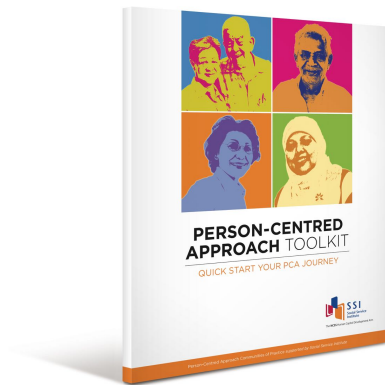


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PERSON-CENTRED APPROACH TOOLKIT

QUICK START YOUR PCA JOURNEY



This Person-Centred Approach (PCA) Toolkit aims to inspire and equip caregivers to move towards the person-centred approach. Designed for organisations or individuals planning to implement PCA, you can use this toolkit at any stage - planning, adoption or implementation. You can also apply the principles and tools featured across different eldercare settings. Presented in an easy-to-understand format and featuring four pillars - Philosophy, People, Place, and Programme - you will be led to understand the PCA rationale and concept. You will also be given an array of tips such as appropriate questions to ask, information to solicit and issues to discuss when you care for a client. Quick start your PCA journey today!

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ABOUT PCA TOOLKIT

PERSON-CENTRED APPROACH TOOLKIT includes chapters covering:

- **PHILOSOPHY**
The Person-Centred Approach; The Person-Centred Approach Makes Business Sense
- **PEOPLE**
Principles on Inspiring People to Serve the PCA Way; Management; Direct Client Service Staff
- **PLACE**
Principles on Enhancing a Place; Accessibility; Ambience
- **PROGRAMME**
Principles on Developing Programme; Meals and Snacks; Activities Programme