

# SUPPORTING INDIVIDUAL CHOICE AND DECISION-MAKING



## PERSON-CENTRED APPROACH

VS

## ORGANISATION-CENTRED APPROACH



Talking **TO** the individual



Tailoring care to goals, preferences and needs



Planning **WITH** the individual



Providing care when and how the individual wants it



Focusing on strengths, skills, and interests



Recognising family and support networks as key partners in care



Talking **ABOUT** the individual



Providing generic care



Planning **FOR** the individual



Providing care when and how it fits into the organisation's schedule



Focusing on diagnosis, conditions and limitations



Dismissing family and support networks