied from different sectors; health, education and social care.
- 3 accredited trainers were trained to develop sustainability of the approach across CLCH NHS trust.

### Evaluation

The project was evaluated using the Kirkpatrick model of evaluation;



### 1) Reaction of participants

The resources are really useful, especially being able to add in more items, which really opens up discussions. I liked having the digital version, because it is easily accessible and really easy to add in more items if needed

'The visuals were really helpful and helped increase students understanding'

Good day. I have learned a lot about the nitty gritty of doing Talking Mats. Thanks

### 2) Learning

Client stories and reflections were used to evaluate participant's skills, learning, and use of core principles of use of Talking Mats.. The core principles include;

- Interviewer asking open questions
- Interviewer being neutral
- Interviewer matching conversation to client's level of understanding
- Person having control, balance in interaction
- Person having time to respond
- Person having opportunities to expand on topics

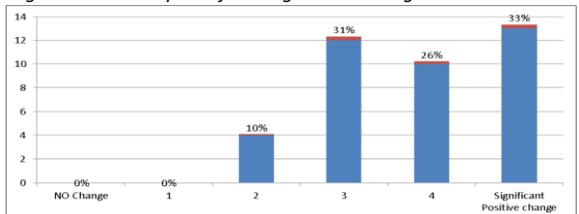
85% of the participants were evaluated by Talking Mats' Trainers to be competent and confident to use Talking Mats post training.

### 3) Behaviour

#### Post training impact survey

"Question what difference has the training made to your work?"

Figure To show impact of Talking Mats training.



"It has really helped to include patients even more in their goal planning and rehabilitation process. For one patient, in particular with significant memory difficulties it has helped her to track her progress. After the second training day myself and my colleague plan to feedback in a presentation to the MDT and speech therapy team."

### 4) Results

Thematic analysis was used to analyse the participant's Talking Mats and client stories.

There were many examples where new information was gathered using Talking Mats

There were specific themes around the new information obtained, these were analysed as linking to;

**Quality of Life Care experience Safety**

39 out of 83 stories with adults led to actions being taken.

Actions included;

- updating communication devices
- trying new activities
- making plans for community sessions
- changing visitation
- increased use of social media
- meeting with carers to discuss ways in which person can be more independent

"The staff believed that the person did not like their new bed, however the Talking Mat showed that the person liked the new bed but was the way it was positioned that was disliked"

Talking mats provided a very effective tool for health care planning. Training had a positive impact on skills of participants and clear evidence of more person centred approach to care and intervention.

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