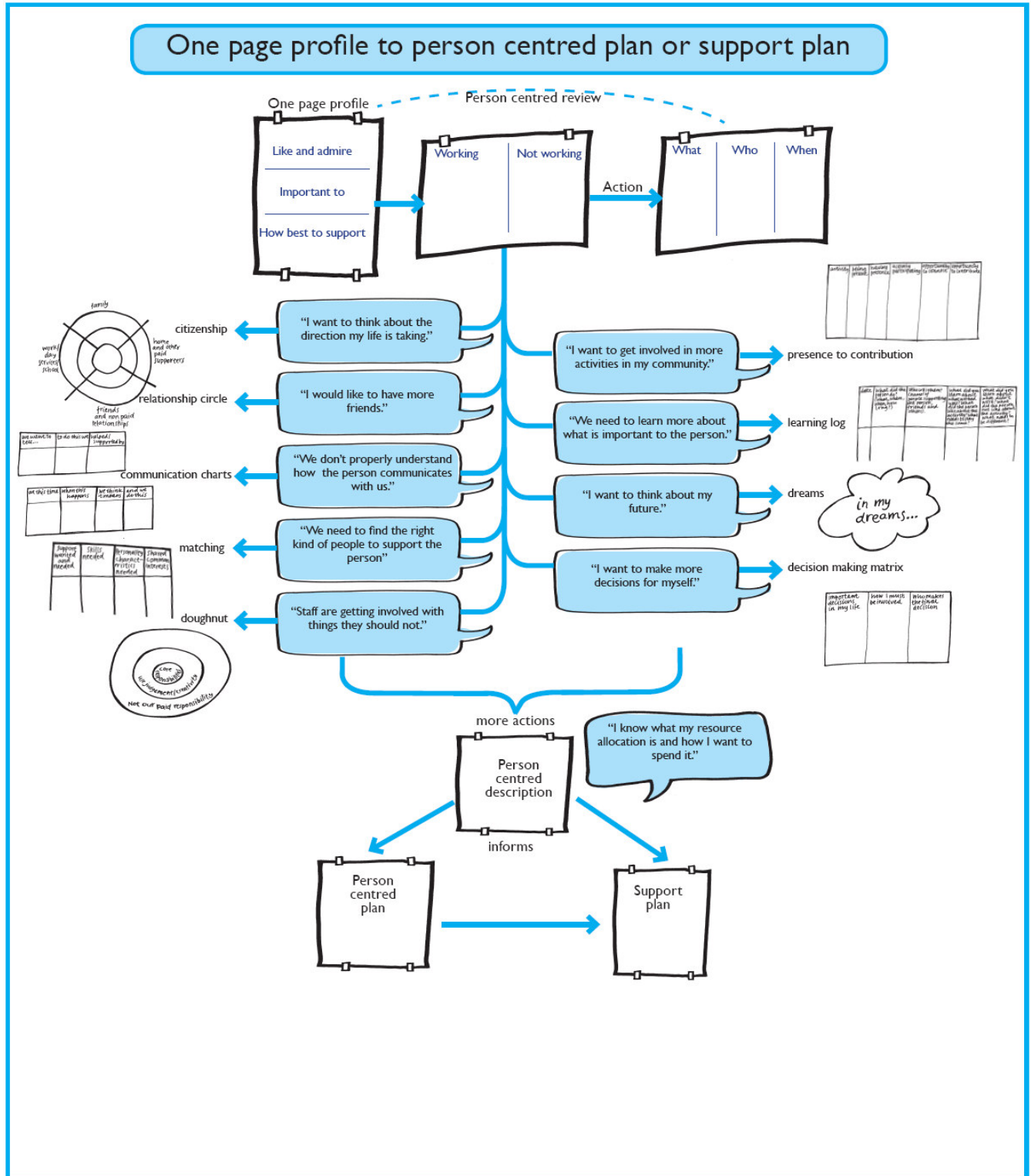


# One Page Profile to Person Centred Plan or Support Plan

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# Person Centred Thinking and Planning

## Introduction

In the last couple of decades, the genius and flair of a whole movement of creative and innovative people inspired by Person Centred ideas and values, and by people who used them to make their lives better, has led to the development of a whole range of planning tools. The process of building from a one page profile to a person centred plan is another step in this development.

These began with the original person centred planning styles which are being supplemented in more recent years with a set of 'person centred thinking tools' that can be used successfully by a wide group of people, and contributes to us being able to support people at scale.

Rigorous academic research, and our own experience provides the strongest evidence that Person Centred Planning and Thinking works as a practical method delivering real change to people. However, up and down the UK, and even within individual services, we see such variation in how well person centred planning is leading to genuine change. In some places there are many plans, but no evidence that these have led to significant change for the person, as the focus has been on making plans, rather than on making plans happen.

In many cases the plan, and responsibility for planning, has wrongly been seen as 'belonging' to the facilitator, and ownership has not been felt by the person and their immediate supporters.

We are therefore often not seeing as much change in people's lives as we expected.

## Person Centred Thinking and Change

Evidence suggests that the areas where planning is leading to people moving furthest toward the lifestyles they want are the areas where services have invested in person centred thinking.

The Learning Community for Person Centred Practices has developed Person Centred Thinking, and this has meant that all those who support the person are able to contribute and share their perspectives, and feel much more ownership of the process and outcomes.

Using these skills result in us seeing the person differently, they help us listen more deeply and more carefully to people and give us a way of acting upon what we have learned.

It is certainly very useful for a small number of people in any service to be 'facilitators' who know how to develop 'full' person centred plans,

that are packed with rich person centred information about the person and their life.

As the Learning Community for Person Centred Practices suggest, if we are to be successful in improving people's lives in significant numbers, then **EVERYONE** involved in that person's life needs to have good skills in person centred thinking – the value based skills that underline the planning, and to feel responsibility for, and ownership of, the person centred planning that happens with the person.

It is vital therefore that we enable people to learn person centred thinking skills by offering regular training, but we also have to act to put them to use. We have learned that without more than 'one off' stand alone training the impact diminishes over time.

## **Person Centred Thinking Champions**

One way to address this problem is to develop a wide layer of '**Person Centred Thinking Champions**' (also known as coaches in some areas), people who regard themselves as 'process sharers', who use natural learning opportunities to use and teach the various person centred thinking tools within their groups, teams and organisations.

People who are facilitators – the 'process experts' would still have a role facilitating plans, but 70% of their time should also be spent acting as champions and sharing the person centred thinking tools with others.

Each team leader should have responsibility for making sure that planning is happening, coaching their teams in the use of person centred thinking tools as and when opportunities arise, whether this is thinking acting and learning around the life of the person being supported, or for use in building the team, in team meetings, supervisions and appraisals.

This layer of Person Centred Thinking Champions, if they are enabled to support and learn from each other, can become a driving force for person centred change across whole areas, a collective leadership with a vision for how things could be different in a person centred culture. Imagine how deeply things could be different for people, if every team leader, and every 'natural' who seems to pick up person centred thinking straightaway, was working alongside staff teams and the people they support, to increase the amount of person centred information belonging to the person and their allies, by using the various person centred thinking tools in their everyday life and work.

## **How Do We Build A One Page Profile?**

The process of building a set of person centred information around the person can start in various ways, with a whole number of tools; for example a '**Person Centred Review**' could be highly useful in bringing

together the people and information needed to 'kick start' this process.

A particularly useful and increasingly popular tool is the **'One Page Profile'**, which, if it is seen as a starting point, rather than an outcome, a 'seed' for person centred thinking, could then be developed through subsequent thinking and learning to become the basis of a fuller person centred description and ultimately a full person centred plan.

A key difference from more traditional person centred planning approaches here, is that this can be achieved and 'owned' by the person and their supporters, without necessarily relying on the intervention of an outside 'facilitator' to lead the process.

Building a one page profile requires gathering some key information about what matters most to this person. The aim is to capture, in an easily accessible personalised format:

- What people like and admire about the person
- What's important to the person
- How to best support the person

**'What people like and admire'** begins the profile with a positive focus on the person's gifts and skills. Learning the skill of appreciating what is likeable and admirable about the person counteracts the tendency of human services to focus on a person's deficits and thus label them with a negative reputation. It instead presents the person in a way in which they would wish to be seen; a 'capacity view' or 'positive reputation' in a document that belongs to them.

These gifts, skills and positive attributes are of key importance in all person centred approaches because it is these that will enable the person to make the connections and overcome the barriers to a full life in the community.

**'What is Important To the person'** are the things that the person is telling us with their words and behaviour really matter to them.

Learning to listen for what really matters to people is another fundamental person centred thinking skill.

**'How to Best Support the Person'** is a collection of what we have learned about ways to support the person that work, because they enable the person stay healthy and safe, and to access the community, in a way that makes sense for them, a way stays in balance with the things that are most important to them. This uses the person centred thinking skill of seeking a balance between what is 'important to' and 'important for' a person.

How these questions are answered will depend on what the **Purpose** of the One Page Profile is.

Some common purposes for building a one page profile with a person are:

- To help people get to know the person quickly and easily
- To describe a person and their support in a particular situation or time (at school, at work, in their evening routine).
- To gather the most important person centred information into one place so that it's possible to support the person really well

## **Growing Change and Thinking From the One Page Profile**

The one page profile needs to be used immediately to lead to change in the person's life.

A good tool to use to turn the One Page Profile into actions is to use **what's working/ what's not working**.

Given that we now know from the one page profile, what are the things that are working which we want to enhance? What are the things that are not working that we want to set actions to change? What are the most pressing issues in this person's life that we need to think about next?

Using these questions will lead to a set of **actions**, and indicate the direction for further person centred **thinking**.

If for example What's Not Working is an issue around relationships (perhaps the person is losing touch with important people in their life, or finds that they simply don't have enough friendships) that would then suggest that a tool like the 'relationship circle' is used next, or if the most pressing issue is that 'we don't understand adequately how the person communicates with us', it would suggest we develop communication charts. If the person wants to get a job, then using tools that think deeply about the person's gifts and skills might be useful, while where a person wants to think about their future, a tool like 'dreams and nightmares' might work well.

Each time a new tool is used, the people using it should ensure that it leads **both** to further actions, and to further thinking.

This will generate a process that is led by the issues most prominent in the person's life at that time, that continues to add and add to learning, incrementally, one piece of person centred thinking at a time.

As different tools are used and people who know the person well are sharing and recording all that information they have stored in their memories and all the new information they are learning, the one page profile snowballs, the information becomes richer.

If person centred thinking is used consistently among the people who know and care about the person most, it will grow organically into a 'person centred description' or a set of 'person centred information', in a way that is unique to that individual and driven by their own priorities, rather than the pre-formatted priorities of any particular planning style.

What we then have is a great description of how the person wants to live on a day to day basis and the team needs to be acting on that.

By using the person centred thinking tools together in this flexible way, the person, their family, friends and staff all have the opportunity to contribute to and review the information that has been gathered.

It becomes a person centred plan (Essential Lifestyle Plan) once people who know and care about the person get together with them at a meeting ensuring, the key features of person centred planning such as co-created actions are present – we are using a person centred review process to ensure this happens.

We want person centred descriptions to be flourishing wherever the kind of information they share is useful: this could be day services, residential services, short breaks, schools or supported employment, basically anywhere where people meet and learn with the person about their aspirations, dreams and life, for example; Day services would develop one page profiles, and add on other tools around the time the person spends with them, residential services around the time the person spends with them.

If the process is followed the people and services around the person will be continually adding to the portfolio of person centred information held by the person, in everyday life rather than just once every 6 months, adding for example 'What's important to and how to best support me around mealtimes', taking and adding the learning from tools like 'learning logs'.

**So it grows**, becoming a great representation of the person's voice; saying "these are the things that must be present in my life if I am to be happy content and fulfilled", "this is what great support looks like to me".

## **Developing the Person Centred Information into a Person Centred Plan**

The One Page Profile and the collection of Person Centred Information that has been grown with it can be developed or updated at an Essential Lifestyle Planning meeting or a Person Centred Review.

Here all the information that has been gathered together about the person can be easily developed into a much richer picture of the

person, their life and aspirations and the best ways to support them, and generate more actions for change.

The Person Centred Planning meeting or Review process brings together the people who care most about the person, and informs their thinking with the most important information and learning available to them at that time.

This then leads to co-created actions, involving the person, their family and friends, and their closest supporters, thus achieving all the same outcomes as an Essential Lifestyle Planning meeting (though there may still be occasions, such as when a person is moving on from one service to another, where a full Essential Lifestyle Planning event might be useful).

Moving from one page profile to a person centred plan offers several key gains to person centred practice:

1. It uses simple, easily accessible tools that do not necessarily require the skills of a facilitator
2. It locates responsibility and ownership for planning and action with those closest to the person
3. It builds person centred thinking, and the collection and recording of person centred information into the everyday work and culture of teams and services
4. We don't just collect person centred information without looking at 'What's Working? What's Not Working?' that leads to action.
5. This approach directs which person centred thinking skill to use based on What's Not Working, meaning effectively it is directed by the person's own priorities.

## **One page profiles, person centred plans and support plans**

In the UK, the Government expects that person centred planning will be mainstreamed (Putting People First 2007) and that people will direct their own support. Individual Budgets have been piloted and are now being explored for children and in health. To use an individual budget requires that the person knows that their budget is (through a resource allocation process) and then develops a support plan that is signed off. Support planning is routed in person centred thinking and planning, and each support plan needs to meet specific criteria to be signed off.

It is important to 'begin with the end in sight' and know what criteria the budget holder will be using to sign off the support plan.

There is clear information for everyone on what must be in a support plan. These are:

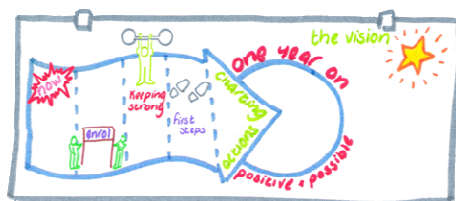
Question	What this means
1. What is important to you ?	<p>If someone reads the plan they should get a good sense of the real you. They shouldn't be thinking just about labels they should get an understanding of your personality, interests and hopes for the future.</p> <p><i>The plan should not be agreed if your real personality, interests and lifestyle are ignored and you are treated as a stereotype.</i></p>
2. What do you want to change?	<p>The plan should say what you want to change about your life. This may include changing where you live, changing how you are supported, or changing how you spend your time.</p> <p><i>The plan should not be agreed if it does not clearly specify what you want to change.</i></p>
3. How will you be supported?	<p>The plan should say what kind of support you are going to use to make the changes that you want to make. It should say how you will make sure that you stay safe and well.</p> <p><i>The plan will not be agreed if you have no idea how you are going to use your funds to get support. The plan must not be agreed if you or others are at great risk of harm but you've done nothing about it.</i></p>
4. How will you spend your individual budget?	<p>The plan must set out what the support service will cost for a year and what money will be needed for the following two years.</p> <p><i>The plan will not be agreed if the plan does not say how much the service will cost, if the service costs more than the amount than has been agreed or if the money is to be used illegally.</i></p>
5. How will your support be managed?	<p>The plan must explain how any support you pay for is going to be organised. This means saying who is going to manage it and how you will sort out the payment of salaries or other necessary practical arrangements.</p> <p><i>The plan will not be agreed if it is unclear who is responsible for what or if you are not doing everything that you must be by law.</i></p>
6. How will you stay in control of your life?	<p>The plan must say how you will stay in control of your own life. This means looking at what decisions you will make and where other people make decisions for you how they make sure that you are involved and that you would agree to them.</p> <p><i>The plan will not be agreed if it looks like others are</i></p>

	<i>making decisions for you if you could reasonably make those decisions yourself.</i>
7. What are you going to do to make this plan happen (action plan)?	<p>The plan should set out real and measurable things that will have happened in the future so that it is possible to see whether the plan is working or not.</p> <p><i>The plan should not be agreed if you just said some general things that need to happen; they need to be clear actions that will make sure that your plan will happen.</i></p>

If the person already has a person centred plan, then you have a head start in creating a support plan with them. Here are some of the commonly used styles of person centred planning, and how they contribute information to a support plan.

### a) PATH

#### Information you will have:



Path

- A Path will tell you what the person wants to change and move towards (positive and possible, north star)
- It will also tell you who the key people are in the persons life (enroll)

#### Information you need to develop:

- What is important to the person
- How they need to be supported
- How they will spend their individual budget and manage their support
- How they will stay in control of their life
- Action plan

### b) One page profiles and ELP

#### Information you will have:

- An ELP will tell you what and who is important to the person,
- What good support looks like
- How the person communicates
- It will also tell you what is working and not working for the person at the moment.

#### Information you need to develop:

- What the person wants for the future

- How they will spend their individual budget and manage their support
- How they will stay in control of their life
- Action plan

**c) Personal Futures Plan**

**Information you will have:**

- This will tell you where the person goes in the community now,
- What support they want and need
- Who the important people are in their life
- What their dreams are.

**Information you need to develop:**

- What is important to the person
- How they will spend their individual budget and manage their support
- How they will stay in control of their life
- Action plan

Here is a summary of how the person centred thinking tools can be useful in addressing the criteria for support plans.

Question	Person centred thinking tools that could be useful
What is important to you ?	Important to/For Relationship circle (tells us who is important to you)
What do you want to change?	Working/not working Hopes and Dreams
How will you be supported?	Morning Routine Good day/bad day Good support
How will you spend your individual budget?	You may need help in costing the various options for support. Community map (looking an unpaid support as well as

	paid support)
How will your support be managed?	You may need help in exploring the different options for managing support  Doughnut  Matching staff
How will you stay in control of your life?	Decision making agreement  Communication chart
What are you going to do to make this plan happen (action plan)?	Action planning process

## Conclusion

Person centred thinking offers us new ways to get started to change peoples lives with them, at scale. One page profiles give us a way to get started to do this. Putting person centred thinking and planning together with people having control over their own money, will take us further in people having the lives that they want. Support planning is routed in person centred thinking and planning, and is a requirement for individualized budgets, although you do not need to have a person centred plan first, to develop a support plan. This paper has tried to show how one page profiles can be developed into Essential Lifestyle plans and can be the foundation of support plans as well.

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The final section of this paper is extracted from  
Person centred planning and support planning by Avril Watson and  
Helen Sanderson