

Relationship Centred Working

What it is:

Best practice in any work setting is underpinned by effective working relationships, an ability to follow agreed ways of working and an ability to work in partnership with others.

Relationship centred working is a personalised, partnership approach of forming and maintaining important relationships, as well as recognising the importance of these relationships in delivering effective and safe care and support. This includes team members, colleagues, other professionals, the individuals who need care and support and everyone who is important to them. Their families, friends and advocates, for example, are further supported by relationship centred working.

The relationship centred approach recognises the importance of the *interpersonal* and *intrapersonal* relationships that exist between the individual and others around them. The relationship forms the context within which care and support takes place.

Why is it important?

Developing a positive relationship with individuals, their families and carers in health and social care settings is important. This requires input from team members, colleagues and other professionals who are all stakeholders in meeting the care and support needs of individuals, their families and their carers. Partnership working through the development of positive relationships ensures a best practice holistic approach to care and support needs.

Positive relationships are based on trust, which is key to ensuring individuals are safeguarded and receive the care and support they need and request. If a relationship is not positive, individuals will not feel able to communicate effectively with staff and others, and not able to voice their needs, concerns or preferences.

Interpersonal – means the connection of relationships between people.

Intrapersonal – means the relationship within one's own mind (exists within yourself)