

# Personalised Care & Support

Supporting leaders to shape services built on person-centred care, dignity and respect.

## Audience

Providers, Registered Managers, Deputy Managers and senior staff with care planning responsibilities.

## Duration

3 hours

## Course Content

This interactive course equips leaders to champion person-centred care, fostering services rooted in dignity, respect and collaboration. Topics include:

- **Regulation, EDHR, and Care Planning**

Understand key regulations and EDHR principles while learning to create person-centred care plans that respect dignity and choice.

- **Collaboration and Best Practices**

Discover strategies to work effectively with individuals, families and professionals while embedding proven approaches to improve care delivery and outcomes.

- **Communication and Customer Service**

Strengthen communication skills to build trust, manage expectations and deliver exceptional service to those accessing care and their families.

## Benefits of Attending

### 1. Enhance Leadership Confidence

Empower care leaders to navigate regulations, embed best practices and drive service improvements.

### 2. Champion Person-Centred Care

Equip leaders with the skills to ensure care is tailored to individual needs, choices and dignity.

### 3. Build Skills in Personalised Care Planning

Gain the tools to create effective, person-centred care plans that support positive outcomes.

### 4. Promote Inclusive and Collaborative Practice

Build an inclusive culture through effective teamwork and partnerships with individuals, families and professionals.



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