




HSC South Eastern Health and Social Care Trust

INNOVATIVE DEVELOPMENTS IN PERSON CENTRED PRACTICE




HSC Southern Health and Social Care Trust



INTRODUCTIONS



with
Bronagh McKeown



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PERSON CENTRED PRACTICE AN INTRODUCTION


with
Alison Rooney

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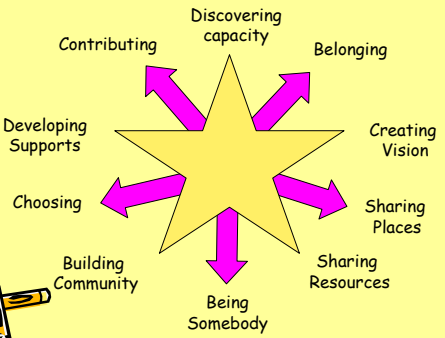
What is Person centred planning?

“Person centred planning is a process of continual listening and learning, focused on what is important to someone now and in the future and acting on this in alliance with their family and friends.”




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What Purpose Does Person-Centred Planning Serve?



- Contributing
- Discovering capacity
- Belonging
- Developing Supports
- Creating Vision
- Choosing
- Sharing Places
- Building Community
- Being Somebody
- Sharing Resources



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Skills needed to support people



- Supporting Dreams
- Supporting Relationships/Community Connecting
- Being “Mindful” and Recording Learning:
 - Working/Not Working
 - The 4 Questions
 - Learning Log
- Matching Staff and Those Using Services
- Learning, Using and Recording Communication
- Recognizing/Sorting Important To and Important For —Finding the Balance Between
- Defining Staff Roles and Responsibilities



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Person Centred Thinking

"Only a small percentage of people need to know how to write good person centred plans, but everyone involved needs to have good skills in person centred thinking, in the value based skills that underlie the planning."

Null and Sanderson 2005

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How can this be used to better understand and support

People who use services and their families?

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What works?

- Good detailed individual information - communication, likes / dislikes, routines
- Understanding the world from the persons perspective - knowing what is important to them
- Not 'fixing' the person
- Listening to the person, family and those who know and care for them.
- Celebrating who the person is - just as they are.

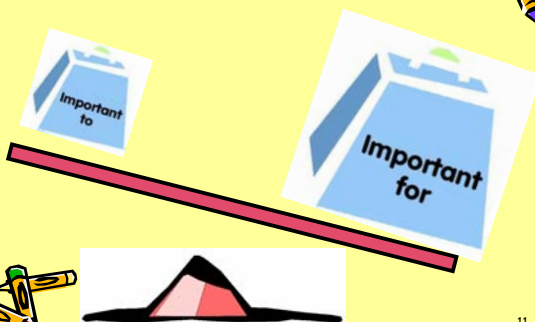
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Building a person centred description - key tools

- Like and admire
- Good day / Bad day
- Routines
- Communication charts
- Learning Logs
- Matching staff
- Important To / For

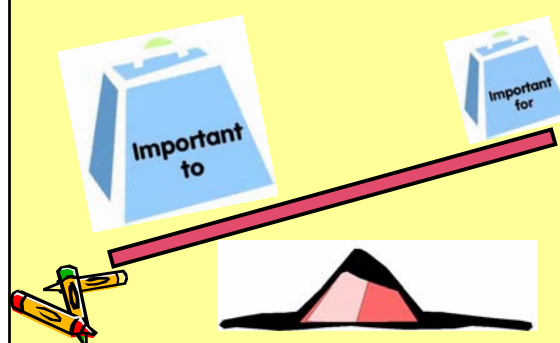
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Health and Safety Dictates Lifestyle



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All Choice, No Responsibility



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Balance

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Dead and happy
are incompatible

But

Alive and miserable is
unacceptable

Small & Allen 2011

Person Centered thinking 1st skill

- Sorting important to from important for (and finding a better balance between)

Important to	Important for
What else do we need to know?	

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Tools for building Person Centered Descriptions

- Communication Chart
- Matching Staff
- Relationship Map
- Learning Logs
- 4 + 1 ?s
- Like and Admire
- Routines
- Good Day/ Bad Day
- Working/ Not Working

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Person Centered Description

Person Centered Description


- Like and Admire
- Important to
- Important for
- Instructions for Supporters
- Things to Figure Out
- Characteristics of Supporters

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PERSON CENTRED PRACTICE

PATHWAYS with Ruth Purdy





Transition Planning and Person Centred Practice.

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What is Transition Planning?



" the aim of Transition Planning is to help the young person prepare for a successful transition to adult life."
(SEN Code of Practice' - SEN Toolkit Section 10)

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Policy context



- 'Valuing People' (DOH 2001), Objective 2 expects the following from services:
- "As young people with disabilities move into adulthood, to ensure continuity of care and support for the young person and their family, and to provide equality of opportunity in order to enable as many disabled young people as possible to participate in education, training and employment".

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Special Needs and Disability (NI) Order 2005

- Increases the rights of children with special educational needs (SEN) to attend mainstream schools and introduces disability discrimination laws for the whole education system.
- New duties on FE and Higher Education institutions to make reasonable adjustments where appropriate, including physical adjustments to premises.

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Person-Centred Thinking in Developmental Disabilities — Dreaming Possible Dreams By Lynn K. Jones, DSW

'People with developmental disabilities dare to dream outside the box of standard social services options with the guidance of astute, creative professionals, family, and community.'


- Shifting thinking about people with disabilities from their deficits to appreciating what they have is at the core of person-centred thinking and akin to social work's strengths-based approach.

'In a person-centred approach, we see someone as a person first, not someone who is defined by their disability.'




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Real Change Happens When



- Leadership manages the tension between a service's current capacities to develop person centred approaches and people's informed choices about their lives and the services that they receive.

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Padraig's 'Path' to Further and Higher Education.

- Padraig (18yrs) went to mainstream school for 12 years .
- He wanted to do Media studies, I facilitated an Essential Lifestyle Plan (April 07) for him which began the Transition Planning for his entry to College.
- Exam results gained him entry into the local College.
- Transition Planning meetings prior to starting gave reassurance to him and his family, he then began College life Sept 07.
- 2 years later and on track, he decided he would like to do a degree in 'Youth Work' which is his real passion in his local community.
- I facilitated a 'Path' for his Transition planning meeting which triggers many more planning meetings to prepare the University Disability personnel, himself , care agencies, support staff , funding sources etc, of his coming to that facility hopefully in Sept 2010.
- Padraig's Pathway has opened the door in the local College for other young people in a similar position wanting to attend there.

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Person Centred Approaches in Transition Planning:

- Essential Lifestyle Plan



- Path



- Listen to Me booklet



One page plan

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Padraig's 'PATH'



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PERSON CENTRED REVIEWS with Pat McAuley



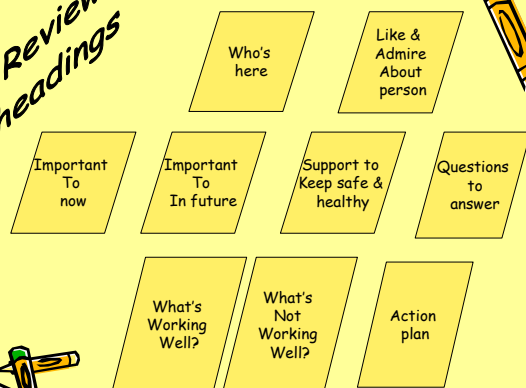
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Person Centred Thinking- a fresh approach?

- Barriers to PCP
- "it is not person centred planning that matters as much as the pervasive presence of person centred thinking" (Sanderson & Smull 2004)
- Person centred reviews (Sanderson, Bowers 2008)

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Review headings



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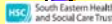


Pilot project design

- RQIA requirements
- Past experience
- Project team
- Two residential units identified
- Training for twenty staff
- Mentor/coaching in reviews
- Fourteen person centred reviews
- Ongoing support to new facilitators




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Project Evaluation

- Qualitative information generated from service users, families and carers
- Additional questions to staff
- Preparation & review planning
- Review process
- Post review outcomes



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It was very relaxed

I think they were really listening to me

Yes, when is my next meeting?

I felt involved in decisions for my life

Great! We went out two days later and got holiday books for us all

I knew what I wanted and it's all down on my chart

It was a good, good meeting

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Families & carers

- Part of decision making process
- Felt more comfortable in more informal atmosphere
- Felt listened to and involved

Much better than previous reviews

The best review meeting I've ever been at!



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I was ecstatic!

Staff feedback

- Service users felt valued and involved
- Changes are happening for people and challenging practice
- Process challenges staff practice and inspires improvement
- Process did deal with complex issues, such as risk and conflict
- Process of meeting and action can be transferred to Trust service plan format
- PC reviews did not involve more work or time than previous reviews

We cannot go back to the old style reviews

Fantastic process

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Recommendations

- "Our services will be person centred and flexible in meeting the needs of the individual" (SET Corporate Strategic Plan 2008 -2011)
- "personalisation" a key concept for the future of the NHS and adult social care (DH,2008)
- Person centred thinking and person centred reviews is a fundamental stepping stone to achieving these goals.

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The way forward?

- Adopt PC reviews across Disability Directorate
- Staff Training in teams - service user involvement
- Develop training strategy: introduction to PC Approaches -all staff (half day); Person Centred Thinking skills training- all key staff (two days); Review facilitation - identified staff (one day)
- Mentor/support for staff in implementation
- Encourage independent facilitators
- Amend Trust ISO documentation
- Quality assurance re review facilitation and recording
- Aggregation of information inform strategic change (Valuing People Support Team Feb 09)

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Information Sources

- www.helensandersonassociates.co.uk
- www.elp.net
- www.opp-uk.org.uk
- www.inclusiononline.co.uk
- www.learningdisabilities.org.uk

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PERSON CENTRED PRACTICE and OUTCOMES


with Margaret McShane

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The Translation of Theory into Practice

In the context of

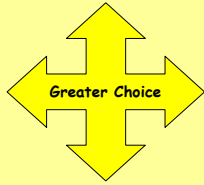


person centred planning.

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Greater Independence



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Partnership



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A Multi Faceted Partnership



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Supported living Scheme

Client	Staff
Engaging with Advocating for Being given a chance Knowledge is power	Communication Training and Development Changing attitudes

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CHALLENGES

Challenges

CHALLENGES

CHALLENGES

Challenges


CHALLENGES

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A LIFE WORTH LIVING



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This slide features a yellow background. At the top, the text "A LIFE WORTH LIVING" is written in blue, slanted, bold letters. Below the text is a square image of a rainbow over a silhouette of a tree and landscape. In the bottom left corner, there are three colored pencils (red, green, and yellow). In the top right corner, a single yellow pencil is shown with a purple wavy line extending downwards from its tip. The number "49" is located in the bottom right corner.

INNOVATIVE DEVELOPMENTS IN PERSON CENTRED PRACTICE



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This slide features a yellow background with a large yellow diamond shape in the center. At the top, the text "INNOVATIVE DEVELOPMENTS IN PERSON CENTRED PRACTICE" is written in red, bold letters. Below the text, two cartoon figures are shown: one holding a globe and the other holding a book. A large yellow pencil is positioned at the top left, with a purple wavy line extending from its tip across the bottom of the slide. The number "50" is located in the bottom right corner.

Ensuring Best Practice A Team Approach to Improving Quality

Sally Curtis Somerset County Council
Pauline Thompson South Eastern H&SCT
Eileen McKay Northern H&SCT



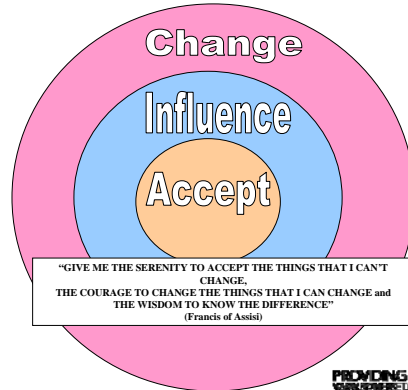
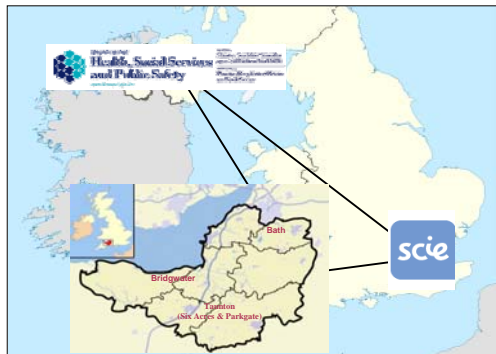
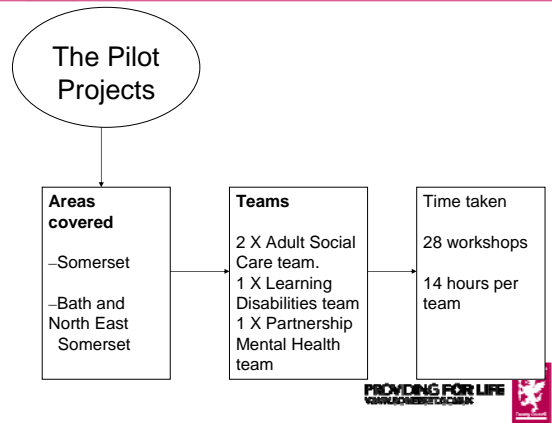
Introduction

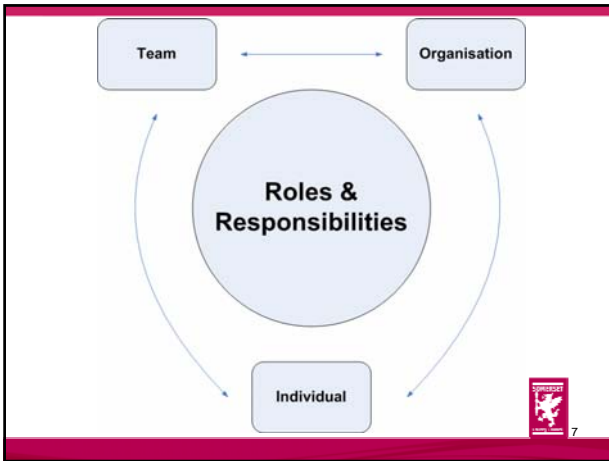
- Pilot Project with teams in Somerset
- Experience of South Eastern Trust in using the Practice Workbook with teams
- Northern Trust seven step guide for care workers
- Any Questions



The Journey so far ...

Sally Curtis – Social Care Governance Project Worker

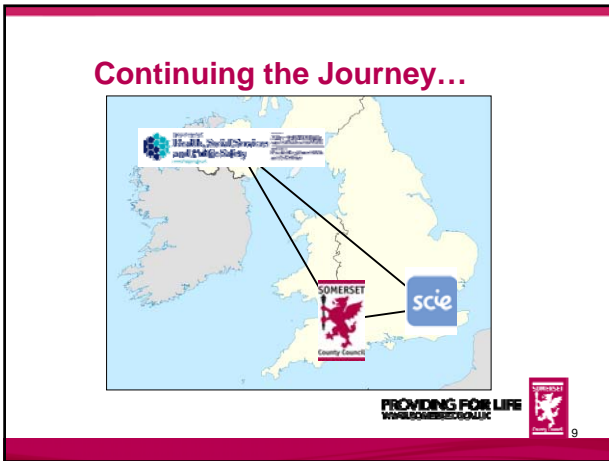




“I have enjoyed the sessions, reflective time, good facilitation, topics have raised my awareness. I think it has rekindled my desire to learn and hopefully improve my practice and increase my professional status”.

PROVIDING FOR LIFE
WARRIORSBETOCAMK

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Pride in Practice
Social Care Governance

If you would like a copy of the report or any further information please contact me at SYCurtis@somerset.gov.uk

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The experience of South Eastern Trust in using the Social Care Governance Practice Workbook with Teams

Pauline Thompson

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Quality Service is...

- The provision of a high standard of care and practice, given to the right person, at the right time, in the appropriate setting
- *(Best Care, Best Practice)*
- Alternatively...
- A standard we would like for ourselves and our family



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The Model for Social Care Governance



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A Hands On Approach

- Engaging teams in developing their action plans to improve quality practice.
- Impartial Facilitation
- Encouraging and supporting team development



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Action Planning

- Clear actions related to practice
- Involving the whole team
- Actions timetabled
- Review action plans



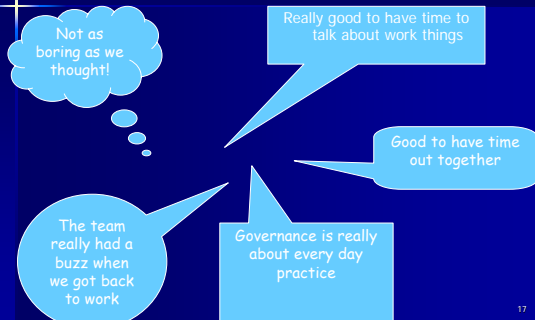
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Outcomes of Action Plans

- Team development.
- Clearer understanding of governance and standards within the organisation.
- Team responsibility for improving quality.
- Teams identified areas that were working well and areas for improvement.
- Themes and issues from action plans shared with Social Work Governance Forum

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Feedback from Teams



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Examples of Learning from Action Planning

Pleased about:	Concerned about:
NISCC Code of Practice	Easement for Training
AYE	Time to reflect in supervision
Supervision Policy	Recruitment and Retention of staff
Learning from Enquiries	Managing unmet need
Examples of service user and carer initiatives	Meaningful engagement
Access to computers	Clear communication up and down organisation

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As a result

Sharing knowledge in Team Meetings around research and good practice.



The Team knowing where it fits in the organisation and where to take its concerns.



Improving services and developing meaningful service user involvement.

Quality



The Individual Worker feeling supported by the organisation.

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Embedding Quality & Social Care Governance

- Having a Governance Structure
- Senior Management support
- Two way communication flow
- Impartial Facilitation
- Listening to staff
- Supporting and mentoring staff
- Quality Assurance systems

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Challenges:

- Maintaining momentum with teams
- Ensuring review of action plans
- Keeping action plans alive
- Maintaining a culture of open communication.

Pauline Thompson

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Eileen McKay

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The NHSCT Experience of The SCG Workbook (Jan-May 2008)

- | | |
|---|--|
| <ul style="list-style-type: none"> ■ Positives ■ Increased collective responsibility and motivation for governance ■ Promotes safe practice & accountability ■ Reinforced existing good practice ■ Provided opportunities to communicate with team re changes. | <ul style="list-style-type: none"> ■ Challenges ■ Difficult to get all staff together in residential and day-care settings; ■ Context: Too many new initiatives introduced at the same time; ■ Terminology: difficult for care staff to relate to; ■ Lack of time, resources and support; ■ Perceived as a tool of management. |
|---|--|

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Learning from Research

- *"Some practitioners may struggle to see a connection with governance and their everyday practice. The association with 'clinical' and 'managerial' may further distance staff unless appropriate imagery or language is found"* (Whittington 2006:8).

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Getting Ownership

- *"Without staff's involvement in this process they are unlikely to understand or appreciate the importance of (governance)it will be seen to be owned purely by the senior management within the organisation. The workforce may only see it as another demand from Government and not relevant to them or provision of services." (McSherry & Pearce 2007)*

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Developing a Seven Step Guide:

1. Organisational learning & continuous professional development;
 2. Regulation and Registration;
 3. Research, Evidence Based Practice and informed Decision Making
1. Ensuring you have the knowledge and skills for your job

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Feedback from Care Staff

It is short and straight to the point – easy to follow & quick to read".

"Wouldn't be afraid to pick this up".

"Not too wordy, its in language we understand".

"Gave me some ideas to think about in improving what we do".

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Many hands make light work!



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Questions, discussion.



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Investigation Into Allegations of Abuse in Nursing & Residential Homes.

Randal McHugh
&
Zara McIlmoyle
Designated Officers
NHSCT

23rd September 2009



Introduction

- NHSCT has significant investment in the Nursing/Residential sector = 250 homes, within & outside the Trust.
- Number of Placements – approximately 2,700
- Need to develop a robust system for investigation due to the changes in RQIA and the roll out of the Public Protection Arrangements in NI.



Background

- The Northern Trust has developed a Permanent Care Review Team
- In Mid 2008 a serious allegation of abuse in a Nursing Home received by the Trust
- This allegation raised significant concerns about direct care and environmental issues
- This encouraged the Trust to review it's practice and working arrangements with the various agencies involved in such investigations



Current Investigation Process

- Referral received
- Establish and explain to all individuals and agencies the Trust's co-ordination of the investigation
- Identify named workers/care managers for residents/patients within and outside of the Trust
- Convene a Strategy Discussion
- Process of systematic reviews
- RQIA Inspection reports



Investigation Process (cont'd)

- Contact with hospitals re: admissions from Residential/Nursing home
- Home management issues re: staffing establishments
- Complaints received by Trust re: Home
- Emergency Contingency Plan
- Involvement of Home Senior Managers and Trust Directors throughout the process



Benefits

- Action Plan development
- Ongoing support/review of Homes
- Clarity of Safeguarding investigation process and Home's responsibilities
- Improvement of practice e.g. training issues
- Improvement of care delivered
- Improved communication and clarification of roles between various agencies involved



Benefits (cont'd)

- Robust structure and process in place that ensures a consistent approach to investigations in Nursing & Residential Homes
- This mechanism is ensuring a local delivery of high quality care
- We have effective systems for regulating and monitoring the delivery of care
- This process has empowered and enthused Trust staff, who are now more comfortable in their role hence allowing them to learn from their experiences

Challenges

- Data Collection and development of ICT
- Is it a Safeguarding issue or a complaint
- Overarching professional judgement
- This change in practice has placed a significant demand on staff/resources
- Training issues
- Different practice throughout N. Ireland
- Sharing the learning
- Public expectations