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

Matching support

Competency: Matching support

What is it? (Skill)

This is a structured way to think about the best matches for the person and their supporters (staff, personal assistants, volunteers) or potential people to live with. It works across four areas – skills wanted and needed; support needed; personality characteristics and shared common interests. This is the central tool for person-centred recruitment for individuals and within teams.

It is important to use this to put 'Perfect Week' into practice and to develop a personalised rota.

What do I need to know? (Knowledge)

- Why matching is important and how this is different to traditional ways to recruit or make decisions about who works with or lives with whom.
- How one of the most powerful determinants of quality of life for people who are dependent on support is that of who supports them.
- How, if there is a good fit between supporter and a person supported, the frequency with which issues such as abuse and neglect occur is lessened.
- What the 4 headings mean.
- Where this information goes on 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

- Thinking with the person (and their Circle/ team) about what you want to learn and what is the purpose of using this person-centred thinking tool e.g. to develop an advert, review existing support team.
- Use the relationship circle to think about who has this information.
- Use existing person-centred thinking tools (e.g. good /day bad day) to ask these questions - Who has helped the person to have good days? Who enjoys spending time with the person? What personality characteristics do they have in common? Is there anyone the person dislikes or avoids, or is present when a bad day happens?

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- Use this information to complete the headings.
- Action plan what happens next based on the purpose of using it (e.g. to develop the job description).

Within a team

- Use team members' one-page profiles to inform matching based on what the person wants and needs, and the different roles and tasks within the team.
- Ensure that using it in recruitment pays attention to Employment Law and Equality issues in the way it describes characteristics that are needed.
- Regularly review what is working and not working about how the team uses matching support in team meetings, supervision, and Personal Development meetings, and at Person Centred Team review.
- Use the information to inform person-centred recruitment.

What does 'good' look like (Standards)

- Clarity about how the person has participated in developing Matching Support.
- Inclusion of the date of when it has been completed and who has contributed, and what action is now being taken, and date of review.
- The four headings are clearly completed in detail, in every-day language.
- There is clarity about whether a particular skill, personality characteristic, or interest relates solely to a particular area of support or activity.

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 matching support for a person.
- How they used person-centred thinking tools to complete the matching tool.
- How information has been recorded in detail about matching support under the correct sections of the tool, and the skills required are made explicit, e.g. being able to ride a racing bike and not just an ordinary bike.
- How consideration has been given to how the information contained in matching support indicates any training that supporters may need e.g. mandatory or statutory to make sure a person employing someone meet requirements of the law. It may mean that a specific skills set is essential to support someone with their health e.g. tracheotomy care, pressure care, epilepsy management.

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- Clear focus on immediate action that can be taken to move forward towards gaining support that is more in line with what has been learnt and recorded.
- How this information will be reviewed as the person and their allies learn more about how to get a good match of support.
- How this information has been used drawing up job descriptions, person and support specifications leading to adverts and being the core of a recruitment process.

What connects to this?

Just Enough Support, One-page profiles, person-centred plans and support plans, other tools – Relationship Circle, Decision Making, Good Day Bad Day, Perfect Week, Community Map.

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.
- Essential lifestyle Planning for Everyone (2005) Michael Smull and Helen Sanderson.
- Person Centred Recruitment.

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