

One Page Profiles & Matching Support

Carlton is a young and active man that shows a great determination to achieve.

Carlton has a learning disability and also requires a lot of support with some serious health-related issues.

This makes it very important that whomever he chooses to support him sees Carlton the person and all he has to offer.

Carlton has a one-page profile to let others know what is important to him in life and what needs to be kept in mind in order to support him really well. It is the foundation of a personalised service for Carlton, and a positive "introduction" to him as a person. Its use ensures that any decisions about Carlton's support are made in the context of what matters to him.

Carlton's one-page profile was developed by himself, alongside his family, friends, and those support workers in his team that know him best. The foundations of his one-page profile were built during Carlton's first person-centred review.

Carlton does not use words to communicate and so special attention was paid to how Carlton experiences life and what he tells others by his behaviour and emotions. It is a way people can get to know him and what is most important as well as a positive display of his gifts and skills that are valued by others. It informs the support he receives and adds to the control he wishes to have over how others view and treat him.

Alongside the matching tool, it is an important tool in getting the right staff match for Carlton. Without his support staff having the right personality traits and approach Carlton would experience a lower quality of life, so it made a big difference.

From his one-page profile Carlton's team and family were informed that he needs someone with a "can-do" attitude, is active, and is observant and tender at times.

One support worker fit the bill more than any other: Anna. Anna also has a one-page profile, which contains many of the things that Carlton looks for in a good support worker. She is creative, energetic, and motivated, loves to go out and treats people as individuals and with respect. She also views family as very important, something which she shares with Carlton. The combination of Carlton's and Anna's one-page profiles proved to be very useful.

Anna is confident and helps Carlton connect with others and helps him to do more of what is important to him. In particular, Carlton likes to try-out new things which is a great match for Anna's thirst for a challenge and can-do approach. She wants Carlton to be the best he can be and together they have the skills and characters to help make it happen.

Carlton's one-page profile has been an excellent tool to lay the foundations for a personalised service. His match with Anna is immeasurably important, and that is a view held by them both.

Carlton's one page profile



What people like and admire about me...

- My determination and strength of character
- My bravery and strength
- My personality
- Sensitive nature and intuition – I can communicate well with my eyes.
- My gentle nature
- My smile
- Despite my difficulties I always seem calm and at ease.

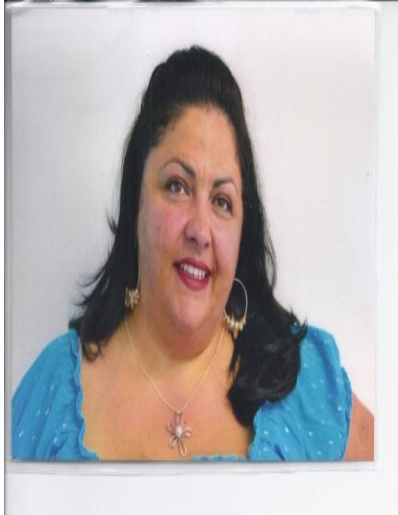
What's important to me...

- My key worker and the enabling support she gives.
- My family – Dad, Mum and Auntie Suzie especially.
- Being valued and supported by people who know me well.
- Being given the opportunity to try new things.
- Having 2 holidays a year if it is possible.
- Having my choices respected.
- Going out and not being bored.
- Being able to walk when I am feeling strong enough.
- To have my health-needs met by a competent staff team.
- To have my personal space when I choose and to have nice things.
- To be seen as an individual.

How to support me well...

- To read all my support plans and gets direction from people who know me very well.
- To ensure all my health-needs are met.
- To support me to do activities and be patient whilst doing them.
- If I am unwell I need reassurance and empathy.
- To let me walk if I feel up to it.
- To be vigilant and pick me up if I am under the weather.
- To ensure that I have things to occupy me and spend time with me.
- To be calm and speak to me respectfully.
- To support me to visit family.
- To respect the fact that I am an individual and respect the choices I make.

Anna's one page profile



What people like and admire about me...

- I am passionate about my job and everything I do.
- I always put the people I support first.
- I am enthusiastic and creative and I don't give up on things easily.
- I am a completer finisher.
- I am generous and empathetic.
- I am caring and easy to talk too. I can talk to anyone easily and confidently.
- I am direct.
- I can put people at ease.
- I am hard working, reliable, dependable, flexible and always willing to help.
- I am bubbly and working with me is fun.

What's important to me...

- My family and the people I support.
- To love and to be loved.
- My home- is my safe haven.
- Having fun for the majority of the time but I can be serious too.
- My integrity – being honest and fair.
- My job – I love it and really enjoy it.
- To be treated and to treat others with respect.
- To maintain my dignity at all times.
- Working with happy and motivated people who are light-hearted and positive.
- Always learning something new and of interest to me.
- Having time to go to the cinema.

How to support me well at work...

- Greet me with a sincere smile.
- Remember my familiarity with people is part of my culture. Just remind me that I am in England occasionally. Italians are very tactile you know!
- People who know me well can recognise the songs and tunes I whistle when I am a bit stressed or worried. At these times I need some empathy and understanding. Maybe even a hug!
- I would like my colleagues to be honest and direct with me. I may seem perfect but I do need guidance occasionally 😊
- I would prefer the people I work with to leave their negative moods at home. It is not fair on me or the people I support.
- I don't work well with 'can't do' people. I think you should always try things and give it your best. I don't like people who throw up barriers which don't need to be there.
- I can appear pushy, impatient and demanding. However, I just want the best for people and can't stand things being half done. Work with me, not against me and we will get things done more productively in the interest of the people we support.
- I need praise if I am doing a good job so that I feel appreciated, motivated and not taken for granted.
- Give me challenges – I thrive on them 😊