

Brighton & Hove Learning Disability Partnership Board

Final Report from the Person Centred Approaches Sub Group How Person Centred Are We? April 2008-04-07

Background to this Project

The Person Centred Approaches Sub Group wanted to know how much progress was being made in Brighton and Hove with Person Centred Plans (PCP) and Person Centred Approaches (PCA).

We put in a bid to Learning Disability Development Fund (LDDF) for 07/08 so we could find out and then make proposals about what needed to be done next to make sure people had PCP and services were being provided in a Person Centred way.

Person Centred Plans and Approaches are very important – we heard about the investigations that took place in Cornwall and Sutton & Merton which showed how important PCP and PCA are. 'Valuing People Now' says that the main priorities will be:

- ✓ Personalisation
- ✓ What people do during the day (and evenings / weekends)
- ✓ Better Health
- ✓ Access to Housing
- ✓ Making Change Happen.

Person Centred Plans and making sure services are Person Centred are key to making change happen.

What did we do?

Our Project aimed to answer the following questions:

1. How many people in Brighton and Hove have Person Centred Plans?
2. How many providers of services for people with learning disabilities are person centred in how their services are run?
3. How good are people's person centred plans if they have them and what difference has having a person centred plan made to people?
4. What systems do we need to develop to collect this information in the future – after this project has ended?

How many people in Brighton and Hove have Person Centred Plans?

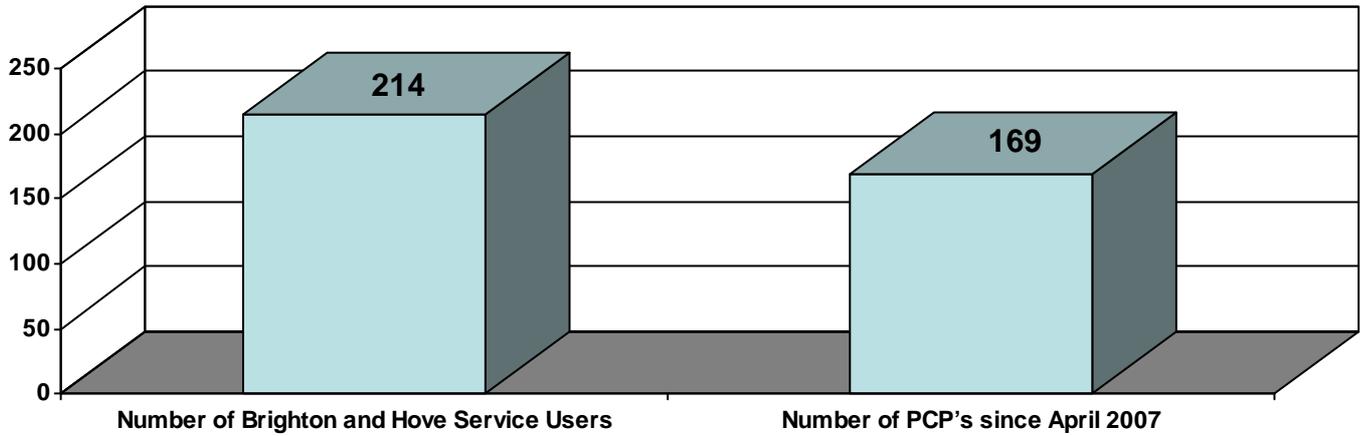
We have looked at the following:

1. The Councils Contract Section sent out letters to all providers of services for people with learning disabilities that the Council buys services from. The letter asked providers how many people they had supported to have person centred plans. Reminder letters were sent out to providers who did not send back the information that was asked for.

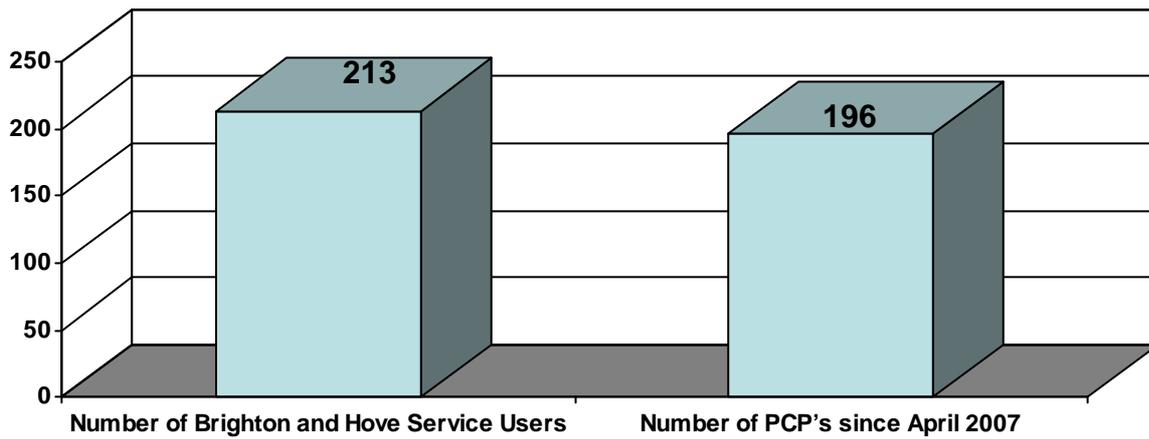
What did we find out?

- Out of the 109 providers written to we received 67 returned information about numbers of PCP's
- This means that 42 providers did not reply to the letter sent to them. A return rate of 61%.
- Of the providers that did reply by the end of March 2008 we now know that:

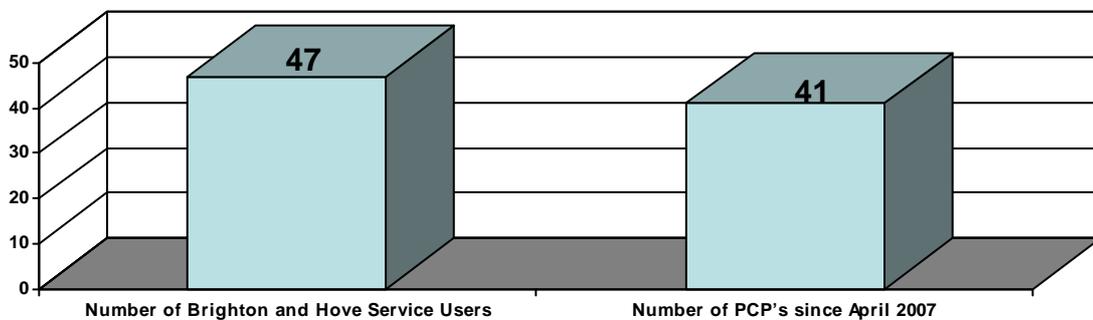
DAY SERVICES



RESIDENTIAL CARE & SUPPORTED LIVING



COMMUNITY SUPPORT & HOME CARE



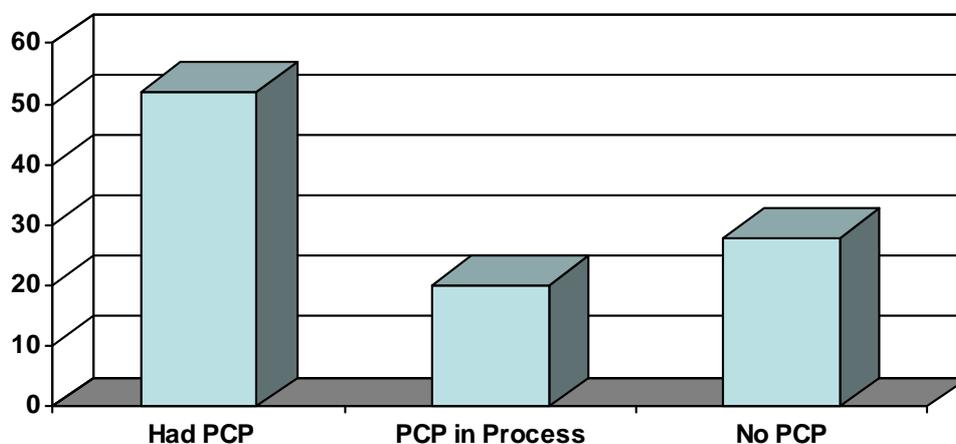
	Number of Brighton and Hove Service Users	Number of PCP's
Total	474	406

Note: There may have been some double counting e.g. both the day service and the residential provider 'counting' the same persons Person Centred Plan.

2. Checking PCP's at Reviews

The Learning Disability Reviewing Care Managers were asked to check if people have Person Centred Plans and Health Action Plans when they attend Reviews. We have 1 full 3 months of information and the Care Managers now have a system in place and will be asking about PCP's and HAPS at **every** review they go to. These people may also be included in the figures above. We are being clear with providers that we expect people to be supported to have PCP's and we will be checking at peoples reviews.

Quarter 4 07/08



Note: only 7 out of the 69 people reviewed between Jan – March 2008 had a Health Action Plan.

How person centred are Providers?

Self Assessment Check List

We sent out a self assessment check list to all providers and they were asked to tell us how person centred they thought they were. By the end of March 2008 60 providers had returned the check list. A detailed report of the findings and a copy of the self assessment check list will be put on the Person Centred Approaches page on the Brighton and Hove Learning Disability Partnership Board Web Site www.brightpart.org .

We used some of the LDDF money to set a up data base so we can look at the information on the Check List and compare it in the future,

The self assessment check list looks at 5 key areas – these are:

- Visionary Leadership
- Real Partnership working
- Continuous Learning and Development
- Effective Organisation
- Making it happen – outcomes for people
 - ✓ Self Direction
 - ✓ Direction and Support
 - ✓ Home

The provider was asked to score themselves against each key area as:

- 'Getting Started' (1)

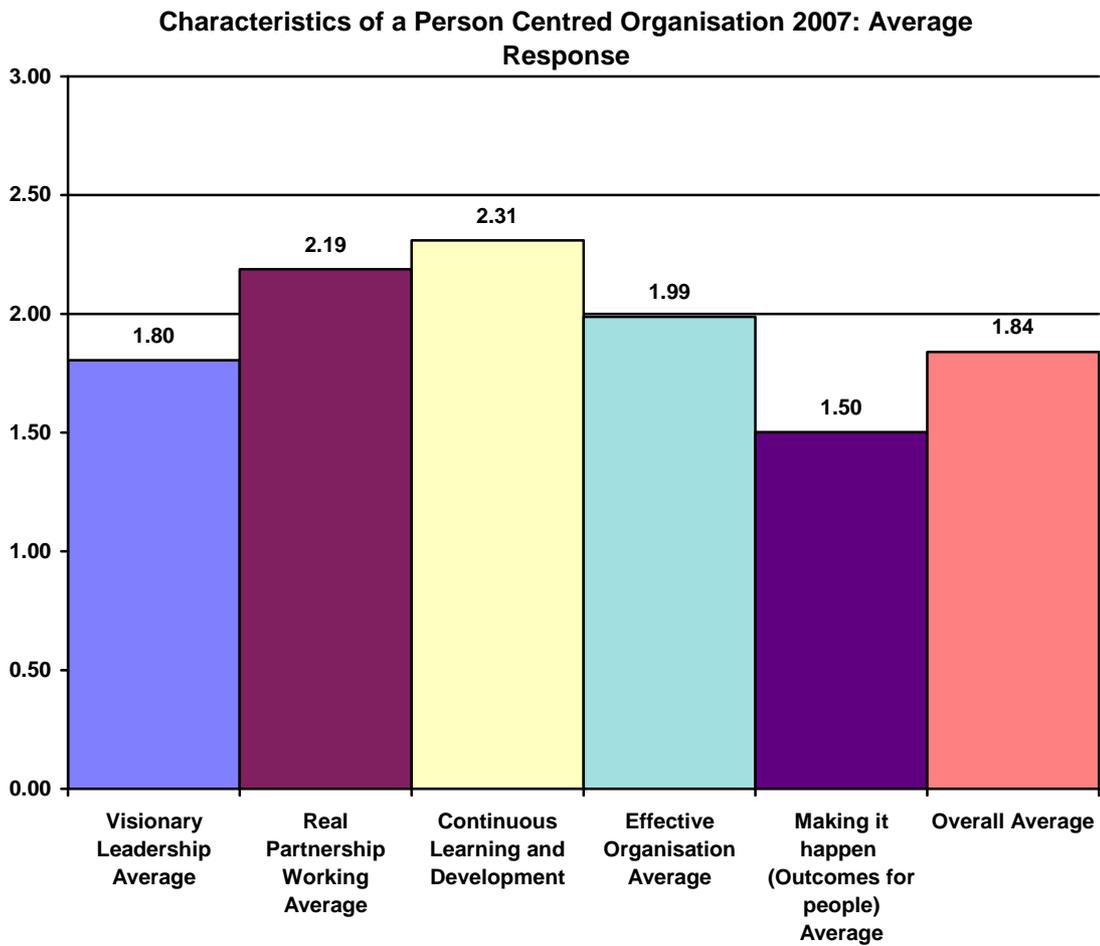
or

- 'Making Good Progress' (2)

or

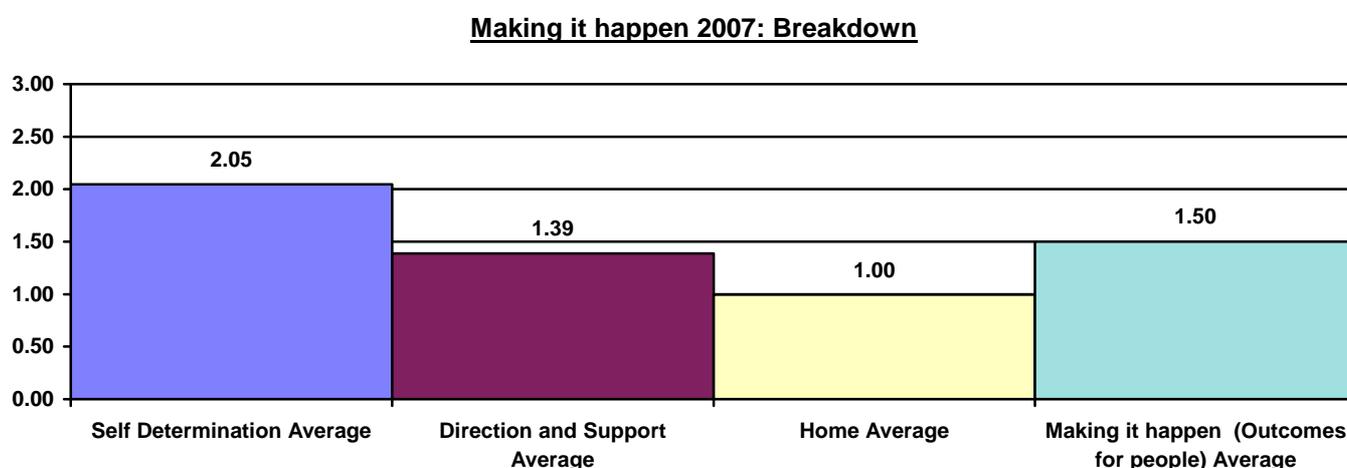
- 'Aiming High' (3)

Here is a summary of what the providers thought about themselves



So most providers who replied thought they were doing best in areas of continuous learning and development and partnership working. They thought they were doing least well in the area of 'making it happen' and improving outcomes for people.

This is how providers scored themselves in the 'Making it Happen' questions:



Person Centred Feedback Forms

At the Providers Forum on 18.5.07 the Person Centred Approaches Sub Group launched the 'Person Centred Feedback Form' as part of the Person Centred Approaches Pack that was sent to all providers of services for people with learning disabilities in the city.

The Person Centred Feedback form is to be used when people have a review of their Person Centred Plan. The form is on the Brighton and Hove Learning Disability Partnership Board Web Site – www.brightpart.org .

Since the launch we have received 71 completed forms. The PCA Sub Group has had positive feedback about the Form. The Form helps people to look at what has changed in their lives and what

they still want to change. It also provides information for planning future services.

We looked at all 71 completed forms and a detailed report has been written. We used some LDDF money to set up a data base so we can collect the information from the forms that we get sent.

A full copy of the report will be put on the Brighton and Hove Learning Disability Partnership Board Web Site.

We need to decide how we will continue to make sure we use this information now our Project has ended.

How good are peoples Person Centred Plans?

We invited expressions of interest from groups of people with learning disabilities and the Belgrave Group took on this work for us.

This is what we asked them to do:

We want people with learning disabilities to interview other people with learning disabilities. 50 people in total should be interviewed.

We want at least 30 of the people interviewed to have complex needs. These could be

- Non verbal communication
- A complex physical disability
- Challenging behaviours
- Additional mental health needs

Task 1 – Interview People about their Plans

QUESTIONS for interviewers:

Interviewers will first find out what people call **Person Centred Plans** in the service they are visiting then ask.

1. Do you have a Plan?

2. Where is it kept?
3. Can you show me your plan?
4. What's the most important thing in your plan?
5. Who is supporting you to make your plans happen?
6. Do you talk about your plans at your review meetings?
7. Has anything changed since you have had your plan?

Task 2. – Make a Short Video

Following these interviews a sample number of people will be asked to come and do follow up interviews that will be filmed, to have visual documentation of their responses.

Task 3 – Feedback on what you have found out

Write a Report for the Person Centred Approaches Sub Group and be prepared to make a short presentation to the Learning Disability Partnership Board. Your report should record the number of people interviewed and what you have learnt from the interviews

The Belgrave Group will be telling the Partnership Board how they completed their task and what they found out.

SUMMARY

1. There are systems in place finding out how many people have person centred plans. We need to make sure all providers send back the information.
2. PCA Sub Group want to write the letter that Contracts Section will send to all providers during 08/09 about how many people have PCP's. **DECISION NEEDED.**
3. We want the Care Managers to continue to ask people about PCP and HAP when they go to peoples reviews. We want the Care Managers to send this information to the PCA Sub Group and to the Councils Contracts Section every 3 months. **DECISION NEEDED.**

4. We want to send out the PCA Check list to providers every 3 years to find out how they are changing. **DECISION NEEDED.**
5. We want to make sure that the information from Person Centred Feedback Forms will be used to help plan for future services. We need to make sure that the information from the Forms is put on to the data base and is used by the Lead Commissioner. **DECISION NEEDED.**
6. **We recommend that a similar project takes place in 09/10 to see how much progress we are making. DECISION NEEDED.**

Report Prepared by the Person Centred Approaches Sub Group April 2008.