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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:

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

see the person do it together do it right do it better

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?		Barriers to success Prompts: people, activities, equipment/aids/resources, finances, policies, time. What else? Which of these was the biggest help?	
Whose view? Client	Transport is organised to football Funding pays for football	Whose view? Client	Weather – (football)
Key worker	Co-ordinator efficient in arranging transport and rosters CRU supports client to be ready	Key worker	Air travel requires support from accompanying person – not paid for (for family visit)
Family member		Family member	Lack of money to support costs of air travel (for family visit)

see the person do it together do it right do it better

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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