

APPENDIX 4

A FRAMEWORK FOR PERSON CENTRED PLANNING IN THE CITY OF LEICESTER

Introduction

Objective 3 in *Valuing People* is:

“ Enabling People to have more control over their lives; To enable people with learning disabilities to have as much choice and control over their lives through advocacy and a person centred approach to planning the services they need.”

Person Centred Planning is defined as a *process* for continual listening and learning, focussed on what is important to someone now and for the future, and acting upon this in alliance with family and friends.

This listening and learning is used to understand a person’s capacities and choices. Person centred planning is a basis for problem solving and negotiation to mobilise the resources necessary to pursue the person’s aspirations. These resources may be obtained from a person’s personal network, from service agencies or from a range of non- specialist and non-service sources.

This framework is intended to set out our plans for implementing person centred planning in Leicester. Person centred planning will reflect the needs of all people with learning disabilities in Leicester, including people from our Black and Asian communities.

This framework is a working document. It will develop and grow over time to reflect our own experiences and to take account of new guidance from the Department of Health and the Valuing People Support Team.

The framework is divided in to sections, according to the recommendations set out in the Department of Health’s Guidance for Partnership Boards.

Section One contains a statement of purpose, explaining how person centred planning will contribute to local achievement of *Valuing People* objectives. We have also included a “vision statement” for Leicester in this section.

Section Two gives details of the sub group of the Partnership Board that will act as an implementation group for person centred planning.

Section Three provides details of an action plan. The action plan itself is divided into sections

- An initial system review. This looks at the current strengths and weaknesses of local services in respect of their ability to deliver person centred approaches.
- Outlines of a programme to provide training and support
- Details of the service development projects in Leicester which will be a priority for making use of person centred planning.
- Building towards a person centred approach to strategic commissioning.
- Supporting and responding to initiatives in respect of person centred planning from self – advocates, families and provider agencies.

SECTION ONE

Statement of Purpose

We aim, through talking, listening and working with people representing everyone concerned in the City of Leicester, to ensure that;

- Support is designed around the things that matter to each individual and their families, with their full involvement.
- People who buy and provide support learn and understand about how services need to change, so that they act on this learning, and provide what each individual and their family really want.

Vision Statement

We aim to achieve a culture in Leicester in which each person's rights, wishes and dreams are the starting point for change, and the heart of decisions and plans about their life.

We will work to make this happen for the benefit of each person who has a learning disability. To do this we will aim to involve the person themselves, and all the people who affect their lives.

SECTION TWO

Implementation Group

A Person Centred Planning Implementation Group has been established. This is a sub – group of the Learning Disability Partnership Board. The membership of the Group is;

- Jenny Pearce (Chair) – Deputy Chief Executive of Vista (formerly the Royal Leicestershire, Rutland and Wycliffe Society for the Blind)
- Jill Huddlestone – Parent Carer
- Somaya Patel – Service User
- Michelle Churchard – Practice development Nurse, Partnership NHS Trust
- Afra Kelsall –Social Worker, Social Care and Health
- Malcolm Potter – Planning and Service Development Officer, Social Care and Health
- Alan Lo – Contracts Officer, Service Procurement and Contracting Unit, Social Services
- Pat Taylor – Leicestershire Careers Guidance / Connexions
- Steve Parker , Childrens Services Planning Officer, Social Care and Health
- Independent Sector Provider Representative to be identified. The Implementation Group is seeking representation from a provider serving the Black and Asian Communities in Leicester.

The Implementation Group will liase with other relevant working groups set up by the Partnership Board, and will co – opt people as necessary.

SECTION THREE

Person Centred Planning Action Plan for Leicester City

1. Initial System Review

a) Training and Development

In 2000 the Social Services Department funded 4 days training from Barbara Mackintosh (Kings College, London). This involved introductory training for staff from different agencies, including Social Services (day service providers, commissioners, staff development), Arts and Leisure, Education and Leicestershire and Rutland NHS Healthcare Trust (day services, outreach, speech and language therapy). The final day involved a seminar for senior managers from Health and Social Services.

A PCP steering group was set up in June 2000 with representation from Health, Housing and Social Services. An outline Actions Plan was drawn up, but was not implemented. The steering group did not continue because of key members moving jobs.

In 2001 a second phase of in depth training in facilitation took place, led by Barbara Macintosh. As a result of this a number of circles of support were set up. People involved in the circles (including service users and carers) had the opportunity to come together to reflect on their experiences and share ideas. A seminar for social services managers took place on 29 October 2001.

As a result of this work there has been some cascading of information to other staff and some reflection on practice in the provider units. One day "in house" training events took place in Fosse Day Centre (SSD) and South Lodge Day Centre (SSD).

The promotion of person centred planning was highlighted as a need within Social Services Staff Development Section in 2001. A one year, full time Staff Development Officer will be funded from the Promoting Independence Grant in 2002/3. Part of the remit of the post will be to promote Person Centred Planning.

Leicestershire and Rutland Healthcare Trust (now Leicestershire Partnership Trust) has carried out staff development work within the Learning Disability Division, making use of the training provided by Barbara Macintosh, and other training arranged by Leicestershire County Council. A multi agency PCP steering group has been established within the Trust, with a focus on working with people to be resettled from Gorse Hill Hospital.

A multi agency sub group has been advising the Connexions Service on issues to do with young people with learning difficulties and/or disabilities. The group has made specific recommendations to inform the production of the first year business plan. The group has recommended that;

- Connexions adopts a 'Person Centred Planning Approach' to supporting young people with learning disabilities.
- All Connexions Personal Advisors working with young people with learning disabilities to be trained in 'Person centred Planning'
- One Severe Learning Disability School to be identified as a pilot school in the first year of operation
- Connexions works with the Leicester City Partnership Board to plan the introduction of person centred planning to all young people at Transition Stage

Further work remains to be carried out to establish the approach to person centred planning used in Childrens Services within Social Services, and in Education.

There is no comprehensive information available on the current level of awareness of PCP amongst Independent and Voluntary Sector Provider Organisations, or their capacity to develop person centred approaches. Further work, involving the Social Services Service Contracting and Procurement Unit, needs to take place to gather this information.

No service users or family members have yet been trained to be facilitators, although there has been interest in this from those who have been involved.

b) Local facilitation and putting person centred planning into practice

17 people have been trained to facilitate person centred planning. Details are included at Appendix 1.

Some in depth person centred planning has been carried out. This has included;

- People wishing to move in to supported living (Facilitator- SSD Supported Living Development Worker and Social Workers in learning disability teams)
- People requiring alternatives to day centre attendance, including young people in transition (Facilitators – Community Opportunities Development Team and Day Centre Staff) Community Support Team (1 worker)

The planning style used by Social Services and the Independent Sector is style is based on work of Barbara Macintosh and Kings College.

Support group meetings for staff involved in Person Centred Planning took place as a follow up to the initial facilitator training in 2001 but have not been continued.

Beaumanor House (SSD residential home) has adopted a person centred approach to planning with all long term residents (15 people), using a model drawn up by the staff group.

The Community Support Team (SSD) has developed a person centred approach with people using this service (60+ people). Community based services have been set up to meet individual need.

Hastings Road Day Centre (SSD) has carried out a review of Day Service Planning and introduced changes to make this more person centred.

Life story work has been started for people living at Gorse Hill Hospital.

c) A Person Centred Approach

Person centred planning has been used to inform aspects of service development;

- Flexible respite services for people from the Asian communities in Leicester
- Supported Living

Other person centred planning work has led to service responses at an individual level. Person centred planning is not yet routinely incorporated into strategic planning.

There is no comprehensive system for monitoring outcomes associated with a person centred approach. However, work on this has been started by the Community Opportunities Development Team (SSD).

The requirement to take a person centred approach, and to measure outcomes associated with this are being incorporated in to Social Services Department Service Specifications for relevant specialist services.

d) Other parts of the system that support a person centred approach

Very few people with learning disabilities make use of Direct Payments. The Social Services Department is actively considering plans to make Direct Payments more widely available to this service user group.

Leicester City Social Services Department has a well established and experienced team of community based workers. The team already adopts a person centred approach to planning, and helps people with learning disabilities make use of community opportunities (The Community Support Team). A new team of workers (The Community Opportunities Development Team) was established in spring/summer 2001 with a similar remit, using person centred planning. These teams were brought together under the same management in April 2002. It is anticipated that this team will be at the forefront of developing new, community based services.

Leicester City Social Services Department has invested an extra £50,000 per year in Advocacy Services for people with learning disabilities from winter 2001.

e) Care Management

There is a need to review current assessment, care planning and review procedures, (care management) to establish how person centred these are.

Further consideration needs to be given to the relationship between person centred planning and Statutory Assessment and Care Planning, including Fair Access to Care, and the Common Assessment Framework.

f) Priority Groups for Person Centred Planning

Based on the national priorities set out in 'Valuing People' and local service development priorities in Leicester, person centred planning will be implemented for people in the following groups in 2002/3

- People moving out of Gorse Hill Hospital
- Young People in transition (pilot Special School with education and Connexions)
- People wishing to make use of supported living
- People in large day centres
- People living with older carers

2. Programme of Training Development and Support

a) A multi –agency approach

As well as receiving services from different departments of Leicester City Council, people with learning disabilities in Leicester may also be served by agencies that cover the wider Leicestershire and Rutland Local Authority areas. These include the Partnership NHS Trust, and the Connexions service, which are both committed to developing person centred planning. Residential providers may also serve people with both City and County originating addresses.

There may be benefits in setting up a joint training framework with other agencies. To establish the extent to which a joint local training framework could be developed further discussion with these departments and agencies, and with Leicestershire and Rutland County Councils will be pursued.

Issues that will need to be addressed include;

- Numbers of people requiring training
- Shared content of training programmes
- joint funding and shared resources
- the potential development of a multi –agency training group to deliver a fully integrated training programme.

Consideration will also need to be given to the different needs of people living in Leicester and Leicestershire. Leicester has significant Black and Asian communities, and it is vitally important that Person Centred Planning in Leicester reflects this.

Service users and carers will receive information on person centred planning via the existing Service User Forum (The Talking and Working Group), and the

Learning Disability Carers Forum. These groups, and the networks they link to will be used to establish the level of interest in taking part in training.

Independent and Voluntary Sector providers will be consulted. The Implementation Group will liaise with Social Services Service Procurement and Contracting Unit to plan this work.

b) Elements of a training programme

Department of Health Guidance on implementing person centred planning states that Partnership Boards should develop a “depth and breadth” approach. The depth approach invests over time in high quality training and support for facilitators to learn about implementing person centred planning and services to learn about what they need to change.

The breadth approach offers larger numbers of people practical ways that they can start to improve how they listen and respond to people in ways that are consistent with *Valuing People*.

In Leicester the aim will be to provide a broad introduction to person centred planning from autumn 2002. This will be delivered to all specialist staff in adult services –and to carers and self advocates who wish to be involved. The introductory training also needs to be delivered to the following groups;

- Connexions Personal Advisors,
- Community Care Housing, and Resettlement Support Teams
- Education
- Children’s services (SSD)
- Fairdeal Advocacy and Development Workers,
- Turning Point,
- Co-Options,
- Advance Housing,
- Values Volunteering Project,
- Adhar,
- CLASP,
- Adult Placement Carers
- Independent and Voluntary Sector Residential Home providers

Further training will be needed to enable some people to begin to work practically in a more person centred way. The nature and extent of this training will be determined after further work has been carried out to establish the resource implications involved.

Consideration will also need to be given to the requirements of the Partnership Board Working Groups leading on the priority areas of service development (for example Day Service Modernisation and Gorse Hill Hospital Re-provision). Each group will want to develop its own plans for incorporating person centred approaches in to planning for new services.

In – depth training in facilitation will be made available, with the aim of increasing the number of trained facilitators year on year. People to receive this training will be selected on the basis of the service development priorities agreed by the Partnership Board, and the availability of resources. In line with the requirements of ‘Valuing People’ Carers, Self –Advocates and other non specialist service staff will be included in this training programme.

The Implementation Group, working with Social Services Staff Development Section will scope the resource implications of achieving the proposed training programme, and will advise the Implementation Group and the Partnership Board. More detailed targets for the training programme, and for the numbers of people to be involved in Person Centred Planning will be recommended by the Implementation Group when this scoping work has been completed.

This work links to the Learning Disability Workforce Development and Training Plan. The PCP Implementation Group will liase closely with the lead officer responsible for developing this plan.

c) Support for facilitators

A support network for facilitators will be re-established, and will feed in to the implementation group. The implementation group will raise relevant issues with the Partnership Board.

3. Support for Service Development Projects

Person centred planning will be used to support the following priority service developments in 2002/3;

a) Day Service Modernisation

A person centred approach will be adopted to create new opportunities for people as an alternative to existing day centres. The PCP implementation group will link with the Day Services Modernisation Group to develop a person centred approach to identifying need and planning services.

This will include different ways of approaching the planning task, at different levels. A proportion of people will have in depth person centred plans that are implemented by the end of March 2003.

b) Gorse Hill Hospital Resettlement Project and the Partnership NHS Trust Social Care Homes strategy

c) Supported Living

d) Young people in transition.

Existing work with young people in transition being carried out by the Community Opportunities Development Team (Community Support Team) will

be built upon. Plans for piloting person centred planning in a Learning Disability Special School will be pursued with Education and Connexions.

e) People living with older carers.

In line with the requirements of 'Valuing People', Groups of service users in each of these areas will be offered "in depth" person centred planning, with support from a trained facilitator.

4. Building Towards Person Centred Approaches

Systems to aggregate the information emerging from person centred planning will be developed by the Implementation Group. This will include information about needs, aspirations and outcomes. This will build on work to identify ways of monitoring outcomes that has been started by the Community Opportunities Development Team.

Information on needs and aspirations will be reviewed as part of the development of the Joint Investment Plan, and will inform strategic commissioning.

The Implementation group will link with Social Services Services Procurement and Contracting Unit to promote the development of person centred approaches amongst independent and voluntary sector organisations, and to establish objective outcome measures and monitoring procedures.

The Implementation Group will also develop systems and procedures to monitor the way in which person centred planning is being implemented in Leicester, and the supports that are available to achieve this. The Implementation Group will provide an annual report to the Partnership Board.

5. Support for Self Advocate, Family and Provider Initiatives

The Implementation Group will ensure that information about person centred planning is made available to families, self advocates and providers, and will seek to promote initiatives.

- The Implementation Group will advise the Partnership Board on the resource implications arising from this.

A FRAMEWORK FOR PERSON CENTRED PLANNING IN LEICESTER CITY

SUMMARY ACTION PLAN

1. System review and action planning

Task	Action	Time scale
Review person centred approaches in childrens services (SSD) and Education	Implementation group to establish links with SSD childrens service manager and Partnership Board Education representative.	By end June 2002
Review use of person centred approaches by independent and voluntary sector providers, and discuss capacity to develop.	Implementation group to liase with ssd service procurement and contracting unit to set up process for information gathering and engaging in discussion.	By end July 2002
Review day service planning within SSD day centres, and share best practice	Day Centre Managers carry out review with staff following on from introductory training.	Following on from introductory training – by April 2003
Review assessment and care planning	Social Work Team Manager	Following on from appointment – by December 2002

2. Programme of Training Development and Support

Task	Action	Time scale
Consult with other agencies (Leics. CC, Partnership NHS Trust, Connexions, Education etc.) on joint approach to training	Implementation Group and staff development section	By end of July 2002
Agree scope of training requirements in different agencies.	Implementation Group and staff development section	By end of September 2002
Find out about interest in awareness raising/ training amongst carers	Work with carers focus group and carers networks	By July 2002
Identify resource requirements to achieve identified training targets	Implementation Group and staff development section to liase with	By September

and report to Partnership Board	Leicestershire pcp implementation group and stakeholder agencies	2002
Develop 3 level training package ➤ General awareness ➤ Introduction to different ways of working and their practical application ➤ In depth training in facilitation	Implementation Group and staff development sections to liase with Leicestershire pcp implementation group and stakeholder agencies, and to Valuing People support Team	By end December 2002
Identify and agree target groups for training	Implementation Group, Project Implementation Board, Partnership Board	By September 2002
Deliver training		To start by winter 2002
Re-establish support network for facilitators.	Planning and Service Development section to make arrangements	July 2002

3. Support Service Developments

Task	Action	Time scale
Person centred approach to planning for people in large day centres to be agreed as part of day service modernisation programme	Implementation group to link with day service modernisation working group.	t.b.c.
Person centred approach to Gorse Hill Hospital Re provision to be agreed as part of re provision plan.	Implementation group to link with Re provision Steering Group	t.b.c.
Person Centred Planning to be introduced in Special Schools in Leicester.	Implementation group to liase with Education and Connexions to agree approach	t.b.c.
Person Centred Planning with young people in transition to continue.	Community Opportunities Development Team (Community Support Team)	ongoing
Person Centred Planning to be made available to people wanting to move to their own homes	Supported Living Development Worker (Social Services Department) to adopt a person centred approach with referred individuals, including some "in depth" person centred planning.	From July 2002

4. Building Towards Person Centred Approaches

Task	Action	Time scale
Review statutory assessment, care planning and review procedures, to develop a clear policy statement on the relationship with person centred planning	Implementation Team to link with Social Services Social Work Team Manager and Service Manager, and with Community Care Housing Team.	By December 2002
Set up a system for collating information from Person Centred Plans	Social Services Planning and service development section to set up system	By September 2002
Collated information from Person Centred Planning to inform strategic commissioning	Information to be considered as part of the ongoing development of the Joint Investment Plan	From September 2002 - ongoing
Develop system for monitoring outcomes of person centred planning	Implementation Group, in liason with Community Support Team. Link with Quality Framework Working Group	By August 2002
Develop system for monitoring level of person centred planning and support services.	Implementation Group, in liason with Social Services Planning and Service Development Section	
Promote person centred approaches amongst private and voluntary sector providers, and develop outcome monitoring.	Implementation Group, in liason with Service Procurement and Contracting Unit	By December 2002

APPENDIX 1 – PEOPLE TRAINED TO ACT AS FACILITATORS IN PERSON CENTRED PLANNING

Name	Post	Team/section	Organisation
Jane Edirisingha	Co-ordinator	Community Opportunities Development Team (Community Support Team)	Social Services
Susan Hawker	Development worker	“	Social Services
Rehana Kapasi	Development worker	“	Social Services
Hugh Evans	Team Leader	Community Support Team	Social Services
Daphne Cushing	Senior Day centre Officer	Fosse Day Centre	Social Services
Pauline Uliasz	Manager	South Lodge Day Centre	Social Services
Martin Hall	Senior day Centre Officer	South Lodge Day Centre	Social Services
Sandra Marsden	Day centre Officer	Hastings Road Day Centre	Social Services
Karen Langley	Senior Day centre Officer	Layton House Resource Centre	Social Services
Suzanne Cooper	Aspergers Development Worker	Planning and Service Development Section	Social Services
Liz Hardy	Social Worker	Learning Disability Team	Social Services
	Development Worker		Advance Housing
	Development Worker		Advance Housing
			Leicestershire Partnership NHS Trust
			Leicestershire Partnership NHS Trust
			Leicestershire Partnership NHS Trust
Jude Crooks	Advocate		Fairdeal