

**Putting people at the  
heart of service delivery**

**Person-centred  
approaches in social  
service delivery**

**Michelle Livesley**

**WHAT** "I can use my hours/budget flexibly and can choose what I am supported with"

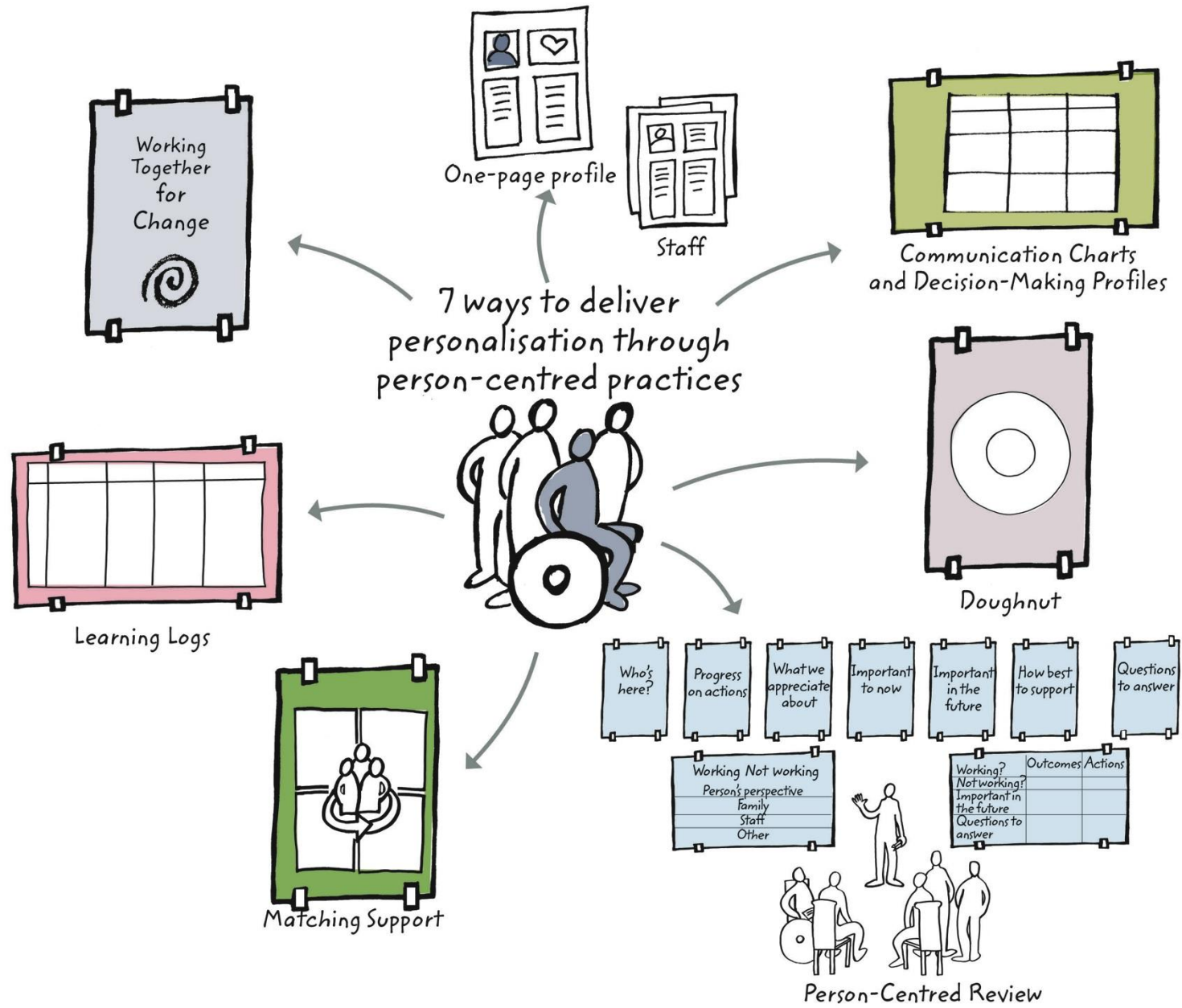
**WHERE** "I am supported where it makes sense for me, at home and out and about"

**WHO** "I choose who I want to support me, my support worker knows me and I know them"

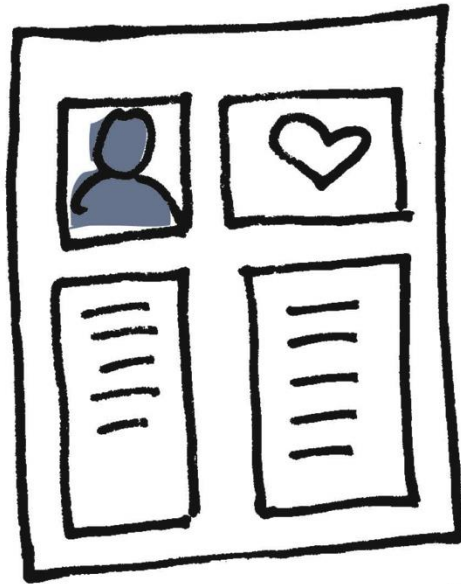
**WHEN** "I get support on the days and at the times that are right for me"

**HOW** "I choose how I am supported and my support workers know this is important to me"

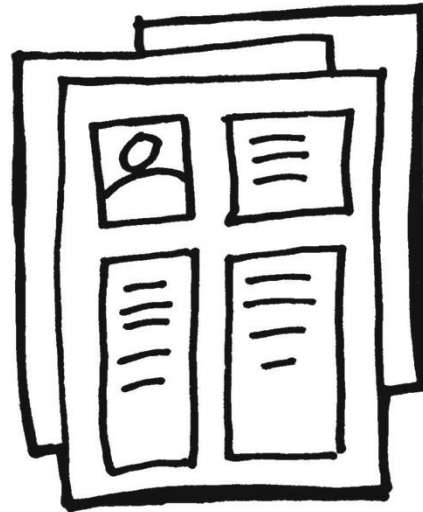
**CO-PRODUCTION** "I am fully involved in decisions about my own support and how the wider service develops"



Who's here?	Progress on actions	What we appreciate about	Important to now	Important in the future	How best to support	Questions to answer
Working Not working Person's perspective Family Staff Other			Working? Not working? Important in the future Questions to answer			
			Outcomes Actions			



One-page profile

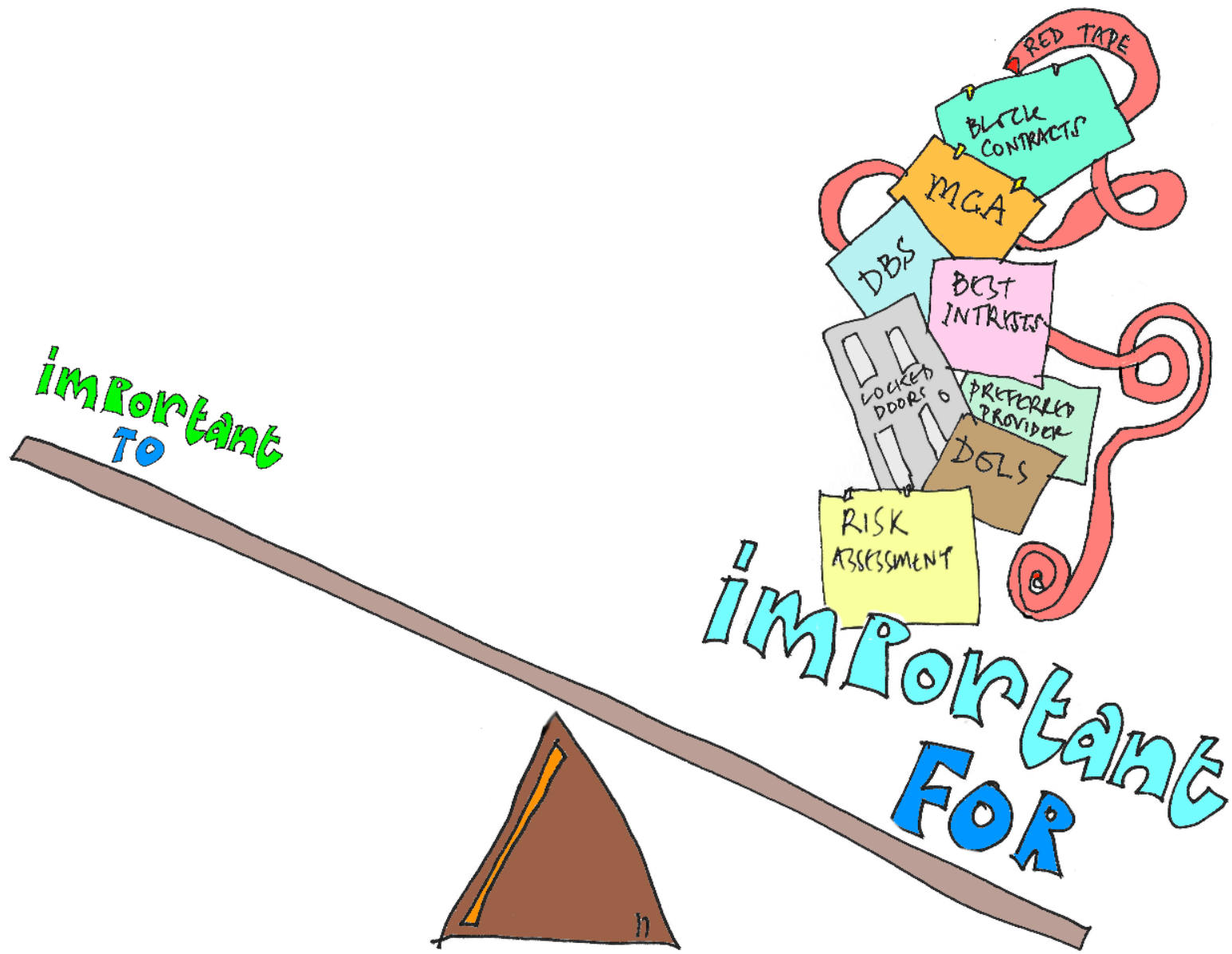


Staff



Can we deliver personalised support if we do not know what matters to people and what best support looks like?





important  
to

important  
for

RED TAPE

BLACK CONTRACTS

MCA

DBS

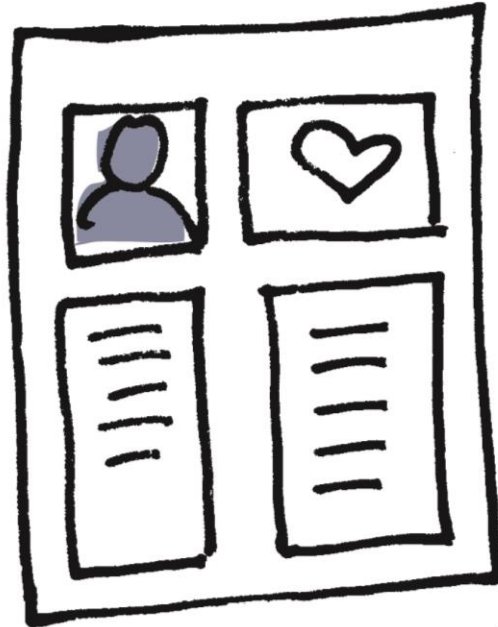
BEST INTERESTS

LOCKED DOORS

PREFERRED PROVIDER

DOLS

RISK ASSESSMENT



One-page profile

# One-page profiles







## What is important to Jennie

Jennie's iPad and iPod available and working at all times.

Having straws and leaflets to hand and collecting them.

Having butterfly kisses and hugs when Jennie initiates.

To be listened to and have people respond to what Jennie says.

To have treats and ice cream when out and about.

Not to be rushed, go at Jennie's pace.

Having her own space when she wants it.

Jennie's things being left where she leaves them and not moved.

Spending time with family at weekends and seeing them some evenings for tea.

Knowing when she will see her staff team.

Being in control of what happens in her flat and Jen choosing what she does.

Visiting places like Chester Zoo, museums, theatre trips, cinema, the seaside, farms etc at least once a week.

Being active most days by going for walks in the countryside, horse riding, zumba classes, aquafit and trampolining.

Time to be creative at her flat every week go to local art classes and make pottery to decorate.

Spending time with her friends Rhian and Laura and eating out with them each month.



## What those who know Jennie say they like and admire about her

Great sense of humour

Affectionate

Honest

Creative

Determined

Great fun to be with

## How best to support Jennie

To have healthy snacks around for Jennie to have and to support her with portion sizes.

A visual timetable so Jennie can see what is happening now and next.

For people around Jennie to know and understand and how to respond to her communication.

Having time on her own and for staff to listen out to check Jen is OK.

Visual communication – gestures etc. (e.g. showing car keys).

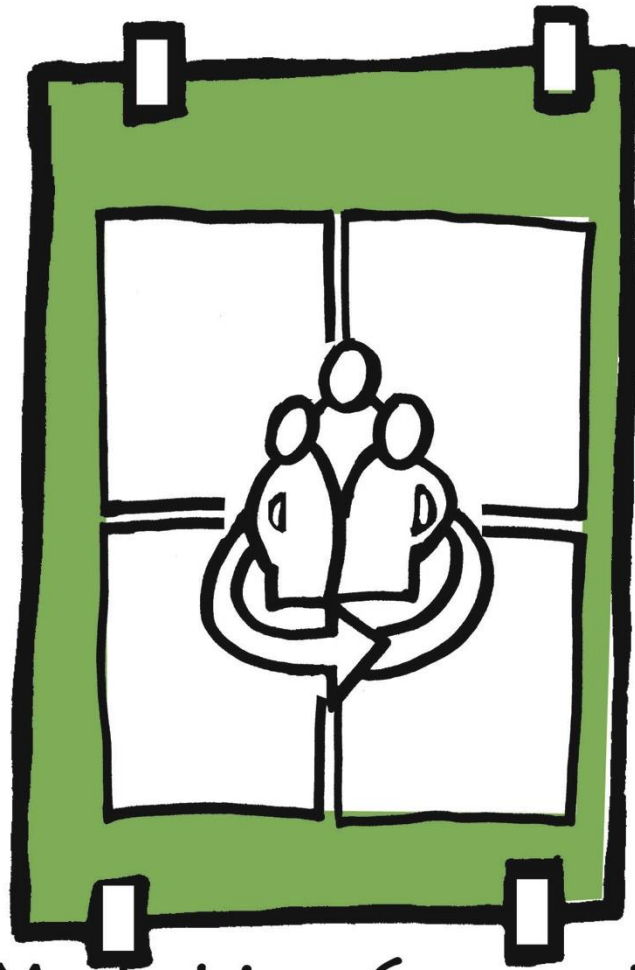
Ensure enough time for what Jennie wants to do so that she is not rushed.

Plan well with Jennie and support her to do what is important to her and review any changes.

If unsure whether to speak – say nothing.

If you need to say something important to Jen, say "good listening" or "look at (your name)...".

*Jennie Franklin*



Matching Support

## What is important to Winifred

Her daughters Bernie and Maureen who visit daily.

Pat her daughter who travels up from London to visit and Marie who lives in Liverpool and visits fortnightly.

Seeing Kevin and David, who are Bernie and Maureen's spouses – they remind Winifred of her brothers.

Her grandchildren, Terence, Emma and Ria. Also her great grandchildren, Grace, Ben, Harry, Zach, Charlie, Jack and Oliver. Winifred has a new great grandchild due later on in the year (June 2012).

Not to be around people who swear or are vulgar.

Winifred visibly grows when complimented – do this often!

Her Roman Catholic faith. Winifred must say her prayers each morning and evening.

She adores cups of tea – milk no sugar.

Her rapport with Beryl. Winifred loves to be involved in household chores – folding the homes laundry is a must and she loves to clean.

Kisses and cuddles – Winifred is very tactile and loves a hug. A big smile will draw her to you.

A diet which works for her – good quality food has always been important to Winifred. She always loved Marks and Spencers food, fish, salmon, vegetables and a light breakfast.

Company is vital to Winifred – spending time with others, especially Grace, Doreen, John and Joan, who live with Winifred.



## Winifred

### What those who know Winifred best say they like and admire about her

A wonderfully, loving personality

She brightens the room with her smile

Her warmth

Her beautiful nature and generosity of spirit

She restores my faith in human nature

### How we can best support Winifred

Be aware that Winifred is afraid of water – she does not/must not shower or bathe but thoroughly strip washes herself each day with a supporter nearby.

Know that Winifred is often preoccupied in the morning. She must sort her room out before she does anything. Give her time and space to do this. She will appreciate you taking her a cup of tea whilst she does this.

Know that Winifred will worry about upsetting her tummy and the need to let things settle after eating, always respect what she is telling you around this and go with her on it.

Winifred will eat a light breakfast mid morning and loves to sit and chat as she eats.

If Winifred is reluctant to get ready for bed, to avoid her becoming distressed, divert her by talking about saying her prayers together with you – ask Winifred to start you off as you have forgotten the prayer.

Know that Winifred is not a lover of TV and should be supported in 'doing'. She will become bored and fractious if left sitting for long periods.





**What people like & admire about me**

- Hardworking
- Good sense of humour
- Reliable
- Loyal

**What's important to me**


- Before I start my shift I must get everything set up and have my bag with everything I need in it.
- Whenever I see somebody in need of help I would lend a hand
- Arriving to work early because I do not like rushing around, also I like chatting to other staff.)
- Feeling proud of what I do
- To make new members of staff welcome, I want them to feel comfortable soon.
- Having a connection with residents, seeing them smile.
- Likes theatre shows, especially musicals
- Good food and eating out.
- Love to go out walking and looking at different scenery
- Enjoys TV mostly
- My garden or anything to do with gardens
- Sewing & knitting
- A good book
- Cooking – I love cooking and baking

**How best to support me...**

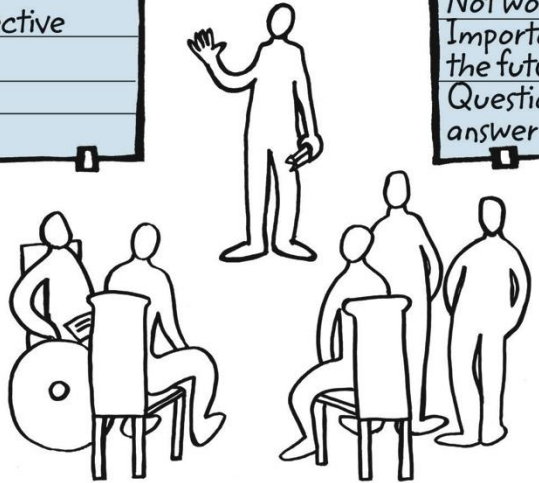
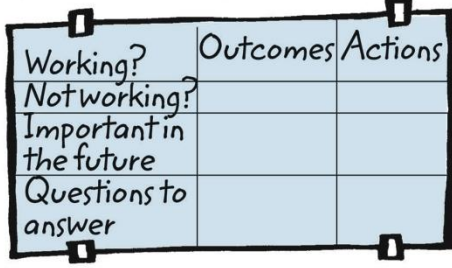
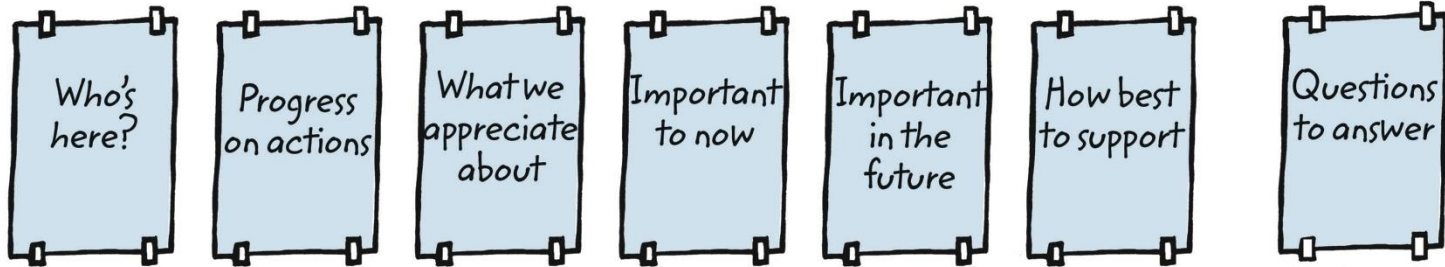
- A nice cheerful environment
- Working hard together as a team
- Making sure colour of bedding matches curtains.
- Please do not take toiletries from residents room.
- Having everything ready before the shift.
- If you borrow things from me, please return them
- Please do not have a lengthy conversation at the busiest time. Lets work hard together then have a chat when all jobs are done.
- I like people to be considerate and honest.
- I am behind with modern technology (mobiles, Facebook etc.) Please get in touch with me by traditional method.
- Do not hesitate to ask me for help. I will do my best to help you.
- Work as a team Help keep things nice, clean and tidy







**Do people have an  
opportunity to review  
their life and services  
and make changes?**



# Person-Centred Review

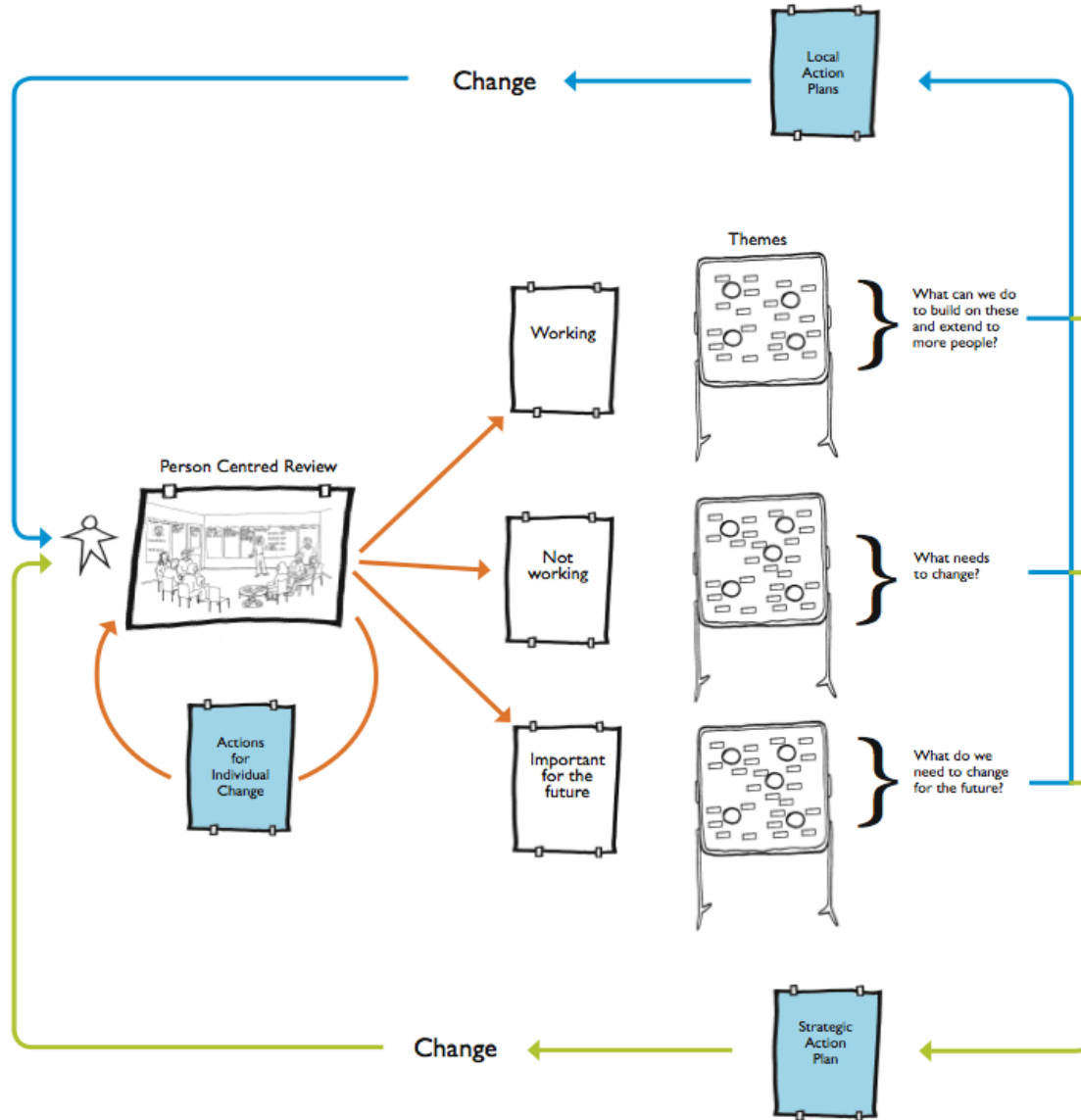


Are we learning from person-centred information to inform change?



Working  
Together  
for  
Change

# From Person Centred Reviews to Strategic Change



What  
people said  
was not  
working



“I feel lonely.”



What  
are the  
possible  
root  
causes  
for this?



We do not put enough emphasis on relationships when we contract services.

Staff don't know how to connect people.

Staff don't see this as part of their job. They do not have time to do this.

We are not paying staff to help people with their relationships.

What  
does  
success  
look  
like?

People



“I have friends in my life.”

“I feel supported to meet  
new people if I want to.”

“Supporting people with  
relationships and helping them  
meet new people is part of my  
job.”

staff +  
managers



“I am supported to do this -  
through training and by my  
manager.”

“There is time to do this as part  
of my work role.”

“I am pleased that I can make a  
difference to people by helping  
them have friends.”

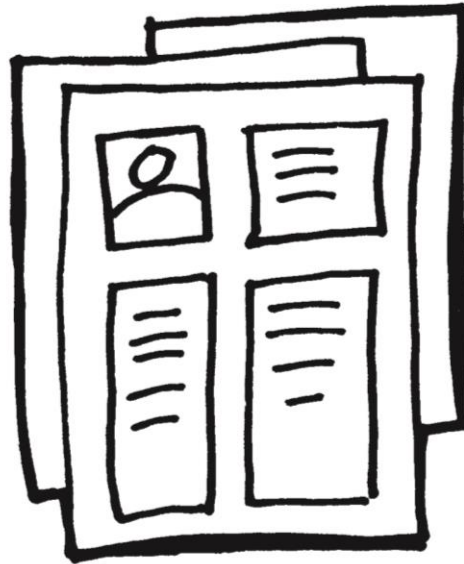
What can  
providers can do  
to work towards  
success

What user and  
community groups  
could do to work  
towards success

What  
commissioners  
can do to work  
towards success

Are managers creating a person-centred culture?





Staff one-page profiles





## Steve's one page profile

### *What people like and admire about me...*

- I'm passionate about what I do
- Supportive, considerate, and honest
- Makes clear decisions
- Help people understand their contribution
- I finish what I start
- A good and clear communicator
- I'm not afraid to admit mistakes and listen to feedback

### *What's important to me...*

- I am the most effective (and happiest) when I am making a positive contribution.
- Hearing open and honest feedback – about how we are as an organisation and how I am doing as a leader and manager.
- Being organised – I like lists of tasks and plans for how I spend my time.
- Learning through reflection and dialogue (I know I'm not perfect, but then again who is?) that is how I best develop and improve how I work.
- Working at home when I need to work uninterrupted on something important or urgent.
- Having time at home, in particular not being away on Sunday evenings.
- That people can accept we may not agree – and that doesn't mean either of us is wrong or right – as often there is no right answer.
- Everyone needs to have an open mind – life can be hard, and there is enormous pressure to always do better/less/more – and often we can achieve this once we accept what we're doing is too perfect.

### *How to support me well at work..*

- I'm invariably a glass-is-half-full person and it helps me enormously when people look for solutions and not problems. I find it very energy sapping if I'm the only optimist.
- I can get frustrated if things don't go according to plan and when I'm like this I need to be reminded to keep everything in perspective.
- When I'm stressed or worried I can become frustrated and a bit 'uptight'. At times like this give me some space and I'll calm down quite quickly.
- If there is bad news then I like to know about it as soon as practical.
- I really appreciate feedback – of things I've done well and not so well.
- If I'm not being clear then I'd rather be told than assume you understand something when you don't as a result of my poor communication.
- Straightforward and honest communication and clarity about what people want/need/expect.
- When I'm getting it wrong (and I do) tell me in a constructive way I find it easier to change what I'm doing and find a better / more effective way.



# Benefits of staff having a one-page profile



8  
They contribute to a more person-centred culture and this benefits everyone.

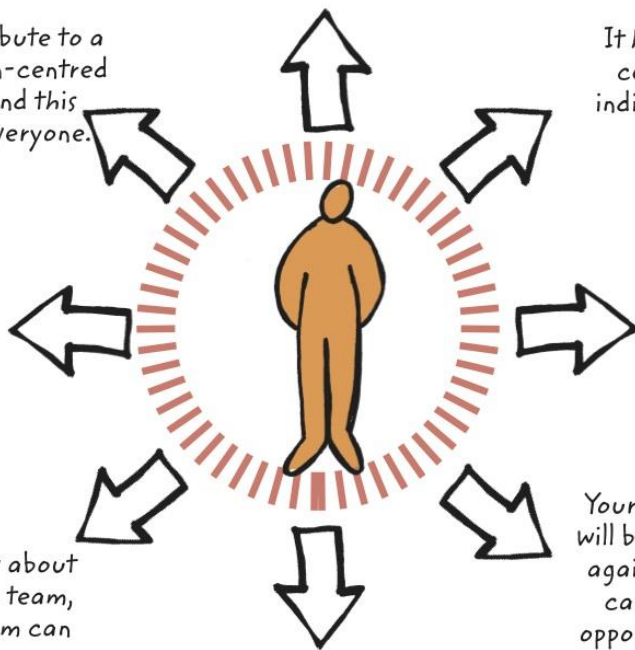


1  
Your manager and team can learn the best ways to support you, so that you can do your best work (and have better days at work).



2  
It helps to recognise and celebrate each others individuality, contribution and diversity.

7  
Knowing this information about each other means being able to have different conversations.

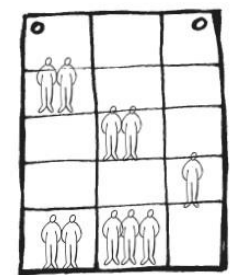


3  
Your manager can get a better match between what people we support are interested in, and your hobbies and interests.



6  
The more we know about each person in the team, the better the team can work together.

4  
Your talents and gifts will be recognised and, again, your manager can match you to opportunities to share your talents and skills.



5  
Your manager can match your personality characteristics to get the best fit with people who use the service, team members whom you may work closely with, or with tasks.





Are staff members using a person-centred approach in all their work?

# Progress for Providers

Checking your progress  
in using person centred  
approaches

Managers

Is their leadership and a strategic plan that measures progress?



Poor



Average



Excellent







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