

Bethany Care Ltd

Person Centred Planning

Policy & Procedure 37

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1. Object & Field of Application

- 1.1 This document details the policy adopted by Bethany Care Ltd regarding the formulation of individual plans.

2. References

- 2.1 Acrod Quality Information Pack – Person Centred Planning.

3. Definitions

- 3.1 Person centred planning - the practice of listening to the client for their choice of direction and assisting them in setting and obtaining true living goals. It is essentially an agreement between the organisation and the client regarding the service provided, and is likely to cover mutual expectations and responsibilities relating to the service being delivered.
- 3.2 It is acknowledging that people with disabilities have the *right* to a person-centred plan, as well as the right and the *responsibility* to participate in the process of planning their future.

4. Legislation

- 4.1 Aside from the disability service standards (Standard 3 - Responding to individual need), there is no other directly relevant legislation for the topic of person-centred planning.

5. Background

- 5.1 Person centred planning is the process of establishing a person's needs and preferences with regard to service delivery. The extent of adoption of this type of planning will have a great impact on the level of understanding between a service provider and a client and will influence the satisfaction of the client.

6. Benefits of This Approach

Some of the benefits of person centred planning at Bethany Care include:

- 6.1 The whole process focuses on clients and considers what they want from their lives, their dreams and aspirations, and what is important to them. It also outlines any changes they may wish to make.
- 6.2 It empowers and builds confidence in clients and promotes decision-making (involvement in decision-making about their own lives).
- 6.3 It requires Bethany Care to formally identify how they can provide support in a way that best meets the client's expectations and needs (given available resources and the nature of the particular disability).
- 6.4 It challenges all those involved to think differently.
- 6.5 It provides a forum for those who are a part of the client's life to work together to achieve what that person wants to achieve.
- 6.6 It reflects respect and value of the client by promoting the least restrictive alternative principle.
- 6.7 Improves quality of Bethany Care's service delivery.

7. The Aims of Bethany Care's Planning Process:

- 7.1 Identify the client's goals, wishes and expectations as the starting point for planning.
- 7.2 Create an environment of listening and understanding.
- 7.3 Be a supportive and empowering experience that focuses on the client's abilities and capacity.
- 7.4 To propose strategies that will increase our client's capacity for decision making and choice within the framework of the least restrictive alternative principle.
- 7.5 Involve people who have a role in the client's life to work together and create interdependence throughout the process.
- 7.6 Ensure the focus is on realistic outcomes and improvements in the quality of life and that the delivery of service is flexibly applied to the individuals involved.
- 7.7 Reflect what is possible — not just what is available.

8. Person-centred Planning Policy at Bethany Care

- 8.1 **Empowering Clients** - Bethany Care believes that all clients have the right to plan lives that are personally meaningful and satisfying. All people have talents and strengths that they have the right and the responsibility to develop. Clients must be assisted to do their own planning depending on the individual and associated circumstances.
- 8.2 **Consideration of Health & Well-being** - We believe that being person-centred means having an unconditional positive regard and empathetic understanding of the person. It involves finding out what the person's capacity is, what they can do well, and their talents and skills (needs assessment). Bethany Care uses the personal assessment tool found in Part A of the individual profile to assess this valuable information. The client's health and well-being must always be considered in the formulation of individual plans.
- 8.3 **Client Interviews** - We value discussions with the client and their chosen advocate during planning. We believe this will result in the development of a plan or vision of their choosing. It is policy for Bethany Care to conduct intake interviews with each new client to collaboratively develop an individual plan.
- 8.4 **Planning Within Available Resources** – Bethany Care believes that individual goals should only be agreed and recorded after considering (1) the relative need of the person (personal assessment) and (2) the level of resources that would be required to produce successful outcomes.
- 8.5 **Least Restrictive Alternative Principle** – Bethany Care is committed to collaboratively devising goals and individual plans that increase the capacity for decision-making and choice. Person-centred planning involves empowering clients to live full and meaningful lives. Bethany Care's desire is to promote its client's ability to make decisions and choices without unnecessary, heavy handed interference from its service.
- 8.6 **Involving Others / Advocacy** - A key feature of person-centred planning at Bethany is involving people whom the client chooses in the process (the key stakeholders in the lives of the person). This may include family members, carers, friends etc. Bethany Care uses a Guidelines for Advocates form, which helps to clarify the role, and function of an advocate. The Nomination of Advocate form must be used when the client is over 18 years old.
- 8.7 **Community Inclusion** – Bethany Care views the planning process as a valuable opportunity to encourage community inclusion. It will do this by collaboratively identifying strategies for social inclusion with the client and carer. Any strategies and goals will be based on individual client needs and capabilities.
- 8.8 **Commitment to Review** - This type of planning is not a one-time event. In general, individual plans will be revised every 12 months. The process focuses on continuing to gather information on individual core values and preferences and the decision-making process of goal setting and acquiring the support to achieve these goals. Bethany Care regards the timely review these goals and aspirations as essential. The review process may also provide a forum for addressing an individual's changing needs.

9. Plan Distribution -

- 9.1 Once a plan has been created using Part B of the Individual Profile, a copy must be provided to the client and their representative.
- 9.2 Where possible a plan should be given at the end of the planning meeting. In cases where this is not possible, Bethany Care will send the plan in an appropriate format. The end of Part B specifically aims to identify the preferred distribution method and format.

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