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

What is working/not working

Competency: What is working / not working

What is it? (Skill)

This is an analytic and problem-solving process that looks at a situation from multiple perspectives. It is a way to capture and analyse what is working or making sense within that situation as well as what is not working and needs to change. By doing this from different perspectives it is easy to see where there is agreement, and where there are differences that need to be addressed. Hearing 'what is working' as well as what is 'not working' creates the opportunity to reflect on and celebrate what is positive and going well, and asking how this can both be built upon and protected. Working/not working from different perspectives is central to the person-centred review process.

What do I need to know? (Knowledge)

- How this person-centred thinking tool serves as a bridge between what is learned, and action planning.
- How to encourage and facilitate analysis of multiple perspectives with individuals, and with groups and teams, which leads to a clear comparison of how the person wants to live and how they are actually living.
- 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. as soon as someone has a one-page profile, in person-centred reviews, when people are stuck.
- How and when this can be used with a team, for example as an evaluation tool for how a team is progressing with agreed projects.
- Moving from what is working and not working to developing clear outcomes and actions.
- Where this information goes on a one page profile, person-centred plan or support plan.

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

With an individual

- Make sure that you find ways that each person's perspective can be recorded either directly e.g. Person-Centred Review or by gathering information individually and then looking for themes.
- If you need to make best guesses on behalf of the person, make sure that these are checked out afterwards with the people who know the person well, before action is taken.
- Prioritise and explore what is not working, starting with the person's perspective and identify what needs to happen to change what is not working.
- Clearly record what needs to stay the same and what needs to change – after looking for common themes. Celebrate what is working and ask what needs to happen to protect this and build on it, so that it is not inadvertently changed.
- Generate a list of questions to answer and issues that need to be resolved as part of the action planning process alongside using working /not working to move to action.
- Ensure that this is added to their one-page profile/support plan.

Within a team

- Use at team meetings to identify an issue and then move to action after working not working has been used to look at all perspectives involved around the issue.
- Help staff reflect on what they are learning and acting on 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 explore what is working and not working for a team member based on their one-page profile.
- Use this information within a team person-centred plan.
- Use this tool to develop each team member's One Page Profile – what does what is working and not working tell us about what is important to the team member and what good support looks like.
- Use to review in team meetings, supervision, Personal Development meetings and at Person-Centred Team review.

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What does 'good' look like (Standards)

- Clarity of information about who has contributed and when.
- Inclusion of the date when the working/not working has been completed.
- There is clarity in the detail of information recorded – it is unambiguous and a clear separation of each perspective is made.
- The SMART action plans directly build on what is working and address what is not working.
- Information about what is working/not working is used to inform and extend what is important to and how best to support the person (one-page profile or person centred plan).
- There is a date to review how it is being implemented and someone is responsible for making sure this happens.

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 small but important areas of disagreements are resolved.
- How you tease out and explore situations and find common ground in any disagreements.
- How areas of a person's life that are working are paid attention to and used to develop ideas for the future, and used to help inform solutions for those issues that are not working.
- How the heading can be made personal to take into account the use of language and preferred language, communication styles and systems of a person being supported e.g. Children and young people may have different ways to describe this as compared with older people.
- 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?
- How they have used this tool with individuals and with groups and teams.

What connects to this?

One-page profiles, person-centred plans and support plans, other tools – relationship circle, Person Centred Conflict tool – when we disagree.

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Advanced – further information and enhanced skills

- How this links to approaches like Just Enough Support.
- 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 for Everyone (2005) Michael Smull and Helen Sanderson.
- Working Together for Change.
- Person Centred Reviews.
- Appreciative Inquiry.