



Practical tips for rights-based and person-centred care



1 Build trusting, professional partnerships with older people.

Take an interest in the people you care for. It will help you understand what's important to each of them. It will also help you to provide care and services in a way that meets their needs and preferences. This can improve care outcomes and satisfaction for the people you care for, and for you.

2 Communicate with each older person in a way that suits their needs and preferences.

Some older people have difficulty communicating effectively because they have:

- hearing or vision loss
- cognitive impairment or dementia
- language barriers
- difficulty speaking.

When working with an older person who has difficulty communicating, you may need to adapt the way you speak and share information with them.

This could involve:

- speaking clearly
- using a translator or interpreting service
- using assistive technology

- using pictures, diagrams or signs
- displaying information in large print or in an accessible format.

3 Support older people to feel welcome, included and safe.

It can be scary for older people to be cared for by workers they don't know. Especially for older people who have experienced trauma or discrimination in their lives. You can provide trauma-aware and healing-informed care for older people by:

- creating a safe and supportive environment
- being respectful and listening to their needs
- engaging in a way that makes them feel safe.

4 Recognise older people's independence.

Don't judge or criticise older people's choices.

If an older person has impaired cognitive function or decision-making capacity, use supported decision-making to help them make informed decisions.

Supported decision making means supporting an older person to make their own decisions. This could include getting help from supporters, family and friends the older person wants engaged in their care.



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