


PERSON CENTRED CARE PLANNING

VERSION No	3	
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NUMBER OF PAGES	3	

Policy Statement

Person centred planning is the cornerstone of the government drive to ensure that people keep as much control as possible over their lives. This includes when they need care and support.

Care Act 2014

The emphasis on wellbeing, self-care and needs and preferences are core within the Act. The full involvement of the person in all discussions decisions and how services should be delivered must fully reflect their needs and preferred way of meeting those needs.





The Policy










As an organisation we promote person centred values:

- ✓ Seeing people as individuals
- ✓ Supporting people to have their care and support needs met
- ✓ Supporting people to access and implement their rights and understand any responsibilities
- ✓ Supporting people to maintain as much independence as possible and where possible improve their degree of independence
- ✓ Treating people with dignity and respect and ensuring that they have their choices and preference listened to.
- ✓ Working in partnership with the individual so that they can maintain control of their lives
- ✓ This enables the Person Centred Plan to be:
 - Directed by the person it is about
 - Written in a language everyone is able to understand
 - Focused on a person's strength
 - Meeting their care and support needs

Assessment of Needs












- 👤 Discuss who the person would like to be involved in the process. Allow them the opportunity to consider family and or friends and give consent for those people they want involved in the decision making.
- 👤 Frequently check that the individual understands what is happening and they feel their preference are being incorporated into the assessment plan. Consider other methods of communication and whether the person needs further support from interpreters, translator or signers to enable their views to be put across.
- 👤 Capacity must be assessed using the organisation Mental Capacity Act Assessment Form, and consider things that may need putting in place to support the individual to make decision.
- 👤 To build up a complete picture it is often necessary to use information from other professionals who have worked with the person. This needs to be arranged beforehand, so that the person is aware and can give consent as necessary.
- 👤 We ensure that we are aware of the range of options available for the person. They may have a preconceived idea of what is available and it is important that they understand the flexibility of services that can be delivered in the community and opportunities available.
- 👤 It is important that the individual's family and friends not only feel free to contribute to the assessment but also to give feedback on the whole process, both positive and negative. We support them in this so that they can present their views to the appropriate people.

-  When working with an advocate who is acting on behalf of the individual or if we need to engage an independent advocate in order that the individual's wishes can be given and understood at the meeting, we ensure that we have consent in place before we share information.
-  We ensure that the person carrying out the assessment is trained in and has a good understanding of the Mental Capacity Act.
-  If the assessment of need is not carried out in the resident own home we aim to make the environment as comfortable and friendly as possible.
-  However good the assessment process is we recognise that it is still possible to miss "what is important to the individual." This may be because people sometimes say what they think you want them to say or they don't like to presume or do not realise the opportunities available. To help overcome this we ask the individual, family or advocate to write a profile. For example: a "NOTHING ABOUT ME WITHOUT ME"

-  What I like to be called
-  What is important to me
-  What I like to do
-  What particular hobbies I have
-  What I don't like
-  What I need
-  What makes me happy
-  Life story
-  Family tree, etc.

Whenever possible we have this self-assessment completed before the assessment of need is completed.

Planning of care or support

-  It is the information from the assessment of need and the persons profile that forms the basis for a care and support plan that meets their needs.
-  Person Centred Planning promotes wellbeing and we seek to work with the resident to maintain their dignity and:
 -  A sense of hope
 -  Confidence
 -  Self esteem
 -  Ability to communicate needs and wishes
 -  Ability to make contact with other people
 -  Ability to show and receive warmth and affection
 -  Experience of and sharing of pleasure or enjoyment
-  Is based on the outcomes that the individual wants to achieve
-  Builds on what someone can do. It is about identifying the individual's strengths and abilities and building on them and filling any gaps.

Risk assessments

Risk assessments are an important part of person centred planning. It is acknowledged that everyone is entitled to take risks and we continually assess and plan *to ensure that concerns about risks are not getting in the way of people living their lives how they want to.* However, we continually review risk assessments, talk to our resident and seek advice from other professionals to keep the resident safe and free from harm.

Challenging and complaining

We see that an important part of exercising rights is being able to challenge or complain. If the resident sees the service provided as inadequate, we have a clear complaints procedure which supports the resident to verbalised or write down their complaint. Complaints are monitored and an important part of the organisation's quality assurance process. *Staff are encouraged to respond positively and quickly to any grumble or complaint.*

Challenging decisions

Residents are encouraged to challenge decisions that have been made by others if they do not agree. It could be decisions on personal care, medication, changes in service provision, accommodation, assessment or any part of the service provided.

Related policies

Assessment of Needs and Eligibility

Adult Safeguarding

Care and Support Planning

Consent

Complaints

Meeting Needs

Mental Capacity Act

Record Keeping