

# Person Centred Approach Social Services

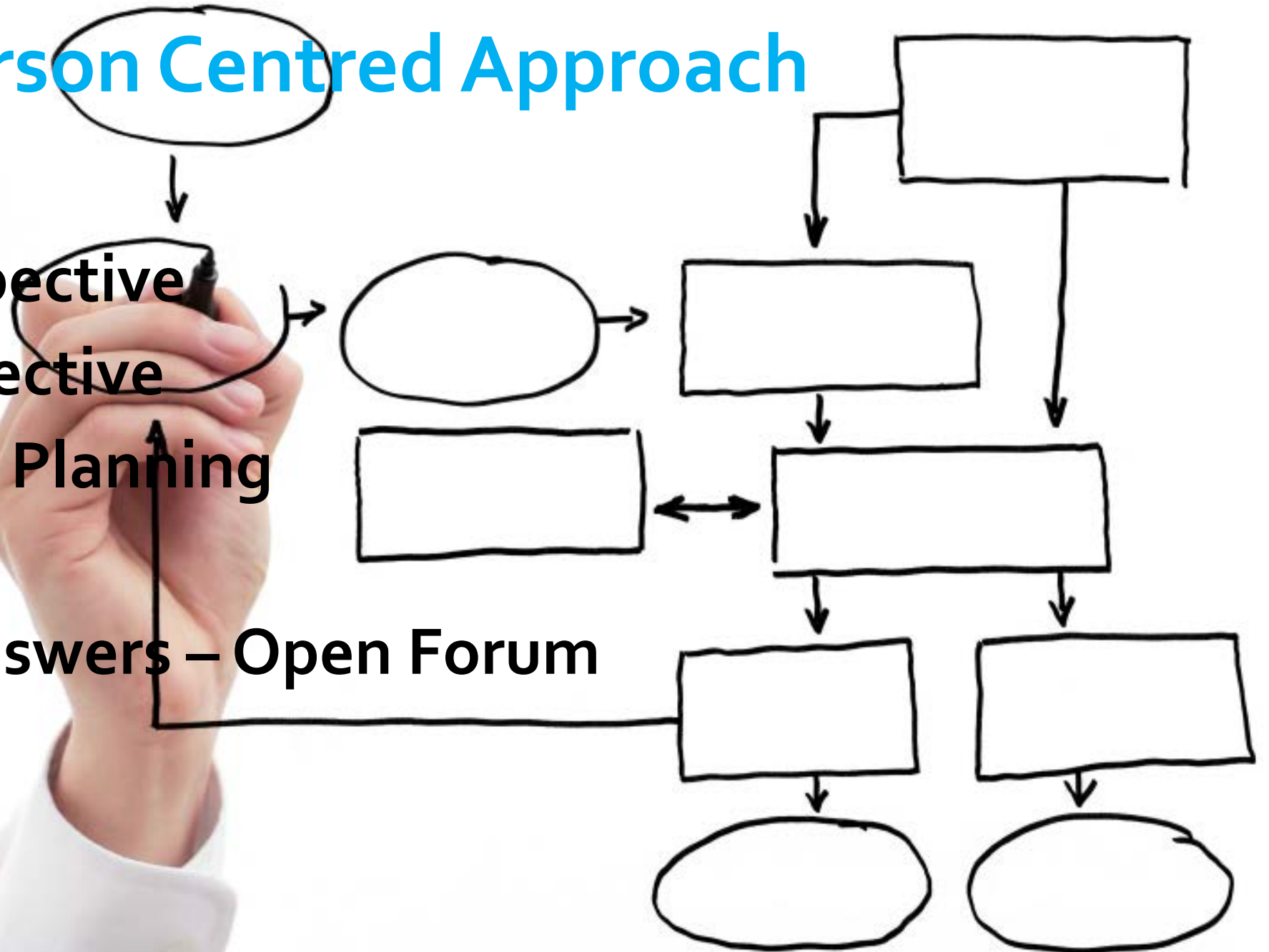
**EQUASS Seminar**  
**Vilnius**  
**February 2017**

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# Person Centred Approach

- European Perspective
- EQUASS Perspective
- Person Centred Planning
- Case Study???
- Questions & Answers – Open Forum



# European Perspective

## Lisbon Treaty 2006

### Implementation of Social Services of General Interest in E U

“they are comprehensive and personalised integrating the response to differing needs in order to guarantee fundamental human rights and protect the most vulnerable”



# European Perspective

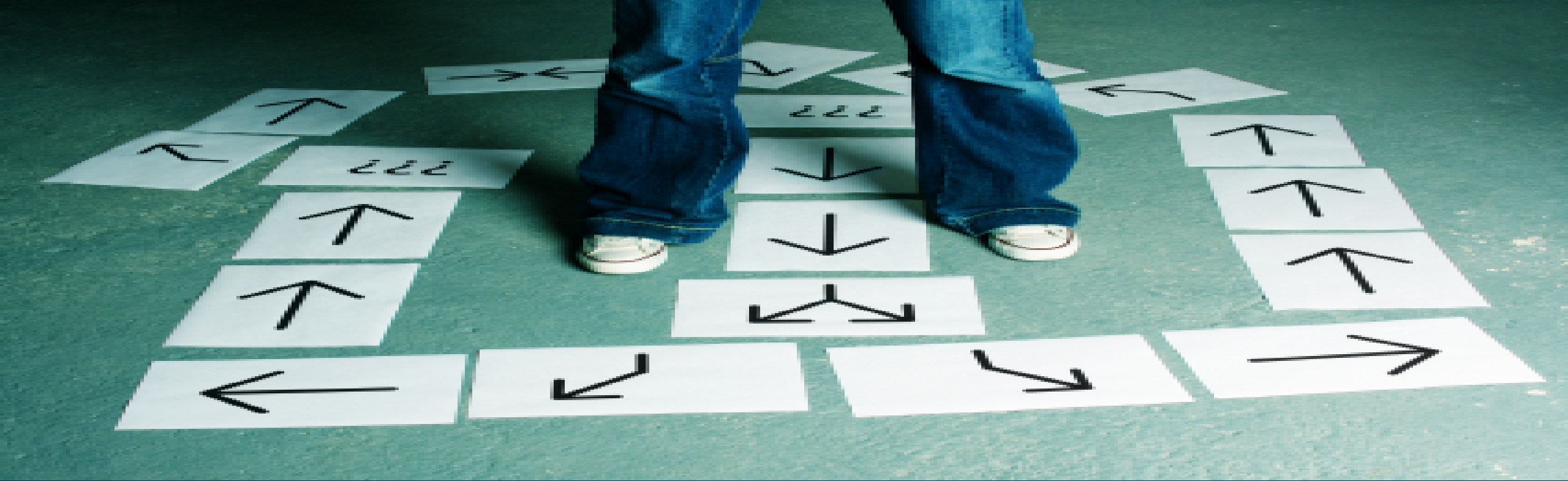
## Council of Europe Report on Social Cohesion

- PSS are *personal social services* normally provided for individuals related to their specific needs and circumstances, in contrast to standardized services provided to people as members of categories (CDCS Report p8)
- Users involvement in PSS is “ a good thing” both in and of itself- the intrinsic and social right justification; and because it results in better service outcomes. (CDCS Report p9)



# EQUASS Perspective

- **Leadership** - positive images / best practice / open society
- **Staff** – competencies / commitment
- **Rights** – self determination
- **Ethics** – respects person / promotes social justice
- **Partnership** – continuum of service / inclusive society
- **Participation** – Involvement / empowerment
- **Person Centred** – service delivered on behalf of person
- **Comprehensiveness** – continuum community based services
- **Results** – benefits to the person
- **Continuous Improvement** – innovation to support person



*“Person Centred Planning discovers and acts on what is important to a person. It is a process for continual listening and learning, focussing on what are important to someone now and in the future, and acting on this in alliance with their family and their friends”*

# What is Person Centred Planning

- Person centred planning may be defined as a way of discovering
  - How the person wants to live their life and
  - What is required to make that possible
  - A vision for a person's life as part of their community / broader mainstream of life
  - Describe actions needed to move it in that direction
- “Good planning leading to positive changes in people's lives and services”





MY LIFE

ANAL

DOCUMENT

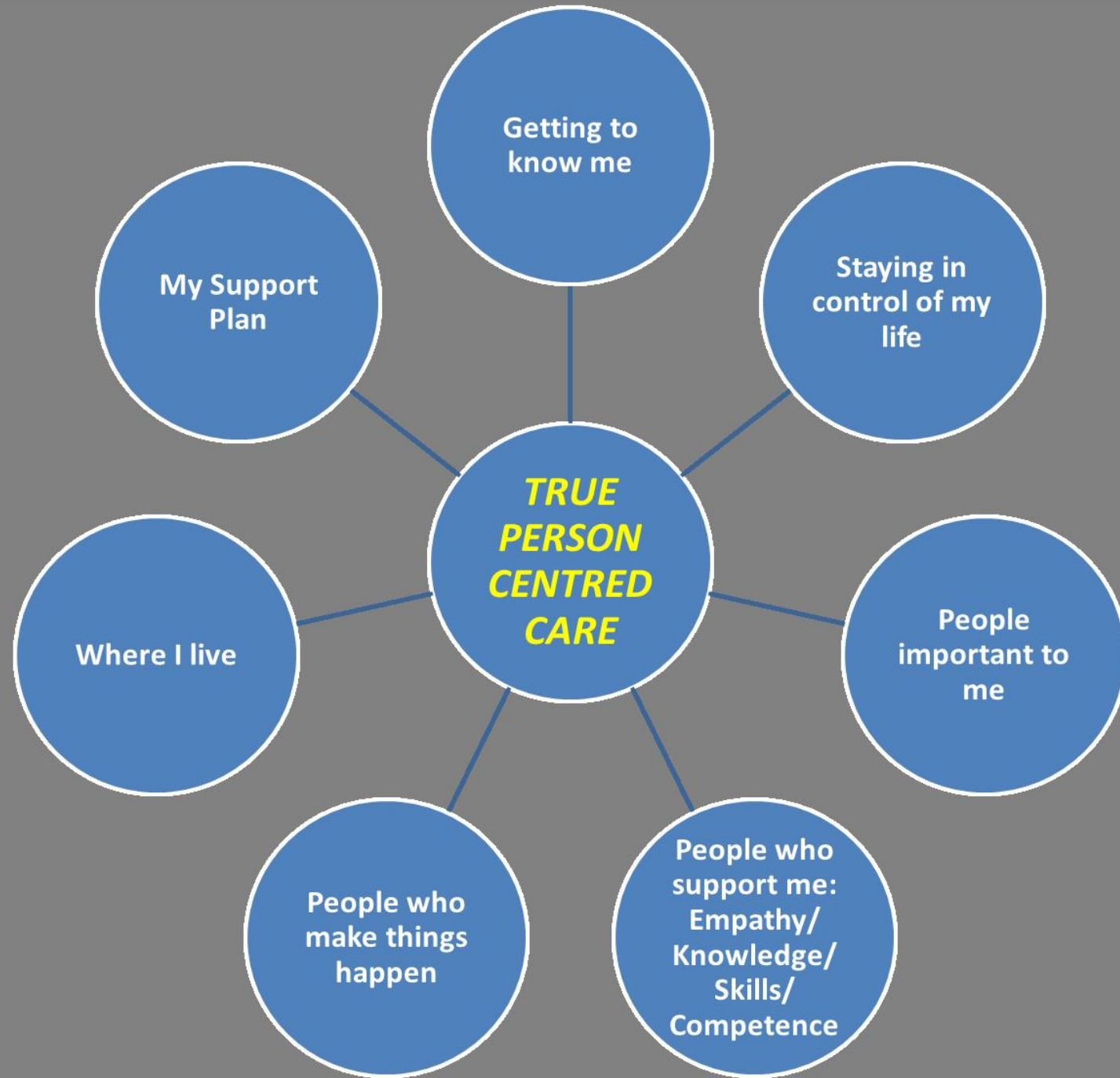


# What is a Person Centred Plan?

- A PCP is about how you want to live your life and what help you need. You can make your plan by yourself or with support from your friends, family or local authority
- PCP plan will say:
  - what is important to you
  - how you want your life to be
  - what you want to change
  - what help you need
  - who you would like to help you
  - what is going well
  - what is not going so well
  - when the plan will be looked at/ reviewed again



# IMPORTANCE



# Key Principles / Themes

## Person Centred Planning

1. PCP is planning from the individual's perspective on his or her life
2. PCP expects a creative approach to planning which asks "what might this mean" and "what is possible" ....not to assume common understandings and focus only on what is available
3. PCP considers all the resources available to the person...not limited by what is available within the specialised service



# Key Principles / Themes

## Person Centred Planning

4. PCP requires serious and genuine commitment and co-operation of all participants in the process
5. PCP is a creative approach – not a science
6. Development of a plan is not the only objective of PCP



- ✓ Services
- ✓ Staff
- ✓ Person / Client / Service User / Learner



**IMPACT**

of Person Centred Model

# Impact on Services

- Core Value of Provider – Person Centred Service
- Building a Person Centred Culture – sustaining it
- Management commitment
- Create a framework – context for PCP
- Change from Service driven to Person driven
- Collaborative approach
  - Internally
  - External Services / Supports
  - Broader community
- Part of everyday practice

# Impact on Staff

- New approach – responsive based on feedback - listening
- Staff training
  - PCP philosophy / methodology
  - Facilitation
  - Client empowerment
  - Client advocacy
- Flexibility of Staff – role and functions
- Team approach
- Creative approach to Client issues

**People need people.....who are people centred**

# Impact on the Person

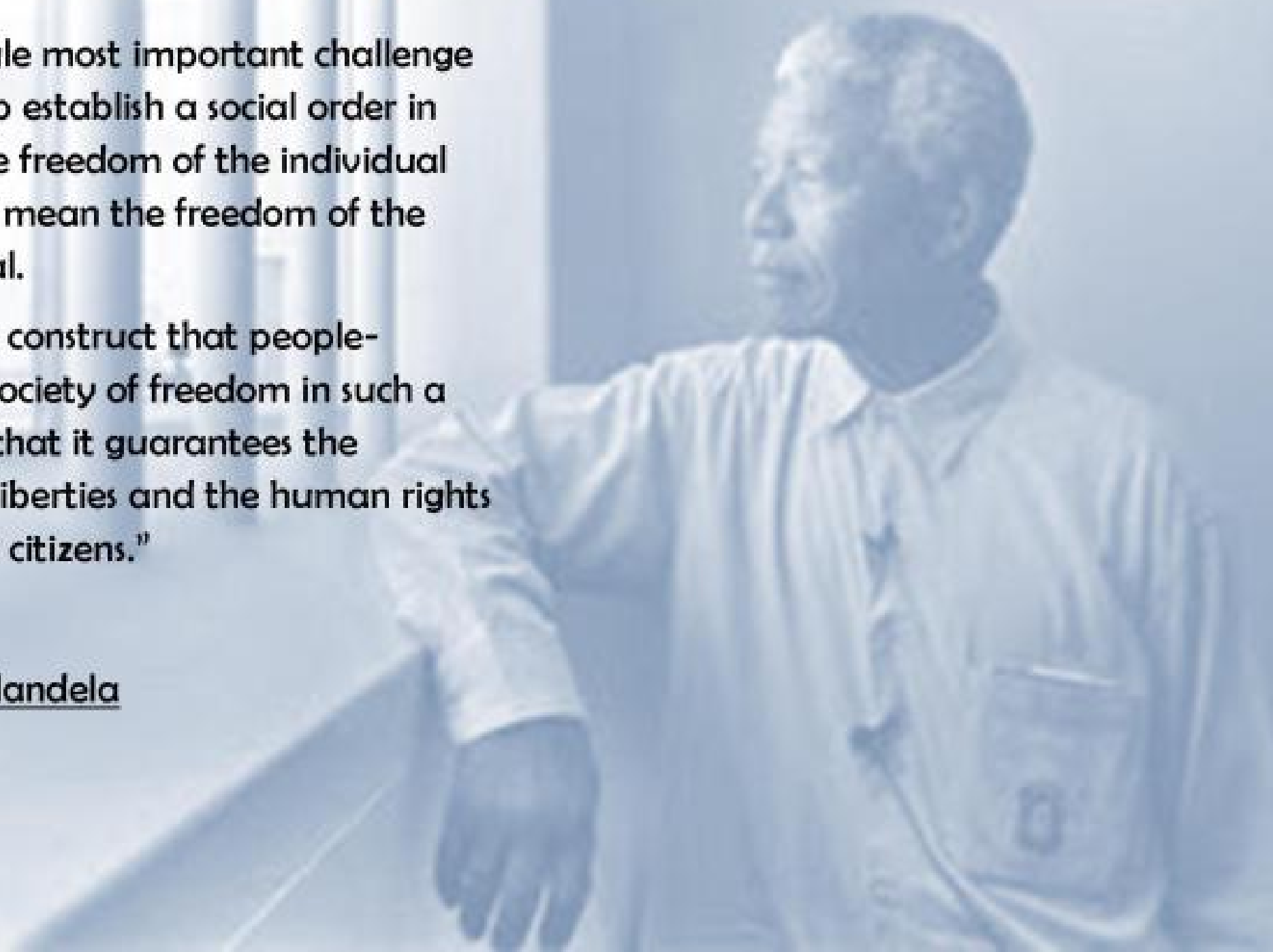
- Reflect on overall life and quality of life
- Learning of possibilities of empowerment & advocacy
- Empowering Clients to take control of their life
- Opportunity to explore strengths, capabilities, issues, needs, wishes
- Forum within which Client can decide what is most important
- Supported by team / focus group
- Community experiences
- Mainstream life experiences



“Our single most important challenge is...to help establish a social order in which the freedom of the individual will truly mean the freedom of the individual.

We must construct that people-centred society of freedom in such a manner that it guarantees the political liberties and the human rights of all our citizens.”

Nelson Mandela



**Questions !!!!!!!!**

