Person-Centred Health Care for Older Adults Survey

About this survey

This survey aims to assess staff attitudes and practice in relation to person-centred care for older people.

The survey will ask you to rate, on a 5-point scale, your attitudes and practices in relation to the following aspects of person-centred care:

1. Getting to know the individual
2. Finding out goals
3. Attitudes towards person-centred practice
4. Involvement in care planning
5. Meeting communication needs
6. Meeting practical needs
7. Co-ordinated contact
8. Supportive working environment

Throughout the survey, please tick the box that best corresponds with your opinion. It is expected that the survey will take approximately 20 minutes to complete.

The survey has six pages (including this one). Please ensure you have all pages.

# Definitions

###### Person-centred care has been defined as *“treatment and care provided by health services that places the person at the centre of their own care and considers the needs of the older person’s carers”* (Improving care for older people: A policy for Health Services, 2003, pxiii).

###### Service user refers in this survey to clients or patients aged 70 years and over.

# Carer refers to any family member or friend who provides care for an older service user. Care may include personal care, emotional support, care management, help with activities of daily living, such as transport, financial management, shopping and domestic help. It includes both primary (co-resident) and secondary carers (e.g. family members who do not usually reside with the older person).

*Throughout the survey, please tick the box that best corresponds with your opinion.*

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| **1. Involvement in care planning** |
| 1.1 | In my service, program or ward, service users have an equal say with the rest of the team in the development of the care plan. |
|  |   never rarely sometimes usually always  |
|  |  |
| 1.2 | In my service, program or ward, service users and carers have an equal say with the rest of the team in the development of the discharge plan. |
|  |   never rarely sometimes usually always  |
|  |  |
| 1.3 | My/our care plans are structured around the service user’s goals. |
|  |   never rarely sometimes usually always  |
|  |  |
| 1.4 | At this Health Service, we provide services in the location that best suits the needs and preferences of the service user. |
|  |   never rarely sometimes usually always  |
|  |  |
| **2. Finding out goals** |
| 2.1 | I ask service users what their goals are for this admission. |
|  |   never rarely sometimes usually always  |
|  |  |
| 2.2 | I ask the carer/s what their goals are for this admission. |
|  |   never rarely sometimes usually always  |
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| **3. Supportive working environment** |
| 3.1 | I am supported to develop the skills I need to work with older people. |
|  |   never rarely sometimes usually always  |
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| 3.2 | I have been exposed to good role models in care for older people. |
|  |   never rarely sometimes usually always  |
|  |  |
| 3.3 | The expectations that my managers have of me in relation to my work with older people are communicated clearly and consistently. |
|  |   never rarely sometimes usually always  |
|  |  |
| 3.4 | I feel that I work as part of a team with a recognised and valued contribution. |
|  |   never rarely sometimes usually always  |
|  |  |
| 3.5 | The emotional and physical demands of my work are acknowledged and recognised. |
|  |   never rarely sometimes usually always  |
|  |  |
| 3.6 | I feel that I am able to use my skills to the full in my work with older people. |
|  |   never rarely sometimes usually always  |
|  |  |
| 3.7 | I have been exposed to good environments of care for older people. |
|  |   never rarely sometimes usually always  |
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| **4. Co-ordinated contact** |
| 4.1 | Service users in my service, program or ward are allocated a key contact person who is known to the service user and their carer/s. |
|  |   never rarely sometimes usually always  |
|  |  |
| 4.2 | The client and carer have ready access to the key contact person (i.e. they are available by phone, messages are returned promptly). |
|  |   never rarely sometimes usually always  |
|  |  |
| 4.3 | If a service user makes contact with this Health Service, they are directed to the most appropriate service without having to make another call (single point of contact). |
|  |   never rarely sometimes usually always  |
|  |  |
| 4.4 | After the service user is discharged, they receive a follow-up phone call or visit. |
|  |   never rarely sometimes usually always  |
|  |  |
| **5. Meeting practical needs** |
| 5.1 | At this Health Service, hot food is served hot and service users are provided with assistance to eat (if required) while the food is still warm. |
|  |   never rarely sometimes usually always  |
|  |  |
| 5.2 | This Health Service provides adequate transport and parking to ensure access for older service users and their families/carers. |
|  |   never rarely sometimes usually always  |
|  |  |
| 5.3 | This Health Service ensures that service users’ personal privacy is respected. |
|  |   never rarely sometimes usually always  |
|  |  |
| 5.4 | Carers are given time and adequate assistance to prepare for discharge. |
|  |   never rarely sometimes usually always  |
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| **6. Meeting communication needs** |
| 6.1 | I use interpreters when working with service users whose first language is not English (unless I am completely confident that they can converse in English or I can converse in their language). |
|  |   never rarely sometimes usually always  |
|  |  |
| 6.2 | Written materials are provided to service users in their own language by the Health Service. |
|  |   never rarely sometimes usually always  |
|  |  |
| 6.3 | This Health Service is responsive to the needs of indigenous Australians. |
|  |   never rarely sometimes usually always  |
|  |  |
| 6.4 | Information is provided in a variety of ways to ensure all service users have access (e.g. written, verbal, visual). |
|  |   never rarely sometimes usually always  |
|  |  |
| **7. Attitudes towards person-centred practice** |
| 7.1 | I welcome it when older people are informed and question or challenge my advice. |
|  |   never rarely sometimes usually always  |
|  |  |
| 7.2 | The needs and preferences of service users should be central in health services. |
|  |   never rarely sometimes usually always  |
|  |  |
| 7.3 | I like working with older people. |
|  |   never rarely sometimes usually always  |
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| **8. Getting to know the individual** |
| 8.1 | I let service users know that I recognise them (e.g. call them by their preferred name, remember and repeat something they have told me). |
|  |   never rarely sometimes usually always  |
|  |  |
| 8.2 | I give service users and their carers adequate time to talk to me (e.g. to discuss their concerns and their expectations). |
|  |   never rarely sometimes usually always  |
|  |  |
| 8.3 | I seek to find out what is important to service users about their health (e.g. mobility, cognitive function, being part of the family, able to go to the gym). |
|  |   never rarely sometimes usually always  |
|  |  |

*Thank you for completing this survey.*