

Taking account of the particular needs, abilities, characteristics and circumstances of people who use services

Statutory guidance 15.10

No two individuals using services are the same and the outcomes that matter to a particular person will vary. Care service providers need to ensure a holistic person-centred approach which involves people using services, and / or their representatives (such as those with Power of Attorney) as appropriate, in decision making about meeting their individual needs. Staffing decisions also need to reflect the ability of people using services, for example the extent to which they can participate in their own care needs. This is in line with the Health and Social Care Standards, examples of which include:

2.9 I receive and understand information and advice in a format or language that is right for me

2.11 My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions

2.27 As a child, I can direct my own play and activities in a way that I choose, and freely access a wide range of experiences and resources for my age and stage, which stimulate my natural curiosity, learning and creativity

Documents you may consider:

- [A quality framework for nurse agencies](#)
- [A quality framework for support services \(care at home, including supported living models of support\)](#)
- [A quality framework for care homes for adults and older people](#)
- [A quality framework for support services \(not care at home\)](#)
- [A quality framework for fostering, adoption and adult placement services](#)
- [A quality framework for housing support](#)
- [Good care for vegetarians and vegans](#)
- Risk assessments and clinical tools for instance: MUST, Waterlow, mobility, medication, care planning