Competencies for Person-Centred Thinking Tools
The Learning Community for Person-Centred Practices
Core Person-Centred Thinking Tools to be included in all training

4 +1 questions

Competency: 4 + 1 questions

What is it? (Skill)

This tool is used to gather a groups collective learning to determine the next step. It is a way to reflect on an issue or project, look at what has been tried and learned, and use this to decide what to do next.

What do I need to know? (Knowledge)

- How this can develop critical thinking in individuals and teams and promote a learning culture.
- How to encourage and facilitate individuals, groups and teams to reflect on what they are discovering and everyone's contributions are valued. How to use the tool in a way that prevents a "dominant voice" from drowning out the learning of those who are not as assertive in making their views known.
- How this information can inform changes that can happen with and for the individual, how this information can inform changes that are needed in the structure, policies and procedures used by organisations that support people, and what this says about wider changes in the systems that support people e.g. universal and community supports.
- How and when to use this approach e.g. when people are stuck, to review a project, updating plans.
- Where this information can be added to a one page profile, person-centred plan or support plan.

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

With an individual

- Decide on the purpose for using 4 plus 1 and who therefore is needed to contribute.
- Make sure that everyone knows the headings and how they will contribute to this tool if being used as a group.
- Think with the person about how they want to be involved – whether they want to be present, or contribute in another way, and how they want to review the suggested actions.

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- When needing to make best guesses on behalf of a person, that these are checked out afterwards with the people who know the person well, before action is taken.
- Prioritise and explore concerns, and identify what needs to happen to change.
- Ensure what we have learned and are pleased about is added to a person's one-page profile/support plan.

Within a team

- Use at team meetings around an issue and then move to action only after all sections of the tool have been explored.
- Make sure everyone knows what the headings mean and what is expected
- Once the information is completed, agree on SMART actions for the 'do next' section.
- Use one-to-ones/person-centred supervision to explore what the experience and reflection on any given issue is for a team member.
- Use to review in team meetings, supervision, Personal Development meetings and at Person Centred Team review.

What does 'good' look like (Standards)

- Clear, everyday language with no jargon or 'service speak'.
- Clarity of information about who has contributed and when.
- Clarity about how the person has participated in developing the charts.
- Every section is completed.
- The actions are SMART.

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 decided who to involve.
- How they have used the process to ensure that everyone contributes, and how the person themselves has been involved if it is around an individual.
- How any areas of disagreements are resolved.
- How issues are teased out and situations explored to find common ground in any disagreements.

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- How the headings can be made personal to take into account the preferred language, communication styles and systems of a person being supported.
- How the information is being used (e.g. included in a person-centred team plan).
- How the resulting action plan addresses issues like - How will we know how well we are doing ? How will we share, and record what we are learning about the person? How can we share the successes and barriers of implementing this plan with others as needed?

What connects to this?

One-page profiles, person-centred plans and support plans, other tools.

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
- Essential Lifestyle Planning: A handbook for Facilitators (2001) and Essential lifestyle Planning for Everyone (2005) Michael Smull and Helen Sanderson.
- Supporting and complementing Person Centred Reviews.

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