

Box 1 Themes and Attributes of personalisation of care services

Themes	Attributes
Understanding the individual	<p>Appreciates the personal experience of illness/disability</p> <p>Recognises the different dimensions of life requiring support</p> <p>Understands person's values and preferences in care</p> <p>Discerns what is important to the person's identity and wellbeing</p>
Engagement in decision-making	<p>Involves person in decision-making</p> <p>Person's wishes shape decisions and care plans</p> <p>Flexible care services tailored to individual preferences</p> <p>Clarity of information and options for care and daily activities</p>
Promoting care relationships	<p>Friendly, caring, respectful interactions</p> <p>Continuity and coordination in care relationships</p> <p>Positive attitude to person's capabilities and roles</p> <p>Reciprocity in care relationship</p>
Adapted from: Wilberforce et al., 2017	