



Person Centred Practices Strategy for Conwy Education and Social Care.

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Introduction

Conwy Social Care and Education want to work together to develop Person Centred Planning in Conwy. The Draft Additional Learning Needs (ALN) Bill and the Social Services and Well-being Act in Wales emphasize that services will need to work together collaboratively and flexibly in order to ensure that children, young people, adults, their families and carers receive coherent, well-coordinated support which helps them achieve positive outcomes. Working together in a person centred way will:

- Improve access to learning, care and support, ensuring people have more say and control.
- Improve outcomes for the people that we work with.
- Provide co-ordinated, person centred learning, care and support.
- Make more effective use of resources, skills and expertise. □ Improve openness and transparency in the systems.

A steering group has recently been established to oversee and direct the development of Person Centred Practices in Conwy. The group currently includes representatives from: Social Care, Educational Psychology, Occupational Therapy, Conwy Connect, Ysgol Y Gogarth staff and pupils, Conwy People's Partnership and other service users. We are aware that the group in attendance may change dependent upon the agenda for various meetings. The minutes of the meetings are recorded and shared at a corporate level (COG 4).

The purpose of this strategy

The purpose of this strategy is to provide a clear strategic direction regarding the future of a person centred approach to service delivery in Conwy. It provides an overview of the core principles that underpin person centred practices and outlines Conwy's vision for the future. This strategy further details: key issues that need to be addressed; the key partners in embracing the vision; and the requirements needed to implement high quality, person centred services.

The development of the strategy

This strategy has been built upon the group's experience of what has worked well in the past and what has not. The steering group has worked collaboratively to identify methods of best practice. This has been achieved by using Person Centred Planning tools to coproduce a PATH of how to achieve our vision.



The Vision

- Person Centred Practices will be embedded in organisational practice.
- Collaborative working will strengthen: Person Centred Planning will bring all the people involved in a person's life to one place, to work together to make a positive change for the person.
- People will work together to create a meaningful plan for the individual. This will be one plan that will reduce duplication and repetition and achieve meaningful outcomes unique to the individual.
- A Person Centred Approach in Conwy will help people to help themselves, it will focus on people's abilities and strengths and work with them to achieve their individual meaningful outcomes.
- Person Centred Approaches will empower people to design, deliver and evaluate services so they become a shared responsibility between citizens, Local Authorities and their partners.

Core Principles Underpinning Person Centred Practices

“ Person-centred planning is a strong planning process that puts the person at the centre and deliberately shifts power towards them and can help reclaim some of the freedom which most of us take for granted” (Parley 2001).

Children, young people, adults and their families are:

- At the centre of all planning and decision making processes and feel their contributions are valued.
- Treated with respect at all times by practitioners sensitive to family, culture, ethnic and socio-economic diversity.
- Given timely, unbiased and complete information that can be understood and that supports their ability to make informed choices.
- Given flexible, responsive and individualised support, resources and services.

The following table compares aspects of traditional models of service delivery with Person Centred approaches (based on the Social Model of Disability).

Medical model thinking	Social model thinking
Child is faulty	Child is valued
Diagnosis	Strengths and needs defined by self and others
Labelling	Identify barriers and develop solutions
Impairment becomes focus of attention	Outcome-based programme designed
Assessment, monitoring, programmes of therapy imposed	Resources are made available to ordinary services
Segregation and alternative services	Training for parents and professionals
Ordinary needs put on hold	Relationships nurtured
Re-entry if normal enough OR permanent exclusion	Diversity welcomed, child is included
Society remains unchanged	Society evolves

(Adapted from Micheline Mason 1994, R. Rieser 2000)

Applications of Person Centred Practice within Services

Person centred planning is a continual process of listening and learning about what is important to (the things that matter to them and bring quality of life) and for the person (the things that they need to be healthy, safe and to learn), now and in the future with family, friends and professionals working together to make this happen. Person centred planning works best when used within organisations that have embedded a person centred culture. It's not just about creating plans.

Person centred reviews use person centred approaches to explore what is happening from the person and other people's perspective. The review looks at what's working and not working, what's important to the person and agree outcomes for change.

The emphasis is upon person centred, rather than service led, outcomes.

Person centred planning tools are used to capture information that feeds in to the care and support or educational plan for a person. There are many different tools that can be used i.e. the relationship circle, communication chart. These tools allow for person centred conversations to happen. It is the conversation that is important and those using the tools need to understand how to be person centred for them to be effective.

Key strategic issues

The move to the personalisation of service delivery involves an organisational culture shift. Staff and service users will require differing levels of support to recognise and positively engage with the change process.

Person Centred Practices need to be embedded into daily, routine communication and not seen as a separate 'set of tools' or a way of working in discrete circumstances (such as review meetings). It is important that standardised documentation templates encourage a person centred approach, however, it is the way that communication and planning are facilitated by social services and education staff that is key to the shift to becoming a person centred service.

Monitoring of the quality of personalisation will be central to its implementation and will need to be multi-channelled, including: service users; professionals; and self-assessment.

Training needs to be of a high quality, ongoing and available for new starters across the service. Different levels of training and ongoing support systems will be needed, from a strategic level to those working directly with clients.

Joint working between Social Services and Education Services requires supportive protocols that meet the priorities of both services, the service user and their families. This should be linked to the larger programme of work being established to integrate Social Services and Education further (as described in the Social Care and Education Newsletter, issue 1).

The legal requirements and advice provided in the Social Services and Wellbeing Act (2014), the forthcoming Additional Learning Needs Bill and their respective Codes of Practice make the use of person centred practises a requirement and will need to be adhered to in developing the service and any new ways of working.

Key partners in delivering this strategy

Broadly speaking, key partners include the Social Care and Education Service, schools and other educational establishments, the third sector, health and relevant operational groups, such as the People's Partnership Board. Those working directly with children, young people and their families are the key to delivery of person centred practice.

Action plan

The following outcomes and actions were devised by the steering group using a person centred organisational version of the planning tool 'PATH'. They aim to move us closer to the strategy vision described above. We aim to have completed actions by July 2017 or sooner.



(Photograph of PCP Steering Group PATH: facilitated and recorded courtesy of Conwy Connect, June 2016).