A National Framework for Person-Centred Planning in Services for Adults with a Disability

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Building a Better Health Service
Developing the Framework - Background and Context

• Transforming Lives – National Disability Reform Programme. (New Directions)
• Outcome from Benchmarking Exercise in Disability Day Services 2015/16.
  • To support disability services to consistently achieve good practice in person-centred planning, and therefore support the achievement of positive outcomes for the persons who use those services.
Phase 1: Research

- Literature review since 2005
- Analysis of HIQA reports
- Current practice (key informants and case studies of good practice)
Research findings
1 – Literature Review
Preparation → Development → Implementation → Evaluation
Person Centred Approaches?
Research findings
2 – Analysis of HIQA reports
Key Challenges Identified

- Focus on activities rather than goals
- The person not involved
- Generic plans
- Plans not in accessible formats
- Goals concentrating on health
- No responsibility allocated
- No annual review
Preliminary findings
3 – Current practice

- Key informant interviews
- Case studies of good practice
Research findings
3 – Key Informants: challenges
What stands out from the case studies?
Elements of good practice

• Person-centred culture evident in all aspects of work

• Skills and attitudes of staff

• Quality of relationships
What stands out from the case studies? Elements of good practice

- Strong leadership
- An ongoing process
- Constant reflection

- PCP policy in place
- Nothing off limits
- Common sense approach to positive risk taking
What stands out from the case studies? Common Practices

- Key worker is main facilitator
- Staff are clear about their role
- Time and space provided
- Staff are skilled observers and listeners
- Long term goals broken into steps
- Working to make information accessible
- Links to community activities and supports
Phase 2 – Developing the Framework
Structure of the Framework

1. Introduction
2. Background to the framework
3. The core beliefs and foundations of person-centred planning
4. Organisational Culture, Structures and Processes
5. Key elements in person-centred planning
6. Evaluating person-centred planning
Background

- Scope, context, language

The persons who use disability services:

1. Are living in their own home in the community
2. Are exercising choice and control in their everyday lives
3. Are participating in social and civic life
4. Have meaningful personal relationships
5. Have opportunities for personal development and fulfilment of aspirations
6. Have a job or other valued social roles
7. Are enjoying a good quality of life and well being
8. Are achieving best possible health
9. Are safe, secure and free from abuse
Background

- Scope, context, language
Personalised care and support plans should be developed within 28 days of a person starting to use a HIQA-registered residential service. Person-centred planning may take considerably longer, depending on the individual.
Beliefs

- Individuality
- Equality
- Respect
- Dignity
- Empowerment
- Choice
- Inclusion and active citizenship
- Independence
Foundations

- Beliefs
- Person-centredness
- Outcomes
- Planning across an organisation
- Every plan is different

- Listening
- Responsibility
- Expectations
- Relationships
- Partnership
Organisational Culture, Structure and Processes
The person-centred planning process

The Stages of Person-centred Planning

- Getting ready to do a plan
- Putting a plan together
- Putting a plan into action
- Finding out if a plan is working
Stage 1
Getting ready to do a person-centred plan

- Establish staff roles
- Set up a planning team for each person
- Develop and implement a person-centred planning policy
- Develop accessible communication
- Engage in Learning and Development
Stage 2
Putting a person-centred plan together

- Develop accessible formats
- Set goals that are individual and meaningful
- Focus the content of the person-centred plan on dreams and wishes
- If the person wants a planning meeting, they decide when, where, who attends
- Explore planning tools and approaches
- Gather information

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Stage 3
Putting a person-centred plan into action

- Develop an Action Plan
- Address barriers
- Support independence and positive risk taking
- Focus on community engagement
- Explore valued social roles
- Record actions and progress
Stage 4
Finding out if person-centred planning is working

- Engage in reflective practice
- Review – formal and informal
- Measure outcomes
- Find out if plans influence service development
- Recognise good practice and share learning
Evaluating Person-Centred Planning
<table>
<thead>
<tr>
<th></th>
<th>Statement of Practice</th>
<th>Rating</th>
<th>What is your evidence?</th>
<th>Actions required to support quality improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The organisation supports persons using its service to build capacity for self-determination, decision-making and self-advocacy. The organisation provides opportunities for learning and development in order that persons with disabilities and their circles of support can engage meaningfully with person-centred planning.</td>
<td>□ We are strong</td>
<td>□ We are strong</td>
<td>□ We can do better</td>
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<td>□ We can do better</td>
<td>□ This is not in place</td>
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<td>2</td>
<td>The organisation recognises the importance of, and provides education and learning opportunities in relation to person-centred planning to staff. These are grounded in the principles of active learning.</td>
<td>□ We are strong</td>
<td>□ We are strong</td>
<td>□ We can do better</td>
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<td>3</td>
<td>The organisation provides access to a range of advocacy supports.</td>
<td>□ We are strong</td>
<td>□ We are strong</td>
<td>□ We can do better</td>
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<td>4</td>
<td>The organisation ensures that the person-centred planning process is accessible to all those using its services.</td>
<td>□ We are strong</td>
<td>□ We are strong</td>
<td>□ We can do better</td>
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Moving forward

Quality Improvement Plan - Stage 1 – Getting ready to do a person-centred plan

<table>
<thead>
<tr>
<th>Statement of Practice</th>
<th>Action required</th>
<th>Person responsible</th>
<th>Due Date</th>
<th>Evidence to be collected</th>
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How is person-centred planning working for you?

This tool will help you see how the person-centred planning process is working for you.

It will help you to see what is going well and what could be better.

There are four stages in planning. You should fill out this tool after each stage.

You could ask the person supporting you to put your plan together to help you.
Getting ready to do a plan

I have information on person-centred planning in a way I can understand.

I have the chance to learn about making choices, person-centred planning and advocacy.

Yes  Sometimes  No

Yes  Sometimes  No
What is not working well?

What did not work well when you got ready to do your plan?

What needs to change to make it better next time?