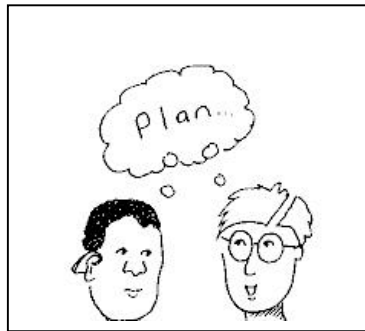




# Coventry Learning Disability Partnership Board



## Person Centred Planning Sub Group

A plan for introducing a  
Person-Centred approach

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	<p>Plan agreed by Partnership Board on:</p>	<p>27 May 2004</p>
	<p>For more information contact:</p>	<p>Clare Wightman 024 76 631041</p>

This plan is available in different formats

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## Summary of the most important things we need to do next to enable person-centred planning to happen in Coventry

1. Recruit a person centred planning co-ordinator, so that person-centred planning in Coventry as a whole is carried out in a way that is planned, strategic and 'joined up'. This is the best way to ensure that targeted planning happens, that it is good, effective planning and that it has an impact on people's lives.

The co-ordinator should establish a baseline for person centred planning in Coventry, gather information, monitor progress and report quarterly and annually to the Board. This information will be required to ensure the right resources are available and targeted to achieving the Valuing People objectives.

The role should also include support to all person centred planning facilitators so that the quality of practice is more consistent.

2. Joint Commissioning processes should ensure that service contracts and any new services commissioned are linked to the person centred planning targets in this plan.
3. Continue to raise awareness of person centred planning and person centred planning approaches among managers, families, people with learning

difficulties, health services staff and education services staff.

4. Train and support person centred planning facilitators to become trainers themselves. In this way Coventry will be able to sustain its own pool of facilitators and not depend on outside trainers.
5. Ensure that the Advanced Facilitators' Group continues to meet to share experiences, problem solve and to swap person centred planning facilitators between agencies and to develop its role.
6. Train people who are not employed by services in the use of person-centred planning tools.
7. Build people's links to, and relationships in, the community around them. Complement the person centred planning training with training in such 'community building' methods.
8. Ensure that social services staff who have been trained in person centred planning and who are now skilled and experienced facilitators continue to be able to use their expertise.
9. The work done so far and the future work described in this framework mainly addresses the need to help families, people with learning disabilities and staff of all kinds to understand person centred planning and 'how to do it'. We recommend that the sub group and the Partnership Board build the capacity of specialist

and mainstream services to respond to the requirements of person-centred plans.

10. We also recommend that the sub group and the Board look at building the capacity of communities to respond to people with learning disabilities. Effective person centred planning should build a safe place for people in the community and enable the community to welcome them so that they do not depend on services to make everything in their life happen. It is a crucial step towards promoting independence and underpins day service modernisation. We will be providing training in 'community building' methods and techniques. But the sub group and Partnership Board should also develop other strategies to address this need.

## Coventry person-centred planning framework

### 1 What Valuing People says about person-centred planning

#### 1.1 Definitions

‘Person-centred planning is about being in charge of what happens in my life and getting people I want and trust to help me make things happen’ (self advocate)<sup>1</sup>

‘Person-centred planning is about:

- Listening to and learning about what people want from their lives
- Helping people to think about what they want now and in the future
- Family, friends, professionals and services working together with the person to make this happen<sup>2</sup>

Person-centred approaches are ways of making sure that services do a better job of listening to what people who use them really want, and then making sure it happens.’<sup>3</sup>

#### 1.2 Targets

‘We expect Learning Disability Partnership Boards to agree a local framework by April 2002. It will take time to develop a person-centred approach to planning for everyone who needs services. Local areas may wish to develop their own priorities, paying particular attention to those individuals who are poorly served. However the Government also has some specific priorities. These include:

By 2003

People still living in long-stay hospitals

Young people moving from children's to adult services

By 2004 we expect to see significant progress [in person-centred planning] in the following areas:

People using large day centres

People living in the family home with carers aged over 70

People living on NHS residential campuses'<sup>4</sup>

## 2. The Local Framework

In Coventry we believe that every person is full of potential and we see person-centred planning as a crucial step towards people with learning disabilities having more fulfilling lives and becoming valued members of the city.

This framework is a plan for how person-centred planning and person-centred approaches will happen in Coventry. It talks about what we have done so far and what else we still have to do. In this plan the person centred planning sub-group have answered the questions, which the Valuing People guidance says a good person centred planning framework should answer. Cheylesmore Easy to Understand Service, a group of people with learning disabilities, put together an easy read version for us and told us what they think about the plan.

We have mapped the nature of current provision, its weaknesses and the problems it poses for moving forward with a shared, targeted agenda. We then make some recommendations for action.

### 3. Training and Support

#### 3.1 Introduction

Training is an essential first step. It raises awareness of person-centred thinking and the specific planning tools and techniques that make person-centred planning a reality for people with learning disabilities. In February 2002, Coventry Primary Care Trust funded work with a training provider that specialises in developing people to practise person-centred planning. The organisation – Diversity Matters – was commissioned to provide a range of training and development programmes to people working in all relevant sectors of the City, as well as people with learning disabilities and their family carers. A further programme of introductory, foundation level and advanced level training began in February 2003. Other training in person centred planning has taken place before but this is the first time a comprehensive training programme has been offered to staff from all agencies, to parents, managers, and people with learning disabilities in Coventry.

#### 3.2 Breadth training

Introductory level training in person-centred approaches and person-centred planning from Diversity Matters was made available to all agencies in Coventry. Individual agencies have developed targets for example all care staff at Broad View Care, a voluntary sector provider, will attend introductory training within the first six months in post. A three day introduction to person centred planning and person centred planning approaches was delivered to 107 frontline staff in 2003. These staff worked in social services person centred planning team, social services assessment and care management team, day centres, and in a number of

voluntary organisations mainly providing housing and residential support. The latter were preparing with people with learning disabilities for major life changes. The former work mainly, but not exclusively, with users of social services day services.

3.3 In addition to this training for frontline staff a number of awareness raising days were run. In February 2003 two events called Planning For Life took place which gave information and offered practical activities about person centred planning to people with learning disabilities, parents and other interested people. These events were followed up by a further training day for parents. An awareness raising day for managers took place in May.

#### 3.4 What else can we do

- We need to raise awareness of person centred planning and person centred planning approaches and train people from outside services in the use of person-centred planning tools. This is because we have noted barriers and conflicts of interest where staff who are involved in providing a service are also facilitating person-centred plans. We therefore need to widen the net of trained people.
- By December 2004:
  - Recruit more families to training
  - Recruit families from ethnic minority groups
  - Recruit people active in communities and community groups to training
  - Recruit more service managers to training in order to increase their understanding of person centred planning approaches

Arrange for breadth training to be delivered by our own pool of trained facilitators

### 3.5 Depth training

Intermediate level and Advanced Facilitation training has also been offered to all agencies in Coventry. This training enables people to begin to do detailed planning.

Training has taken place in specific planning tools called MAP and PATH as well as advanced facilitation skills to 76 workers over a number of sessions. Again these were drawn from a range of services including Social Services and voluntary sector housing and support providers.

A pool of about 30 person centred planning facilitators now exists. They have formed their own support group – the Advanced Facilitators Group. In September 2003 a small number of these facilitators were trained in becoming trainers. This will enable Coventry to begin to nurture and sustain its own pool of trained person centred planning facilitators.

3.6 Some of these facilitators are working with Valuing People's priority groups however, we need to ensure that this work is co-ordinated so that it is informed by and meets the Valuing People targets.

### 3.7 What else can we do

- Employ a PERSON CENTRED PLANNING Co-ordinator, ensuring that there is more strategic linking up among those carrying out person centred planning so that Valuing People targets are met and monitored.

- Continue to identify from among the advanced facilitators those who want to become trainers themselves and ensure that they are trained
- Ensure that the Advanced Facilitators' Group continues to meet to share experiences, problem solve and to develop its role.

### 3.8 Support

As we said above, about 30 trained facilitators from different agencies have formed their own support and self-training group for problem solving, the Advanced Facilitators Group. Strong links remain with training providers.

Facilitators may receive individual support and supervision from their managers, but this varies across agencies.

### 3.9 What else can we do

- As above, recruit a PERSON CENTRED PLANNING Co-ordinator ensuring that there is a consistent lead and source of support.
- As above increase management awareness and understanding of person centred planning through training so that they will support facilitators' involvement with the Advanced Facilitators Group, releasing their time and seeing it as part of their job.

## 4. Development projects

### 4.1 Families Project

Working with the Valuing People Support Team we will set up a project across Coventry and Warwickshire to enable families to lead person centred planning. The project will hold awareness days, help families to plan, and finally help them to put the plan into practice.

## 5. Person centred approaches

The introductory level training, which has been offered to all agencies in Coventry, includes training in person-centred approaches. In addition to this three-day training course, there has been an awareness day for managers.

5.1 Within Social Services the then existing Service Development Team worked with unit teams in order to promote person-centred approaches. They developed and delivered training based on the values of person centred planning. In addition they produced 'philosophy and values' guidance based on person centred planning approaches. These were also been promoted within the service through the NVQ assessment process.

### 5.2 What else can we do?

By December 2004

- Continue to raise the awareness of managers. The Implementation guidance says managers have a key role in supporting, assisting, contributing to person centred planning and responding to it. If we are

building up the knowledge and capacity of families and self-advocates around person centred planning we also need to build service capacity to respond. One element of that is supportive and well-informed managers able to reflect on how person centred planning affects them and how they can best respond.

- Encourage training for teaching and support staff at adult education centres and colleges

## 6. People with learning disabilities

### 6.1 Breadth training

Two awareness-raising days were held in February 2003 and attended by approximately 150 people. A follow up day for those who were interested then took place in October 2003. Around 30 people with learning disabilities took part.

### 6.2 Depth training

There has been no depth training but some people receiving services have had the chance to start to develop their own plans and have support to do that.

### 6.3 What else can we do?

Between June and December 2004

- Inform people with learning disabilities more widely about person centred planning
- Offer more awareness raising training
- Collect together more success stories

In the long term, we need to get better at handing over control to people with learning disabilities.

## 6.4 Support

There is little if any progress being made in ensuring that people with learning disabilities who are developing their own plans have support to make sure that what is in the plan happens.

## 6.5 What else can we do?

- Get better at getting all the right people on board and ensure they take responsibility for making things happen.
- Build people's links to, and relationships in, the community around them. Complement the person centred planning training with training in such 'community building' methods. The implementation guidance from Valuing People says that effective person centred planning builds people's place in the community and enables the community to welcome people so that they do not depend on services and paid staff to make everything in their life happen. It is a crucial step towards promoting independence and underpins day-service modernisation. This training should be targeted at those who have received MAP and Path training and are actively planning now.
- Clarify the role of person centred planning facilitators in problem-solving and in making elements of a plan happen.

## 7. Families

### 7.1 Breadth training

Two awareness raising days and one training day were delivered to family members. As person centred planning is relatively new in Coventry it was not possible to include families with experience of person centred planning in the awareness training as co-trainers or presenters. Members of Coventry Mencap were actively involved in publicising the awareness days.

### 7.2 Depth training

Some families have been given chances to develop person centred plans. It only happens with agreement of the person whose plan it is.

### 7.3 Support

Families who want to use person-centred plans, but who do not want to lead it themselves, can get facilitators from outside to help.

### 7.4 What else can we do?

See the family development project with Valuing People Support Team described above

#### Depth training

- We need to get better at handing over control and ensuring that families know they are in control.

#### Support

- Ensure that families know that they can get facilitators from outside to help. We should proactively offer facilitation services to families.

## 8. Person-centred planning within Social Services

As the framework has described, person-centred planning was being carried out on a small scale by a number of teams within Social Services.

8.1 A large number of staff have been trained and are now experienced person centred planning facilitators. We think that Social Services should therefore continue to carry out person-centred planning, making use of the training, experience and skills gained by its staff. Efforts should be made to minimise any confusion of roles where statutory duties may override and conflict with those of person-centred planning. So, for example trained facilitators from Social Services might arrange to facilitate plans in a voluntary sector agency while that agency facilitates plans for users of Social Services. This swapping and sharing of facilitators would make good use of skills whilst ensuring a degree of independence.

8.2 The recruitment of a person centred planning co-ordinator would also oversee this work alongside that of other agencies so that person-centred planning in Coventry as a whole is carried out in a way that is planned, strategic and 'joined up'. This is the best way to ensure that targets are met, that planning happens, that it is good, effective planning, and that it has an impact on people's lives.

## 9. Quality

There is monitoring of completed plans but information could be better collated to inform whether or not a plan is actually happening and having an impact on a person's life.

9.1 We have not yet developed a way of evaluating the person-centred planning which is being carried out across all agencies. The Advanced Facilitators Group in Coventry is devising an evaluation tool for all agencies to use.

### 9.2 What else can we do

The appointment of the Person Centred Planning Co-ordinator will enable us to:

- Develop tools to allow consistent interagency monitoring of planning
- Develop tools to allow consistent interagency monitoring of outcomes and quality for those who have been enabled to have a person-centred plan
- Produce an annual report to inform us that:
  - ✓ person centred planning is happening in Coventry
  - ✓ it is changing lives
  - ✓ it is changing services

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- <sup>1</sup> Valuing People: Towards person-centred approaches Planning with People Accessible Guide p.1
  - <sup>2</sup> Valuing People: Towards person-centred approaches Planning with People Accessible Guide p. 3
  - <sup>3</sup> Valuing People: Towards person-centred approaches Planning with People Accessible Guide p. 4
  - <sup>4</sup> Valuing People A new Strategy for Learning Disability for the 21<sup>st</sup> century