



Sam's story

Person centred
thinking with
older people

Sam's story

Getting Started with Individual Service Funds

Sam is 78 and lives in a residential care home supporting older people on the Fylde Coast.

The manager, Sue, went on a person-centred thinking course and decided that things in the care home should and could change. She knew this required a huge shift in culture. This shift began with uniforms no longer being worn, to create a more 'family feel' and a no 'them and us' culture. Toilets became communal - so there were no separate staff toilets, no staff mugs and sitting and eating with people who lived there became the way things were done.

Sue was concerned that inspecting on quality of life does not happen enough and there was too much emphasis on quality of paper, which didn't impact on people's lives. She was determined to show that by using person-centred thinking tools, she could provide an evidence-based paper trail of how the people living there were truly being empowered. She also wanted to look at how individual service funds could enhance opportunities for people living there to spend time in ways that truly made sense to them.

Sue's enthusiasm was contagious and the majority of the staff team are now competent in using the person-centred thinking tools. Each member of staff

was taken off rota for two hours and asked to simply sit in the lounge in order to feel, hear and see the 'lived experience' of the people they supported. They were then asked "is this care you would be happy with?" The resounding answer was 'no' and so the desire for real change began in earnest.

Sue was determined to do something great, starting with one resident, just to show the doubters that even in their restricted service, they could enable people to have a better life. Sue began to consider how the organisation could effectively do an internal Resource Allocation around hours, so that they could work out the hours that a person living there was entitled to. This was divided into 'background hours' - the hours a resident shares with others living in the home so that they stay healthy and safe, and 'individual hours' - the dedicated individual hours that the person had. Sue wanted to start this on a small scale by testing it with Sam, before offering it to more people living in the home.

Sue approached Sam and explained that she had worked out his background hours and his individual hours that were dedicated to him. She explained that he was entitled to four individual hours a month and she would help him develop a support plan to help him think about how he wanted to spend those hours. This would ensure that he was spending the hours in relation to what was important to him and Sue would put that into a contract and review it with him every six months. Sam jumped at the chance.

Sue and Sam started off by developing a timeline to represent key points from his life story so far. They also spent time developing his one page profile and then used the person centred thinking tool 'Working and not working' to think about what needed to change. This formed the basis of a support plan showing how he would use his individual hours. The main thing that wasn't working for Sam. was that his friendships had all been lost after spending three months in hospital and then coming to live in the home four years earlier. Sam particularly missed his connection with the crown green bowling club he had belonged to for a number of years - he had lost all contact with his old mates.

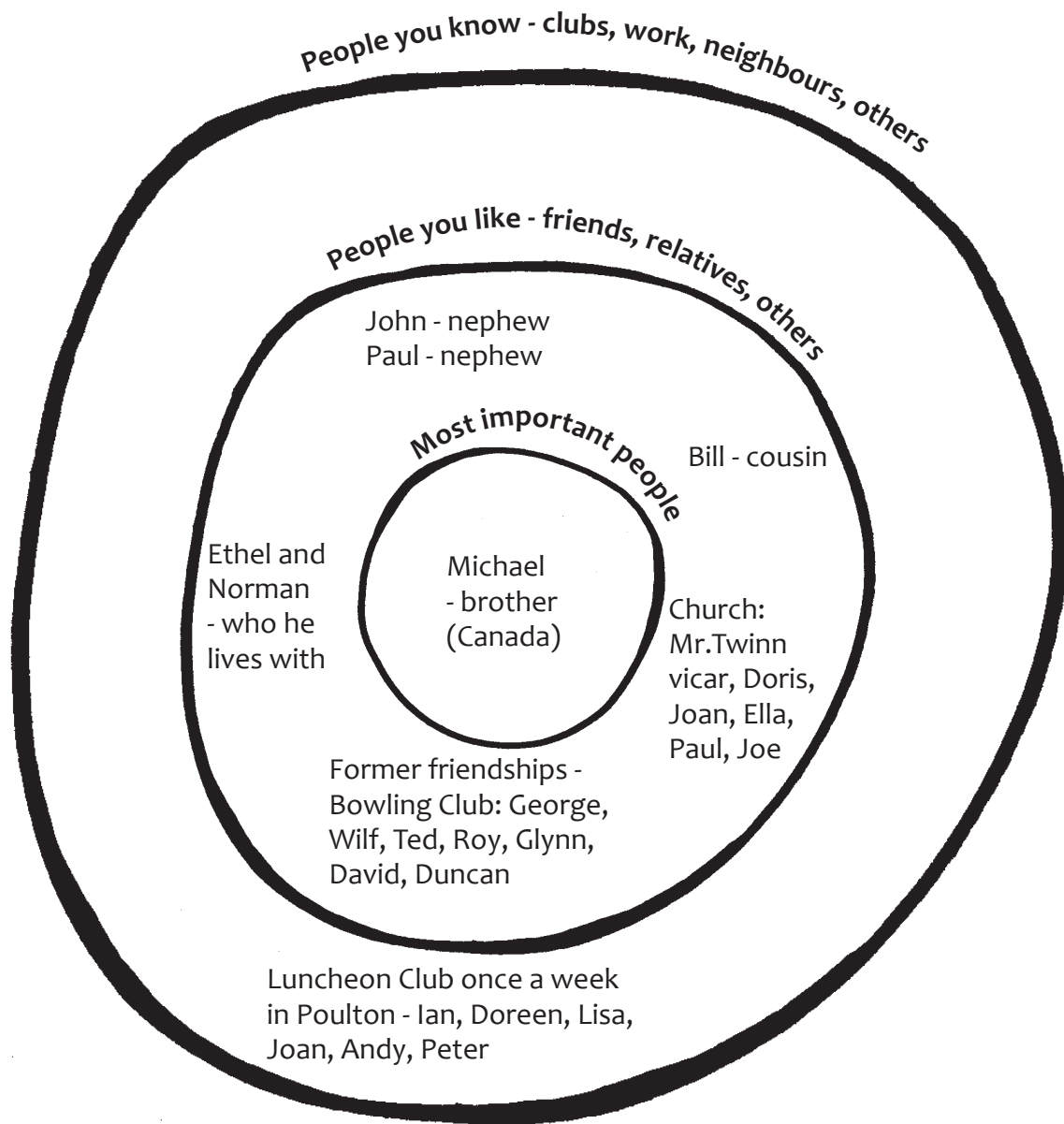
Sam was supported to develop his relationship circle and he identified the key relationships.

Sam was supported to write to some of his old friends and as they responded, Sam gained the confidence to think about how he could reconnect with the bowling club, which wasn't far away from the home. There was a spring in Sam's step as he anticipated the possibilities.

The challenge now was finding the right staff member to support Sam to go and watch the bowling. They needed to match his interests and how he wanted to use his hours, with staff characteristics and interests. Sue and Sam used the matching tool to find the right person - see example. They looked at the one-page profiles for

staff which included their hobbies and interests and found that Greg, a new member of staff, looked the perfect match for Sam, as he too was a keen bowler. Sam agreed.

Sam's relationships



Those who are paid

- Care home staff
- Dr. Glass - GP
- Mr. Weiss - podiatrist
- Mr. Payne - consultant
- Mr. Walmesley - dentist

- Mr. Glover - optician
- Paul - barber

**Skills
needed**

Driver - Full driving licence.
Able to drive on motorway.
Confidence in mixing with others.

**Support needed
and wanted**

Someone to accompany Sam to
the crown green bowling club
in Poulton, fortnightly.

**Personality
characteristics
needed**

Good sense of humour.
Compassionate.
Grounded.
Enjoys good conversation.

**Shared common
interests**

Crown green bowling.
Darts.
Rugby Union.
History.



Within a month, they went off to the bowling club together. Sam cannot bowl because of his hip injury but enjoyed catching up with his old friends, while Greg would play a few games.

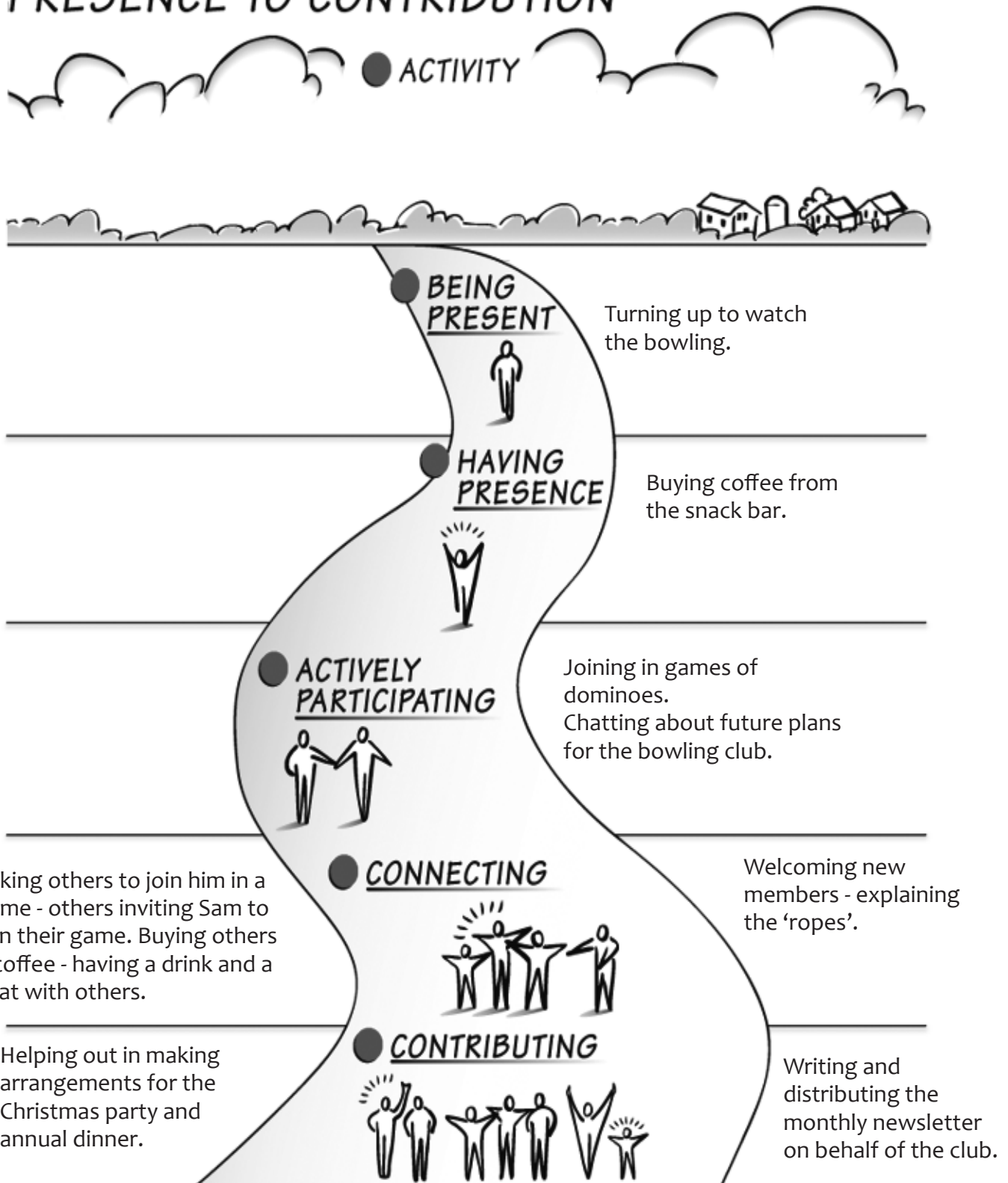
After a couple of months, it was as though Sam had never been away. Greg and Sam went once a fortnight and they both enjoyed the company. We were now challenged to think about how we could support Sam to have a real sense of purpose, given that he was unable to bowl. Sam said that he would give the dominoes a go and that worked out really well. Sue and Greg used the person centred thinking tool 'presence to contribution' with Sam to help them think about how Sam could make a contribution. Sam now writes the monthly newsletter for the bowling club. Prior to retiring, Sam was a keen writer and produced the church newsletter each week, so he feels that he is giving something back.

Sam's life feels very different now and as he said recently, "I've got something to get up for, meeting the lads and I'm working on a newsletter".

This showed that with a 'can do' attitude, listening and recording differently and some creative thinking, differences can be made without extra staff or money.

Seeing the difference this has made to Sam has been heartening and the home continues to embed the use of the person centred thinking tools within all of their practices. They are looking to develop Individual Service Funds for all the people living there, to ensure each person gets some individual hours, enabling them to be supported to do the things that makes life good for them.

PRESENCE TO CONTRIBUTION



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What is working and not working in Sam's life



What's working?

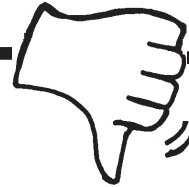
Being in touch with his brother Michael.

Reading.

The vicar, Mr. Twinn, visiting - hearing about his old friends sharing letters with them via Mr. Twinn.

Watching TV in his room, especially quizzes and sports.

Getting up in his own time.



What's not working?

Lost contact with old friends from bowling.

Not being able to get out and about outside the home.

Not belonging to groups/clubs beyond the home.

Hip pain.

What is important to Sam

Sam must always have a good book on the go – Bernard Cornwell is his favourite. To write to his brother Michael, who lives in Canada, each month and receive letters from Michael.

To be in touch with old friends from the area he lived in before moving into the home.

To know how his old friends at church are doing.

To eat in the dining room with Ethel and Norman.

To keep as active as he possibly can.

Going to the coffee mornings in the communal lounge and chatting with the other people who live there.

To get up in his own time, usually around 9.30am.

Watching sport on the TV, any, but the cricket is his favourite.

Must never miss Countdown.

Mr. Twinn's (vicar) visits each month.

To have a chance to get out and about in the local area. Being part of the local community, church, bowling clubs and RNLI have always been a huge part of Sam's life.

How best to support Sam

Know that Sam is devastated by the fact that he has lost contact with his old friends at the bowling club.

Sam's hip still gives him some pain (see care plan for detail). Sam will always ask if he wants any pain relief.

Sam will let you know if he needs assistance to get up and go to bed. He generally manages by himself and will let you know if he is struggling.

Know that Sam does not like to be wakened in the morning. He will get up of his own accord and get ready about 9.30am.

Sam needs someone to be close by when he has a shower. He doesn't need help with it, just the confidence of knowing someone is around if he needs help.

Sam requires support to get outdoors and will always take his walking frame. He only uses the frame occasionally when indoors.

Sam

What others like and admire about Sam

His humour.

His zest for life.

Nothing seems to faze him.

A strong man.

His great determination.

One page profile

What people appreciate about Greg?

Grounded, great company, knows lots about everything, really kind guy

What's important to Greg at work?

Getting to work early so I can have a brew before I get started.

That work is fun, where staff and people living here enjoy spending time together as well as the 'care' aspect.

To support people to get outdoors in the fresh air.

I love helping people improve their fitness and be as healthy as possible.

Opportunities to chat about my interests, especially crown green bowling, darts and rugby union.

To share my knowledge around history with people who are interested in hearing about it. I used to teach in my previous role.

I am a real people person and get great satisfaction from introducing people who live here to other folk out there in the local town.

That we are part of our local community.

How best to support Greg at work

To have regular and quality supervision.

Ensure I have my rotas at least two weeks in advance.

Know that I do not want to work night shifts though I am willing to help out when needed.

Know that I function best when I get opportunity to talk my ideas through. I have a real interest in helping people be as active as possible.

Involve me in decisions that affect me and the people I support. If I understand the reasoning I will be better able to support them.

If you need me to do a specific task, which wouldn't normally be part of my role, please write it down.

Give me support in my passion to help people be as active as possible despite the barriers faced by some folk who live here.

