

Person Centred Planning in Newcastle

“In 30 years of caring I have never been given so much - Help, Understanding, Hope, Confidence - and at last a true sense of purpose”

- family carer

Report for the Executive Group

How was this report developed?

A random sample of people from the Person Centred Planning database at Skills for People were contacted by post with the chance to make any comments they wished on the co-ordinator post.



This sample included self advocates, family members, service providers, social workers, health professionals.

Providers in Newcastle were contacted by e mail and invited to comment.



This report will form the beginning of a much larger report at the end of the three year project.

Why do we do it?



Why do we do it?

The point of person centred planning is to support people to be equal citizens included in their communities.

“Person centred planning and approaches are seen as the key to achieving improvements in the lives of people with learning disabilities, their families and making changes in services”

- Newcastle’s person centred planning co-ordinator job description

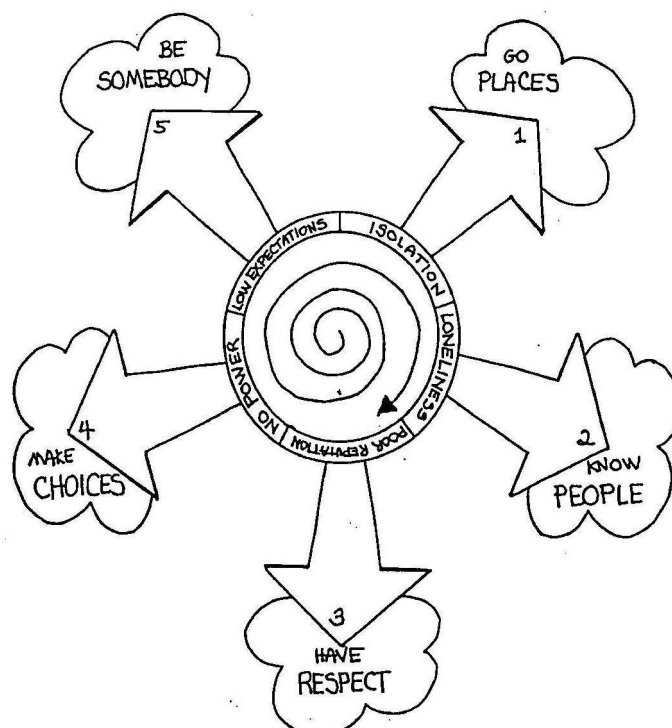
Valuing People says we should!

Research proves it works,

“Person centred planning leads to improved life experiences for people with learning disabilities.....in the areas of community involvement, contact with friends, contact with family, choice”

- 2005 Institute for Health Research, University of Lancaster

But also as a process, a way of thinking, a set of values which underpin it and a way of being in the world it can help people and their families get the lives they want;



Anything that can help people; *Be Somebody, Go Places, Know People, Make Choices and Have Respect* and helps people develop a circle of support is worth a bash.

We've been having a bash in Newcastle for a while and for nearly 3 years they have had a co-ordinator in place supported by the Implementation Group working to an agreed action plan to make this stuff happen.

The Numbers



The Numbers

Over the last three years;

62 people asked for a plan directly through the co-ordinator with 54 people having a person centred plan with the support of the co-ordinator and facilitators from Skills for People and providers.

13 people who use day services have a person centred plan.

The co-ordinator also supports providers in Newcastle to plan with people;

37 people supported by the Coquet Trust have a person centred plan.

8 people supported by the Keyring Community Co-op have a plan.

12 people supported by the Hillsvie Trust have a person centred plan.

6 people supported by Sense have a plan.

36 people supported by New Beginnings have a person centred plan.

52 people supported by Dimensions have a person centred plan.

So *at least* 216 people in Newcastle have a person centred plan.

In addition;

4 young people were involved in the 14+ Reviews pilot.

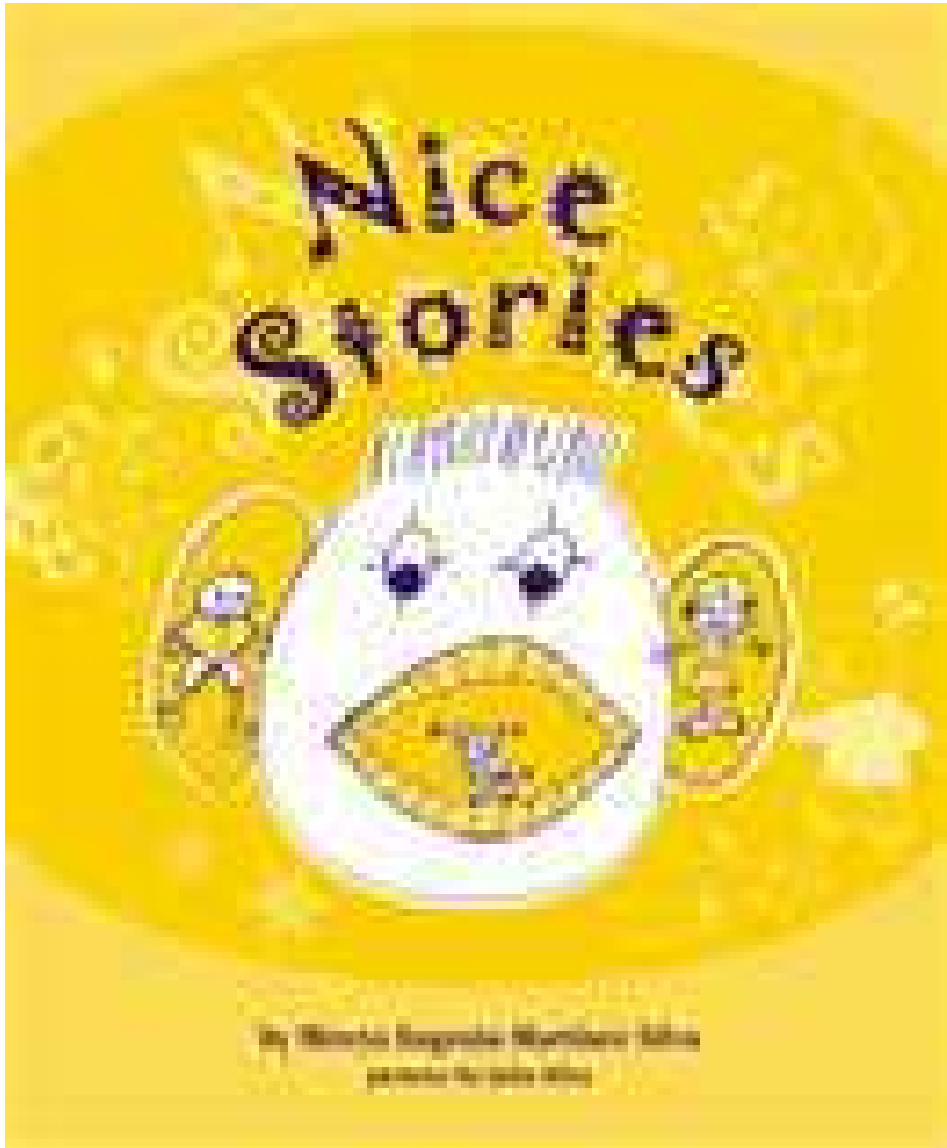
The majority of people using social services day services have had their reviews held in a person centred way.

We've trained 42 facilitators including self advocates and family members and offered awareness training to over 500 people.

The quality and the success of the planning is hard to judge and work is going on at a regional level to agree a way to monitor outcomes in a way which does not drag Person Centred Planning back into the clutches of Service Land.

However there are some great stories of success.....

The Stories



The stories

There are some great stories coming out of this way of working in Newcastle, people getting jobs, being equal members of their communities, moving out of hospitals into their own home with support that makes sense, families gaining a new understanding of their children.

- A woman supported by New Beginnings using her passion for flowers to get a job in a florists.
- A man supported by the Coquet Trust to find paid work at ASDA.
- A man supported by Keyring using his gift for photography to join a local photography group who now support him to make his own way on the bus, leading to him using the bus at other times - opening up other opportunities
- A woman who made a film which is used in Museums throughout the North to challenge views of disability.
- A young man realising his dream of swimming with sharks
- A man reclaiming his house from his supporters, making rules for staff and getting better support.

These are just a few of the many stories from the project.

The Impact



The Impact

The post of person centred planning co-ordinator has had a positive impact with individuals, families and services.

A carer of a young woman who took part in the big plan says,

“The Big Plan provokes you to think bigger”

A Parent from the Big Plan;

“I’ve learned so much about my daughter”

A Social Worker;

“Having been empowered by his PCP he is doing really well. He is engaged in most days on activities he enjoys. It’s the first time he’s really been listened to”

A social services manager

“After 21 years in the job this is the stuff that’s made the most difference”

A local provider;

“We think that the plans have improved everyone’s lives who has used them”

A local provider

“There are many examples of how your training has helped workers understand and implement the process of person centred planning...it inspires workers as they see how much supported individuals develop, when they take more control of their lives”

Another provider

“I think the post is essential for the people of Newcastle”

An advocate who trained as a facilitator;

“Positive, hopeful, intelligent, informative, sensitive and fun - thanks for reminding us where we are heading and inspiring us to make the first steps to get there”

A family carer who trained as a facilitator;

“In 30 years of caring I have never been given so much - Help, Understanding, Hope, Confidence - and at last a true sense of purpose”

The Work



The Work

The success

Over the last three years at least 216 people in Newcastle have had a person centred plan.

We have 42 trained facilitators with at least 20 regularly planning.

More than 500 people from a wide range of organisations have had awareness training.

The hands off my plan website was launched and gets 40,000 hits per month.

We've been involved in the in control and dynamite projects.

We've developed round your way - a nationally recognised attempt at community connection.

We've led the way nationally in making our reviews in adult services more person centred (while everyone else pilots it.....)

We've struggled on with the transition reviews but made progress.

We've led the way with the Big Plan and developed local capacity to deliver this year on year.

We've developed a strong local network, delivering training, raising awareness and hosting regional learning events.

We've had world renowned speakers to visit us, Jack Pearpoint, Dave Hinsberger

We're supporting the development of individualised budgets and supporting individuals and their families get the most out of their budgets.

The challenges

We need to develop ways to check outcomes and monitor progress within the spirit of the work.

We need to get better at feeding the outcomes of plans into the commissioning process.

We need to balance the government desire for **everyone** to have a plan with the teachings of the people who developed this way of working.

We need to make sure that the Valuing People focus on one particular planning style does not stifle the approach we have taken in Newcastle.

Should it continue?



Should it continue?

Valuing People Now calls for a renewed focus on Person Centred Planning, below is an excerpt

5.3 Action Summary

5.3.1 Nationally:

- the Government will be working with other stakeholders to take this agenda forward
- increasing take-up of person centred planning will be a priority for the *Valuing People* delivery programme
- personalisation, including person centred planning, will be a key focus for the next three years for social care, supported by the LDDF

5.3.2 Locally

- people with learning disabilities should be central to direct payment take-up strategies
- local partners should review and develop local person centred planning strategies and prioritising support for person centred planning as outlined in other sections of *Valuing People Now*

We are in a strong position locally to respond to *Valuing People Now* and are already delivering on many of the priorities.

The move towards personalisation in social care (Independence, Wellbeing and Choice, Improving Life Chances for Disabled People etc) is rooted in the ideas of person centred planning

• Even without Government backing, person centred planning feels like the right thing to do, it works locally, is supported by self advocates, families, providers and in many cases is leading to real change in people's lives and in the services that support them.

How should it continue?

The purpose of this report is to find out if this post should continue - more detailed discussions about how and how much this would cost will continue if the executive group agree it should continue.

Skills for People believe the post can continue as it is now with the same level of funding.

The role has changed over the years to respond to the changing world - the co-ordinator has been supporting the development of individual budgets through the in control pilot and the dynamite project - it will continue to change over time.

It is vital that this post remains outside the council but responsible to the partnership board.

*“If we are facing in the right direction
- all we have to do is keep on waking”
- Chinese Proverb*

In Newcastle we are at least facing in the right direction
- but there's still a long road ahead.