

Providers maximising opportunities with Person Centred Planning



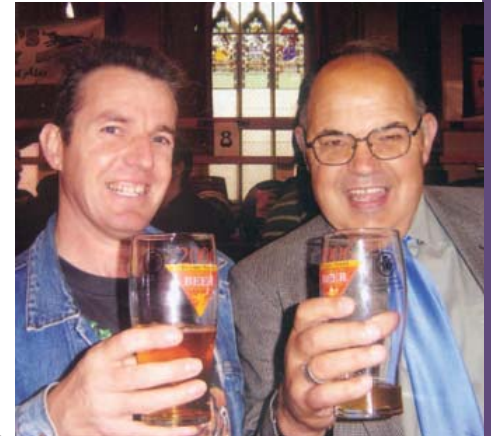
Current context

- Support providers have often been at the forefront of Person Centred Planning in the UK
- Most plan facilitation is done by support provider staff
- Most plan implementation is down to support provider staff
- A reflection of the current reality rather than a preferred end-place



How we are using Person Centred Planning at the moment

- Single page plans
- Full plans
- Informing support decisions
- Person centred thinking and teams
- Multimedia picture frames
- Contract reviews



How we are using Person centred Planning

- Putting the person at the centre
- Involving and empowering circles of support
- Driver of all staff actions



What we have done, which we think is our best practice

- Awareness depth and breath training
- Person centred recruitment
- Person centred policies / training plans
- Working with people in a way they choose
- Support people to make changes in their life's
- Culture change
- Fiss (flexible individual support systems)



What we have done



FISS STANDARDS

- I have been allocated support hours just for me.
- I choose when support is provided.
- I choose where support is provided.
- My support workers respond to an advert which talks about what I want.
- I decide what skills and experience people need to support me (the person specification).
- I decide what my support workers will do (the job description).
- I choose my support workers.
- I decide whether my support workers are doing a good job.
- I decide what training my support workers need.
- I decide whether I am receiving a good service
- I am achieving what I want from the support that I am getting.
- I am in control of my own finances and I am protected from abuse.
- Heritage Care's policies and procedures have been customised just for me.



What we have done which we would not do again

- Suggest/prefer one system
- Think we are better than we are
- Over complicate implementation
- Worry about the plan rather than the actions



What we are learning from our Person Centred Planning experiences

- Its hard to keep planning live
- Actions are not always done
- Can be paperwork just to tick a box
- After the planning people can loose touch
- Its really important
- Variable quality and outcomes
- Very difficult to monitor success or failure



The challenges ahead

- It is really difficult to use the information from plans beyond a person's team and circle of support
- Amidst everything else that teams need to do, properly devoting team time, energy and focus to planning is not an easy thing
- Supervision, team meeting agendas, performance reviews, business plans and strategic plans all need to be influenced by the information in people's plans



The challenges ahead

- As Individual Budgets take hold, our biggest selling point will be the difference we are able to make in people's lives
- It will be really important to show this through stories and also with real evidenced based information – capturing this from Person Centred Plans becomes even more important



Becoming more effective and more efficient

- In all sectors, people want more quality for less money
- Our sector is no different
- We need a systematic way to accurately measure the things we do – especially those things which are important to people
- We also need to be much more systematic about spreading good practice within and between organisations based on real evidence



Becoming strategic

- In doing this, we become more effective and efficient
- We can target our time and money on those things people want and those things we know are effective
- If we can use the information from Person Centred Plans, we can also make sure that our reporting to the likes of CQC, purchasers and Supporting People Teams is accurate and focused on the right things
- This can only help better all round decision in the system and better lives for people as a consequence

