



Regulation 9: Person-centred Care

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

This fundamental regulation ensures care and treatment is tailored to individual needs, preferences, and best interests. Service providers must work collaboratively with users, conducting comprehensive assessments to understand specific requirements. The regulation requires reasonable adjustments for disabilities, facilitates informed decision-making, and demands ongoing evaluation of care effectiveness. At its core, Regulation 9 promotes dignity, independence, and wellbeing through truly personalised support that respects individual choice.



Core Requirements of Regulation 9



Appropriate Care

Care and treatment must be tailored to each individual's specific circumstances, capabilities, and health conditions, ensuring a personalised approach. This includes conducting regular reviews of care plans, adapting interventions based on changing needs, and ensuring staff have adequate training to deliver individualised support.



Meeting Needs

Services must comprehensively address all identified physical, mental, emotional, social and cultural needs of the service user through coordinated care planning. This requires multidisciplinary collaboration, clear documentation of needs assessments, and implementation of evidence-based interventions that holistically support wellbeing across all domains.



Reflecting Preferences

Care delivery must incorporate and respect the personal preferences, choices, and expressed wishes of service users whenever clinically appropriate and practically feasible. This includes documenting preferences in care plans, involving family members or advocates when appropriate, and establishing mechanisms for regular feedback to ensure care continues to align with individual preferences.

While the Care Quality Commission (CQC) cannot prosecute providers for breaches of Regulation 9, they can take significant regulatory action including imposing conditions, issuing warning notices, or suspending services. Providers must maintain detailed evidence of person-centred approaches in care documentation, staff training records, and service user feedback mechanisms. The CQC must refuse registration to any provider unable to demonstrate their capacity to deliver person-centred care in compliance with this regulation, and can downgrade inspection ratings or place services in special measures for persistent non-compliance.

Person-Centred Collaborative Assessment

Every individual accessing care services has the right to participate in assessing their unique needs and preferences to the extent they feel comfortable. Effective care providers should:

- Provide clear, accessible information and appropriate support to empower informed decision-making
- Incorporate current legislative requirements and evidence-based best practices in all assessments
- Ensure qualified and competent staff with appropriate expertise conduct all assessments
- Address the full spectrum of needs including physical health, personal care, emotional wellbeing, social connections, and cultural, religious and spiritual requirements
- Implement systematic regular reviews and responsive reassessments when circumstances change





Creating Effective Person-Centred Care Pathways



Comprehensive Assessment

Conduct thorough, collaborative assessments of individual needs, preferences and circumstances with meaningful service user involvement



Collaborative Planning

Develop detailed, accessible care plans with clearly documented goals, measurable outcomes and scheduled review dates



Person-Centred Delivery

Implement care that respects dignity, addresses identified needs and consistently honors expressed preferences



Continuous Review

Conduct regular, documented reviews to evaluate effectiveness, celebrate progress and adjust care approaches as needs evolve

When individual preferences cannot be accommodated, providers must transparently explain limitations, document the rationale, explore meaningful alternatives, and support informed decision-making while maintaining dignity and respect throughout the process.

Supporting Informed Decision-Making

Provider Responsibilities:

- Deliver comprehensive information about care and treatment in accessible, clear formats tailored to individual communication needs
- Facilitate meaningful discussions between healthcare professionals and patients regarding options, risks, benefits, and potential alternatives
- Maintain ongoing dialogue about care choices throughout the treatment journey, not just at initial assessment
- Address holistic needs including health, care, social and emotional aspects in all decision-making processes
- Ensure decision-making capacity is appropriately assessed and documented in accordance with the Mental Capacity Act
- Provide access to advocacy services when needed to support effective decision-making

Overcoming Barriers:

- Identify and address language, cultural, cognitive or sensory barriers that may impede understanding
- Allow sufficient time for information processing and questions before decisions are required
- Involve trusted family members or carers when appropriate and with consent



Healthcare providers must create meaningful opportunities for individuals to actively participate in decisions about their care and treatment, ensuring genuine informed consent and person-centred approaches.

Documentation Requirements:

- Record all discussions regarding care options and decision-making processes
- Document specific preferences, including any advanced decisions or statements
- Note any circumstances where individual preferences cannot be accommodated and the reasons why
- Maintain clear evidence of informed consent for all interventions

When supporting individuals with fluctuating capacity or communication difficulties, providers must demonstrate exceptional patience, creativity and persistence in facilitating meaningful involvement in decisions affecting their care.



Enabling Self-Management of Care

Empowering Active Participation

People must be offered meaningful opportunities to manage their care and treatment to the extent they desire and are capable of handling.

Comprehensive Support Resources

Clear information, practical guidance, and emotional assistance must be provided to ensure people can manage their care safely and confidently.

Responsive Feedback Systems

Providers must systematically gather input about care experiences, demonstrate how feedback influences improvements, and implement tangible changes in response.

Self-management encompasses various aspects of daily living including medication administration, personal hygiene routines, nutrition management, and the effective use of assistive equipment and digital technologies to enhance independence.

Providing Essential Information

Healthcare providers must ensure that individuals accessing services receive relevant information in a format tailored to their specific needs and comprehension abilities. This facilitates informed decision-making and active participation in care.



Condition Information

Comprehensive details about diagnosed conditions, including symptoms, progression patterns, and how they may impact daily functioning and quality of life



Treatment Options

Full spectrum of evidence-based care and treatment possibilities, including conventional, alternative, and complementary approaches where appropriate



Risks and Benefits

Detailed explanation of potential outcomes, side effects, and complications for each option, alongside the potential consequences of declining intervention



Costs and Outcomes

Transparent breakdown of all financial implications, including both immediate and long-term expenses, alongside realistic prognosis and recovery expectations



Essential Special Considerations in Care

Mental Capacity Assessment

When service users lack capacity, providers must comply with the Mental Capacity Act 2005 by:

- Implementing strategies to maximise a person's decision-making capacity
- Making decisions in the person's best interests when they cannot decide for themselves
- Respecting advance decisions, lasting powers of attorney, and court-appointed deputies
- Documenting all capacity assessments and best interests decisions

Nutritional and Hydration Requirements

To ensure appropriate nutrition and hydration, providers must:

- Provide menu options that accommodate personal preferences, cultural needs, and medical requirements
- Conduct regular assessments of each person's nutritional and hydration status
- Implement personalised nutrition plans that support overall wellbeing
- Maintain dignity and quality of life through appropriate nutrition, even in palliative care situations

Communication Support Needs

To ensure effective communication with all service users, providers must:

- Identify and document individual communication requirements
- Provide appropriate communication aids and interpretation services
- Train staff in diverse communication approaches including non-verbal methods
- Regularly review and adapt communication strategies as needs change

Cultural and Spiritual Considerations

To respect diversity and provide culturally sensitive care, providers must:

- Acknowledge and accommodate cultural, religious, and spiritual beliefs and practices
- Ensure access to spiritual support and religious observances
- Provide culturally appropriate personal care, including food, clothing, and grooming
- Train staff in cultural competence and sensitivity

End of Life Care Planning

To provide dignified end of life care, providers must:

- Facilitate advance care planning discussions in a sensitive and timely manner
- Document and respect preferences regarding end of life treatment
- Provide appropriate palliative care and symptom management
- Support families and loved ones throughout the process