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

Good day/bad day

Competency: Good day/bad day

What is it? (Skill)

This person-centred thinking tool is a way of exploring in detail what makes a good day for a person (what needs to be present in their daily life) and what makes a bad day (what needs to be absent). Actions can then be set to help the person have more good days. Learning about good days and bad days tells others what is important to someone and how they want to be supported, and this information is recorded in a one-page profile.

What do I need to know? (Knowledge)

- The importance of routines and rituals in structuring a person's day and the impact of these not being present (e.g. becoming stressed or 'challenging')
- How to structure and design conversations that gather information with and for the person about their good days and bad days
- How to hold a conversation that avoids questions that are closed, questions that only offer a fixed choice of answers (e.g. would you like to live in a house or flat?), questions that have a built in answer (e.g. wouldn't you like to live with us?), and questions where people who are eager to please simply look to you for the answer.
- How to sort the difference between the information gathered into important to a person with information that is important for (how best to support or what other people need to now or do).
- Where this information goes on a one-page profile, person-centred plan or support plan.
- How to use this information to help the person and their supporters identify what needs to happen for the person to have more good days and fewer bad days.
- How to turn these ideas into SMART actions.

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

With an individual

- Find out what the person thinks about what makes a good or a bad day for them and/ or talk to the people that know the person well that have been identified in the relationship circle.

- Spend time with the person doing the things that matter to them and having conversations about this.

- Pay attention to who is present when the person has a good day or bad day as this helps to inform the matching support tool about the characteristics that need to be present or absent in people who support or spend time with the person.

- Pay attention to how a stressful situation or deterioration in a person's health condition can be an influence on what makes a bad day for them.

- Think with the person (and their Circle/team) about how the information gathered can lead to action that assists a person to have fewer bad days and more good days.

Within a team

- Use team meetings to gather and share Good Days and Bad days in a way that feels comfortable for the team.

- 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 what makes a good or a bad day for the staff member and what this means for their one-page profile or person-centred team plan.

- Use this information to add to the one-page profile sections within a team person-centred plan.

- Enable sharing of this information with the team, and develop actions – for what each person needs to do; actions for the manager, and what agreements the team can make about how they support each other (for example as a team agreement or ground rules, or in a person-centred team plan).

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What does 'good' look like (Standards)

- Clear, detailed information about what makes a good or bad day that includes what needs to be present or absent from a person's life on a daily basis.
- SMART Action plans that directly relate to what a good day and a bad day is like, and that will result in more good days and fewer bad days.

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 went about gathering information about a person's very best day and worst day.
- How they use the relationship circle to help the person decide who could contribute this information.
- How information has been recorded in detail about good days and bad days including where the person is; who they are with; what they are doing; where they go; what they eat and drink; any medication or equipment that may be needed.
- How this information has then been used to lead to changes in their life to ensure more good days happen and to limit the bad days.

You can see from the information that:
- The action plan is SMART – including who will do what, by when, and what will the outcome be.
- How the information about good days and bad days is used to inform what is important to the person, and how to support them well, and is added to their one-page profile.
- There is a date to review how it is being implemented and someone is responsible for making sure this happens.

What connects to this?

One-page profiles, person-centred plans and support plans, other tools – relationship circle, perfect week, matching support.

Advanced – further information and enhanced skills

- Use the good day and bad day to start to develop team Stress and Support charts so that team members are clear about how to support each other when something upsets the balance for an individual or the team as a whole.

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- 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.
- Developing Stay Well Plans as part of the important to /how best to support that specifically addressed health requirements.
- Use the information gathered in good day and bad day with the person and / or their circle or team, to start to generate what the future may look like if this information is used to extend out into a Perfect Week for the person.
- Conversations for Effective Support Planning with Older people - www. supportplanning.org.
- Essential lifestyle Planning for Everyone (2005) Michael Smull and Helen Sanderson.
- Supporting and complementing Dementia Care Mapping.
- Supporting and complementing using the Recovery model in mental health.