

Competencies for Person-Centred Thinking Tools

The Learning Community for Person-Centred Practices

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

Perfect week

Competency: Perfect week

What is it? (Skill)

This person-centred thinking tool is a way to describe how the person wants their week (and month) to look, and what support they need on a day-to-day basis as part of this. It is also a way to learn what routines are important, and that need to be included in their 'perfect week'. A 'perfect week' is one that is an ideal week for the person, which is both practical and possible within resources (e.g. Individual Service Fund or budget).

What do I need to know? (Knowledge)

- Why this is important in delivering personalised services.
- How to use existing person-centred information as the basis for the perfect week, and how 'perfect week' is developed through processes like Planning Live
- How routines and rituals help to structure a person's week, month or year, and what can help in terms of support if the things that matter to a person do not consistently happen over time.
- How to get the right balance for the person between what is planning and what is flexible/spontaneous.
- How to use this information to help the person themselves identify new opportunities or for others to do this on the person's behalf.
- How to use the information to develop personalised rota's if support is needed and how this links to approaches like Person-centred Active Support.
- How to help individuals to explore possibilities and to have knowledge about assistive technology and how to support the use of natural support.
- How this can be used to form the basis of a service support specification and become a key part of an Individual Service Agreement (a contract for services and support).

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

With an individual

- Use a relationship circle with the person to learn who to talk to.
- Decide on the best way to gather the information from each person (e.g. individually, through a meeting, or through a process like Planning Live).

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- Use any existing person-centred information (for example one-page profile, community map, good day/bad day) to help inform the Perfect week.
- Work with what people are telling you about what makes a good day/bad day and then extend and build on this to create a perfect week, and then month.
- Pay attention to a person's (or others on behalf of the person) aspirations and dreams and stay focused on what is possible and practical within a perfect week currently.

Within a team

- Use team meetings to explore the different options for support with the person, and implement decisions to move towards a perfect week.
- Use 'matching support' and the person-centred recruitment process to ensure that the people that come into a person's life support the perfect week to happen through their characteristics, interests, friendships and relationships.
- Enable the person to choose their own staff to deliver their perfect week – for example use the relationship circle with the person for them to select their own team from existing staff, or use the person-centred recruitment process.
- Develop personalised rotas to deliver what the person wants in their week, with their chosen staff, matched to what is happening each day of the week.
- Use this information to develop individual job descriptions and ensure they are regularly reviewed within one-to-ones and team meetings.
- Review in team meetings, supervision, Personal Development meetings and at Person Centred Team Review.

What does 'good' look like (Standards)

- Clarity about how the person has participated in developing the perfect week.
- Inclusion of the date of when this has been completed and who has contributed, and what action is now being taken, and date of review.
- Clear day by day information (am/pm/eve) about exactly what the person wants to do and who they want to support them.
- Clarity about what is fixed and what is flexible from the person's perspective
- It is possible to deliver this within budget and resources.
- 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 examples:

- How they went about gathering information about a person's perfect week.
- How they used the relationship circle to help the person decide who could contribute this information.
- How information has been recorded in detail about a perfect week including issues related to staying safe and healthy (both what the person wants to do and how they will be supported).
- Clear focus on immediate action that can be taken to move forward towards the perfect week and a list of questions to answer and things to figure out that is shared with the person's circle (with permission) so everyone can help figure these out.
- How the action plan is set out – including who will do what, by when, and what will the outcome be.
- How this information will be reviewed as the person and their allies learn more about how to make the perfect week a reality, and what the person may then wish to try next as a result of new learning and experiences.

What connects to this?

Just Enough Support, One-page profiles, person-centred plans and support plans, other tools – relationship circles, Matching Support, Good Day Bad Day, Community Mapping.

Advanced – further information and enhanced skills

- How Just Enough Support enables the perfect week to be delivered.
- 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.
- Links with Inclusion Web - The Inclusion Web forms part of the Inclusion Web Resource Pack, published by the National Development Team for Inclusion (NDTi). Further information available at www.ndti.org.uk <<http://www.ndti.org.uk>>.
- Essential lifestyle Planning for Everyone (2005) Michael Smull and Helen Sanderson.
- Person-centred Active Support.

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- Individual service funds and Agreements.
- How this can be used at end of life - links to Living Well – End of Life Planning and thinking about perfect week in terms of – If I could I would.