It’s not the plan it’s the relationship: a pilot study of outcomes of person centred planning.

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Overview of research:
Person Centred Approaches in a Community Group

Aim:
• Identify the outcomes for 6-8 clients of having a person centred plan
• Develop a format for completing and reviewing person centred plans. Aims to record:
  – Outcomes for people with a disability
  – New learnings
  – Enablers and barriers to outcomes
Where, When & How?

- Scope Community Group – Melbourne Western suburbs

- Period of research: 2008-2010

- Aim to review people’s plans every twelve months

- Get feedback from staff on how useful the person-centred ‘review’ tool is and the issues related to planning

- Interview clients, families and staff

What questions does the review tool seek to answer?

Outcomes for people with a disability:

- Do the actions listed happen?
- How often do the actions happen?
- Does the action happen often enough for the person?
- New things we have learned? / Quality of the experience?
- Have we achieved what the person wanted?
- What other changes have occurred?
- Reflect on the level of change that is aspired to or has been achieved – are they daily things that don’t require large allocation and co-ordination of resources (like getting to drink a coke daily) or are we also capturing/working towards longer term goals that may require more complex co-ordination of multiple resources (like moving into own flat).

Enablers and barriers to outcomes:

- What’s working well– what’s helping things to go well?
- What’s not working well – what’s working against things going well?
### Action Plan:

<table>
<thead>
<tr>
<th>What needs to be done? (please ensure questions to ask / answers are included)</th>
<th>By whom?</th>
<th>By when?</th>
<th>How often?</th>
<th>Adequate Frequency Yes/No?</th>
<th>Does it happen? Yes/No?</th>
<th>Level of change required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visiting family in Adelaide</td>
<td>Key Worker</td>
<td>Nov 09</td>
<td>Once</td>
<td>No</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Going to watch Nth Melb play</td>
<td>Suz</td>
<td>April 09</td>
<td>Mthly</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

### In relation to the goal:

#### Enablers to success

Prompts: people, activities, equipment/aids/resources, finances, policies, time.

What else?

Which of these was the biggest help?

<table>
<thead>
<tr>
<th>Whose view?</th>
<th>Transport is organised to football</th>
<th>Whose view?</th>
<th>Weather – (football)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td>Funding pays for football</td>
<td>Client</td>
<td></td>
</tr>
</tbody>
</table>

#### Barriers to success

Prompts: people, activities, equipment/aids/resources, finances, policies, time.

What else?

Which of these was the biggest help?

<table>
<thead>
<tr>
<th>Whose view?</th>
<th>Co-ordinator efficient in arranging transport and rosters</th>
<th>Key worker</th>
<th>Air travel requires support from accompanying person – not paid for (for family visit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key worker</td>
<td>CRU supports client to be ready</td>
<td>Key worker</td>
<td></td>
</tr>
</tbody>
</table>

| Family member | Family member | Lack of money to support costs of air travel (for family visit) |
What have we found to be enablers to outcomes?

• Good relationships between individuals and staff and other people.
• Working across services in co-ordinating activities – working together and having strong communication links across everyone supporting the person in all agencies.
• Flexible and supportive approach to work – providing a service outside ‘normal’ hours.
• A person centred culture that believes that people can be included in the community.

What are the issues in recording outcomes from plans? Traps to avoid, things to do...

• It is important to focus on both quantity (how much or how often) and quality (how they felt) in people’s lives.
• Are we focusing on the changes or outcomes the person would think are most important, or are these decided by the bigger organisation or funding body?
• Workers should be aware of privacy issues
  – Need to consider who has access to the individual’s personal information on their plan.
  – Do individuals want this information to be shared with others?
  – Are there some staff or sections of the organisation that the person would not want to see this information?
Sonia’s experience of planning and the service she receives

• What changes have happened in your life over the last year?

• What has helped bring about those changes?

• What got in the way of achieving those changes?

• What’s the most important ingredient in the service and support you get?

Annie’s experience as a support worker

• What helps you achieve things for the clients?

• How do you know when you’ve been successful (clients achieve things on their plan)?

• What gets in the way of achieving things for people?

• What’s the key ingredient in good service and support to enable people to lead a good life and meet people’s goals?
Peter’s experience as a service co-ordinator

• What do you see as some of the good things about planning?

• What are some of the issues about doing and implementing plans in your service?

• How do you think you could resolve these?

• What’s the key ingredient in good service and support to enable people to lead a good life and meet people’s goals?

Key point

• Don’t let the process of planning and reviewing plans become more important than actually doing the work. A plan is just a tool to improve life for the person. Just checking off boxes on a plan is not the same as actually getting on with the task of developing relationships and supporting change.
Questions from the audience

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