



Person Centred Support Planning

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Fair Deal
Person Centred Support Planning Policy

Introduction

Fair Deal is firmly committed to the principles of Person-Centred Planning as described in the SHS publication, *People, Plans and Possibilities* (1997)

Person-Centred Planning is a way of helping people who want to make some changes in their life. It is an empowering approach to helping people plan their future and organise the supports and services they need. It seeks to mirror the ways in which “ordinary people” make plans (*People, Plans & Possibilities*, SHS 1997)

Why plan support

- To make sure the needs of the people we support are known and agreed
- To meet the needs of the people we support
- To ensure that support staff know what must and must not happen
- To make sure that the wants and aspirations of people we support are known, and that support staff will try to help people get what they want and achieve their aspirations
- To let purchaser's, know that we work effectively with the people we support
- As a means of external monitoring bodies forming opinions about the quality of our services

Whilst all of the above are true and good enough reasons for support planning, to plan only for the above reasons misses the point. When it is working well, the Person- Centred Planning process will result in changes in people's lives.

So, what is Person Centred Planning?

Person Centred Planning is:

- A powerful way to support positive change
- A different way of working together
- A better way to listen and respond to people
- Different for different people
- An invitation to personal commitment
- Working towards inclusive communities
- For anyone who wants it

Person Centred Planning is not:

- A cure – all
- Just coloured posters instead of paperwork
- Just a more sophisticated assessment
- A standard package
- A service routine
- Just a better way to put together service packages
- Just for those who are ready

Person Centred Planning is the “living description” of how the person wants to live, and consequently is supported to live.

Principles

Person Centred Planning (PCP) is rooted in the belief that people with disabilities are entitled to the same rights, opportunities and choices as other members of the community.

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Moreover, PCP challenges the way that traditional services have been organised and designed. Traditionally, services have gathered people with the highest support needs or the most challenging behaviour into large segregated facilities, while allowing those who require less support to live more independently in the community. The focus in relation to identifying appropriate services was on skills deficits and setting goals. Thus, people's participation in the community or right to more ordinary patterns of life was dependent on their success in achieving these goals set by others. Person Centred Planning not only challenges the whole idea of batching people together due to the nature of their disability or similarity of need but also challenges the notion that people have to be ready to live in the community and participate in ordinary community life. Person centred planning challenges the importance traditionally attached to independence but rather focuses on interdependence.

Everybody in this world needs support of one kind or another.

People need support to go ahead and do things... there is no person so independent in the world that they don't need anybody.

Michael J Kennedy Cited in Racino et al (1993) Housing Support and Community.

Person Centred Planning assumes that people with disabilities are ready to do whatever they want as long as they are adequately supported.

Standards

- A Support Folder must be opened for each person that will contain detailed information about the persons support from Fair Deal, this information will form the person's support plan.
- People we support must be involved in the process, whenever possible.
- People important to the person should be asked to contribute with the person's permission when possible.
- If People we support are not able to participate fully, then people who are committed to the person must be identified to participate in the planning process, this could be family members, friends, support workers who know the person, other agencies involved with the person.
- People we support should not be forced to engage in the support planning process. In this instance staff should then use the Model Support Folder (see Appendix 1) to ensure that basic information is recorded. The person should be made aware of the content of their support folder and given a copy.
- Teams should involve people we support as much as they can in the development of their support folder.

Planning in Practice

A folder must be developed for each person supported by Fair Deal. The Support Folder must contain:

- Date when Fair Deal Service began
- Information about the person's history
- Photograph & short pen sketch type description of the person (this is negotiable with the person but must be one or the other)
- Overall support hours to be delivered
- What we are supporting the person to do i.e., how the person is to be supported on a daily basis and when support is to be delivered
- Who will provide the support
- Information about the people who are important to the person
- Information about the person's physical and emotional health needs

- Information about the person's communication (as appropriate)
- Information about the persons spiritual needs
- Information about wishes in relation to funeral and will
- Information about the person's finances and the support they might need
- What must happen for the person to be safe and happy
- What the person dislikes, what must not happen
- Important routines (as appropriate)
- How the person likes to spend their time
- Hobbies and interests
- Information about aspirations/hopes for the future
- An identification of risks and risk assessment
- Guidelines in relation to behaviour that may harm the person or other people
- Action Plans (see Appendix 2 for pro forma to be used) See section on action plans below for further information. All action plans must be signed by the people involved and dated
- Paths, maps, video bites and audio records can also be kept within the folder; or reference made to wherever the person stores these useful planning tools
- 6 monthly reviews should take place, arranged by Fair Deal. Staff should discuss who the person wants to invite or contribute, and with the person's permission, invites should be sent. If any relevant parties are unable to attend, staff will ask for any contribution to be discussed at the review, and minutes sent to the relevant parties. Review minutes are kept in the support plan along with a record of any actions from the review to be taken forward
- Relevant or people important to the person could be family member, guardian, social worker, advocate, nurse, friend and other staff
- Social work may initiate their own review and staff should provide, after discussion with the person, who should be invited and share this with the social worker – see Service Reviews below
- 6-monthly reviews can be held in the person's home, Fair Deal office, another venue or online using the person's preferred platform e.g., Microsoft Teams, Zoom, skype
- A copy of the support agreement and financial agreement from Fair Deal's Welcome Pack

Action Plans:

Action plans should be used for planning the important or new events in people lives, big or small, for example: planning a holiday, finding a college course, embarking on voluntary work, planning how to keep in touch with family and friends, birthday parties, planning surprises for family members and friends, special purchases, moving house etc. GP or dental appointments would not be recorded within the action plan but within the person's "desk diary" (see below) Action planning is about making sure that we are supporting the person to look forward, to have ambitions and dreams and to ensure that things happen for the person. Action plans must identify:

- Task/activity
- Further information
- Steps (what needs to be done)
- Who is responsible (for making sure it is done)
- When (is it to be done by)
- Review date
- Signatures

Action Planning serves a further purpose. If someone wants something that is not immediately attainable, for example, a luxury holiday, then the planning process can help the

person to understand what important steps need to be in place before the desired action can happen.

Planning for Appointments & Social Events

Each person using Fair Deal's services should be supported to keep track of important appointments and social events. Each person should have a desk diary to be used for recording social events and appointments, tracking medical appointments and other practical aspects of everyday life that the person requires help with, such as banking. In addition, it may be helpful to transfer this information on a weekly basis to a weekly planning pro forma (see appendix 3) This allows the person, the support staff and line managers to ensure that appointments and social events have been met and not missed. The weekly planning pro formas can be filed separately in the support folder. Please note that these should not be confused with action plans.

The Support Folder should **not** contain

- Bank statements, benefit information and general correspondence in relation to finance. A separate folder should be used for all such financial matters.

Recordings/Observations of Behaviour or Incident Reports:

It may be appropriate and helpful to file these within the support folder. This decision will be made by the Team Leader, who will consider the person's involvement, understanding and/or compliance with such recordings or reports in order to make a decision. When it is not appropriate or helpful to keep these records in the Support Folder, they should be filed in the Systems Folder (or in a folder set up for this purpose).

Systems Folder:

It will be useful to establish a systems folder in all supported living services and in some outreach services. Suggested contents for this folder are:

- All medication recording sheets
- All medication audits
- Financial records/transactions
- Fridge/freezer temperature record
- Smoke alarm test record
- Supporting people spread sheets
- Annual electrical testing certificates
- Annual fire testing certificates
- Household tasks sheets
- CALM Physical Skills practice sheets
- Recordings/observations of behaviour (if not appropriate include in support folder)

This list is not exhaustive, additions can be added to, at the Team Leaders discretion.

Infection, Prevention Control

All supported living, and some outreach supports, and day opportunities will have an IPC Manual. Within this will be kept:

- Current Public Health guidance re appropriate use of PPE, best practice guidance
- IPC Daily/weekly/monthly records
- Fair Deal IPC Policy
- Organisational risk assessment
- IPC risk assessment (if appropriate)

Ensuring that the person-centred support plan is up to date, that actions are carried out, and that colleagues within the team are aware of their responsibilities to the person, is the

responsibility of support staff. It is good practice for the dates for 6-Monthly Review completion to be marked in the person's daily diary over the forthcoming year. This review need not be too official and if the person using services does not want to participate then the worker should speak to the person informally, e.g., whilst relaxing in the evening, and try to obtain the information listed above. This should be recorded and read to the person to check that the information is correct; however, the support must be reviewed within the timescales set. Any action plans should be kept in the persons support plan.

Person Centred Support Plans must be used and not put away in a drawer. Changes for people can happen on a daily basis, **Support Plans must be updated whenever there is a change.** Staff should not be afraid to handwrite in ink, changes on to plan. All changes and additions **must** be signed and dated by the person as far as is possible, and the support worker.

Person Centred Support Plans must be used and not put away in a drawer. Changes for people can happen on a daily basis, Support Plans must be updated whenever there is a change. Staff should not be afraid to handwrite in ink, changes on to plan. All changes and additions must be signed and dated by the person as far as is possible, and the support worker.

Styles of Planning:

“Essential Lifestyle Planning” is a very detailed planning style, which focuses on the individual's life now and how that can be improved. It can help people find out whom and what is important to the person and what support the person needs to have a good quality of life. It can help the person to get a life that makes more sense to him/her, now and in the future, and will certainly identify what is not working for him/her at present... it does not address the individual's desirable future or dream, although this can be built in as an extra section. Essential lifestyle planning specifies the way support is to be provided on a day-to-day basis, and this is helpful when different members of staff need to work consistently or when the person or the family is not able to give such detailed direction. Very little may be known about some people who use services. For example, people who have moved from long stay hospital or those who have communication difficulties. Essential lifestyle planning is an excellent style to use as a start, to getting to know someone and beginning to build a team around him/her. It can also provide a valuable safeguard when someone is moving from one setting to another, as it specifies the things that must happen for life to be at least tolerable. Fair Deal follows the basic principles of ELP within the support folder. “PATH” is a very strongly focused planning style. It pays most attention to the process of change. It helps a group of people with a basic commitment to the person to sharpen their sense of a desirable future and to plan how to make progress. PATH focuses first on the dream and works back from a positive and possible future, mapping out the actions required along the way. It is very good for refocusing an existing team who are encountering problems or feeling stuck and mapping out a change in direction. It requires that either the person can clearly describe their dream or, if he/she does not use words to speak, that others are present that know him/her well enough to describe it for him/her.

PATH

- Needs a skilled facilitator to ensure that the dreams are those of the individual
- Can only be developed in a meeting
- Depends on the momentum generated by a group of committed people

MAPS

“MAPS” is more of a picture building style than PATH. It can be used in a meeting or it is possible to use the individual components separately. For some people there are important lessons to be learnt from looking at their past. Maps have a specific section at the beginning

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of the process for going over the history of an individual. The process then focuses on who is the person? What are their gifts? Focusing on people's gifts give us clues about how to help them make connections in their communities. The Maps process allows people to express both their hopes for the future, in the dreaming section and their fears about the future in the nightmares section. The action plan is about working towards the dream and away from the nightmare. It treads a middle way between PATH and Essential Lifestyle Planning, allowing people to dream and including some getting to know you in the process.

Use of Technology

Fair Deal is committed to training staff and people we support to be able to use advances in technology to make the support planning process more personal, accessible, meaningful and fun for the person. Fair Deal is committed to learn how to apply interactive technology to produce plans that are developed, designed and produced as much by the person with assistance from support staff as required, as possible.

Service Review

Service reviews can be convened regularly if there is a need. As well as the person receiving support and Fair Deal staff, the Care Manager or Social Worker should attend. Family members, advocates and other involved professionals may be invited with the person's permission. All changes, additions and actions agreed at the review must be updated or added to the support folder. People we support can request that a service review is convened at any time. Service reviews can be convened in partnership with the people we support's care manager or social worker. In such circumstances it is likely that the care manager will chair the meeting and issue invitations.

Monitoring/Quality Assurance

Team Leaders are responsible for ensuring that a support folder that meets the standards set in this policy, is established for each person who receives a service from Fair Deal, and that the support folder is used and regularly updated. Fair Deal's Chief Executive will ensure that the principles, standards, and processes described in this policy are adhered to. Services are audited regularly, and a sample of support folders will be checked to ensure that the required standard is attained. As part of this process people we support may also be asked how well they feel they were involved in the support planning process.

The Person-Centred Support Planning Group was established to monitor and further develop person centred thinking and planning in Fair Deal. Representatives of this group are from the people we support, family members, staff teams, board of directors and external stakeholders with a contribution to make.

References

- People, Plans & possibilities, SHS 1997

End of Policy

Policy Summary

Fair Deal Policy: Person Centred (Support) Planning Procedure

A support Folder must be developed for each person using Fair Deal services

1. Team Leaders to ensure that a support folder is developed for each person using services
2. Team Leaders to ensure that people we support are involved in the process, whenever possible
3. If people we support are not able to express their views, wishes and opinions, then the Team Leader must identify people who are committed to the person, to participate in the planning process
4. People we support should not be forced to engage in the support planning process. If people we support do not wish to participate then Team Leaders should develop their support folder following the standards set in this policy. The person should be made aware of the content of their support plan and given a copy
5. Person Centred Support Plans must include:
 - Date when Fair Deal service began
 - Information about the person's history
 - Photograph & short pen sketch type description of the person (this is negotiable with the person)
 - Overall support hours to be delivered
 - What we are supporting the person to do i.e., how the person is to be supported on a daily basis and when service is to be delivered
 - Who will provide the support
 - Who has contributed to the support plan – e.g. family, advocate, friend, other staff
 - Information about the people who are important to the person supported by Fair Deal
 - Information about the person's physical and emotional health needs
 - Information about the person's communication (as appropriate)
 - Information about the person's spiritual needs
 - Information about wishes in relation to funeral and will
 - Information about the person's finances and the support they might need
 - What must happen for the person to be safe and happy
 - What the person dislikes, what must not happen
 - Important routines (as appropriate)
 - How the person likes to spend their time
 - Hobbies and interests
 - Information about aspirations/hopes for the future
 - An identification of risks and risk assessment
 - Guidelines in relation to behaviour that may harm the person or other people
 - All action plans must be signed by the people involved and dated
 - Paths, maps, video bites and audio records can also be kept within the folder; or reference made to wherever the person stores these useful planning tools
 - Minutes from 6 monthly reviews and service reviews initiated by social work reviews
 - Date of when plan was reviewed and current version
 - Copy of the support agreement and financial agreement from Fair Deal's Welcome Pack

6. Support folders must be used and not put away in a drawer. Changes for people can happen on a daily basis; changes should be recorded, signed & dated by the worker and person using services
7. Support staff are responsible for arranging to review action plans with the people we support. All changes and developments within the period to be reviewed, agreed and incorporated in the support folder
8. The Team Leader must ensure 6 monthly reviews take place. Service reviews can be convened more regularly if there is a need
9. All changes, additions and actions agreed at the review must be incorporated in the support folder
10. If person using services or social worker requests that a service review is convened more frequently, Team Leaders must facilitate this
11. Team Leaders can convene service reviews, in partnership with the person we support's social worker
12. Staff and Team Leaders will check support plans as part of service audit
13. Team Leaders will include sample support plans when cross-auditing for Quality Assurance
14. Chief Executive can audit a sample of support plans
15. Systems folders are to be established.

End of Procedure

Document Information

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Approved By:	Ann Marie Docherty
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Amendment History

Date	Version	Created By	Description of Change
14/09/2017	1	Margaret Fenton	Initial Release
16/05/2019	2	Elaine Davidson	Added Front Cover and amended Footer
12/09/2022	3	Anne Marie Borthwick	Changes made to policy overall to person centred planning process in Fair Deal is current and contains the most up-to-date appendixes.

Appendices

Appendix 1

Person Centred (Support) Planning Policy

Index

1. Information sheet
2. Routines
3. Person centred planning
4. To help the person stay safe
5. To help the person stay healthy
6. Finance
7. Other planning tools
8. Final wishes
9. Minutes and reviews
10. Guidance notes

Section 1: Personal Details	
Name	
Team Leader	
Address	
Home Tel No	
Mobile No	
Email	
National Insurance Number	
Care first ID:	
Date of Birth:	
Date Service Started	

Section 2: Emergency Contact & GP Details	
Next of Kin Name	Doctor Name
Address	Address
Home Tel No	Surgery Tel No
Mobile Tel No	Fax
Email	Email

Section 3: Care Manager Details	
Name	
Address	
Tel No	
Fax No	
Email Address	

Section 4: Additional Information
<p>ROUTINES</p>

PERSON CENTRED PLANNING		
Name of Contributors	Date last updated	Date of next review

TO HELP THE PERSON STAY SAFE

TO HELP THE PERSON STAY HEALTHY
(Includes any Medication)

FINANCES

OTHER PLANNING TOOLS USED