

Competencies for Person-Centred Thinking Tools

The Learning Community for Person-Centred Practices

Core Person-Centred Thinking Tools to be included in all training

Decision making profile and agreement

Competency: Decision making profile and agreement

What is it? (Skill)

This tool creates a clear picture about how people make decisions, the range of decisions they make, and what support they may need. It helps to understand how much power, choice and control the person has over decisions in their life, and will lead to actions to increase the range and significance of decisions the person makes. This person-centred thinking tool has two parts: the decision-making profile, which shares the person's preferences in the way they want to be supported in decision-making; and the decision-making agreement which specifies the important decisions and how the person wants to be supported with them.

What do I need to know? (Knowledge)

- The importance of decision-making and having control in one's life in terms of health and wellbeing.
- The principles legislation/ policy about supported decision making (for example in the UK this is the Mental Capacity Act).
- How to use the tool to provide evidence to inform and support best interest decision-making and advanced decision-making.
- The difference between a decision-making profile (which creates a clear picture about how a person makes decisions and how others can support and provide information that makes sense to the person) and a decision-making agreement (which creates a clear record of the important decisions that a person is making and how they are involved and supported.)
- Understand the relationship between decision-making and positive risk-taking.
- Where this information goes on a one-page profile, person-centred plan or support plan.
- How to use this information to identify opportunities for the person, and how others support them.

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What do I need to do to gather information and use it? (Behaviour/Attitude)

With an individual

- Decide on the best way to gather the information with the person and their allies. It could be at a person-centred review, person-centred planning meeting, Planning Live with a specific focus on decision-making and increasing the choice and control that the person has in their life.
- Make sure that there is up-to-date information e.g. the current communication used to inform this tool. This acts as the foundation for the subsequent work on decision-making.
- Start with a decision-making profile, and talk with the person, and those who know the person well using the information contained in the relationship circle to answer the following questions, and record them in the decision-making profile:
 - How do you like information presented to you? Written down, in an audio format (video, CD, DVD) or visually, through drawing, photographs, symbols, or using a graphic poster?
 - What is the best way to present choices to you?
 - How can others support you to understand this information?
 - When are the best and worst times of the day/week to ask you to make decisions?
- Then look together at the decisions that the person currently makes in their life and ask:
 - What are the important decisions in my life?
 - How must the person be involved? The 'decision making profile' informs this section.
 - Who makes the final decision?
- Think together about what it would take for the person to make more decisions in their life, have more control over the decisions they make, and increase the significance of the decisions they make in their life, and develop actions based on this.

Within a team

- Use team meetings to gather and share each preferred style of decision-making in a way that feels comfortable for the team.

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- Help staff reflect on what they are learning about themselves and how this relates to what they are discovering about the people they support. This ensures that the focused effort on team development remains linked and aligned to the purpose of supporting others to move towards lifestyles that matter to them.
- Use one-to-one/person-centred supervision to share what you are learning about the team member from their decision-making profiles and agreements.
- Use this information within a team person-centred plan.
- Use this tool to develop each team member's One Page Profile.
- Ensure that the team knows why decision-making profiles and agreements are being used and how this can enhance the performance of the team.
- Help team members to reflect on what decisions they can make alone, where they have influence, where there has to be consensus, or where someone else makes the decision. A team decision-making agreement can be produced as a result of this focused reflection.
- Use the decision-making agreement alongside the Roles and Responsibilities sort to ensure clarity of implementation within a team.
- Use this information in the person-centred team plan, decision-making agreement to extend this to inform the Stress and Support tool.
- Develop a culture of trust so that team members are able to comment and give constructive feedback to each other on their behaviour and how they are making decisions, to encourage keeping this tool alive and in current effective use.
- Regularly review what is working and not working about how the team makes decisions in team meetings, supervision, and Personal Development meetings, and at Person Centred Team review.

What does 'good' look like (Standards)

- Strong positive statements (not 'usually' or 'sometimes').
- Clear, everyday language with no jargon or 'service speak'.
- Date of when the decision-making tools have been completed and who has contributed and what action is now being taken and date of review.
- Having great clear detail and structure so that this tool could be used in a crisis situation and there would be no ambiguity.
- Photos may be included or links made to video clips of the person when they are making decisions to aid understanding.
- It includes detail about how a person makes decisions when they are stressed or unwell e.g. in pain, etc.
- There is a date to review how it is being implemented and someone is responsible for making sure this happens.

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How can I demonstrate that I understand and practically apply the tools correctly? (How can this be assessed?)

The person can describe, by giving specific examples:

- How they demonstrate and recorded respectfully the decisions that a person is making and what support they need.
- Of the different ways that multi-media has been used to record how a person is making decisions.
- How the decision making tools have increased the involvement of the person in decision-making.
- How decision-making tools have informed the matching support tool. How the decision-making tools have informed and been used as part of risk-taking processes.
- How a person has increased the number, involvement, competency and significance of decisions they make.
- How the team has analysed who makes the decisions, who must be involved and who makes the final decision – resulting in a team decision-making agreement.
- How the information has been used to inform the one page profile and subsequent person-centred description.
- How information discovered using these tools is then implemented and made explicit with regard to roles and responsibilities of people supporting an individual.
- How these tools have been kept live and reviewed.

What connects to this?

One-page profiles, person-centred plans and support plans, other tools – Relationship circle, communication charts, Matching Support and Roles and Responsibilities.

Advanced – further information and enhanced skills

- A Practical Guide to Delivering Personalisation - Person-Centred Practice in Health and Social Care.
- Planning in Health: tools to develop your support plan for your Personal Health Budget.
- Use examples and formats found on www.thinkandplan.com and www.thinkaboutyourlife.org.

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- Essential lifestyle Planning for Everyone (2005) Michael Smull and Helen Sanderson.
- Using the information developed in the relationship circle and Communication charts to help with approaches like Support Decision Making - see Paradigm (2008) – A Guide to Supported Decision Making: A Guide for Supporter. It can help people to think about whom can support a person with decisions and this can be recorded. It can be developed in the decision - making profile and agreement.
- Using and integrating this within a person centred risk-taking process.
- Linking this to health and well being how decision-making is affected by stress or illness and then reflecting on this by using the stress and control tool to regain balance.
- Links with contracts, services and resulting support and how people make decisions about whether this is working for them or not. This would become part of an Individual Service Agreement.

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