

# What?

Quality of Care

It should be person-centred

my culture my values

Likes dislikes

people who know me say... important to me... important for me...

Photos of important people to the person

Audio video

It should be easy to refer to and be in different formats

Portable

Treatment Plans

Key Contacts

medical Conditions

Translation Language Required

Crisis/Emergency Care

End of life Care

# When?

It should be done before it is needed.

timely

opportunities to ask questions

Be responsive to energy levels during the day

Do it in chunks

continuous development

Week 1 Week 2 Week 3 Week 4



# Who?

Advocates

Professionals

Care givers

family

Interpreter

that are... OPEN and HONEST

that are... COMPASSIONATE

that are... SUPPORTIVE

that are... TRANSPARENT

Relationships

face to face

hopes & dreams

flexibility

making connections

creative

doing things differently

The possibilities

using validated tools and self report measures

preparation

YOUR RIGHTS LETTER

- Purpose
- Benefit
- Information
- Glossary of terms
- Who will be involved

time

This is not a tick box exercise