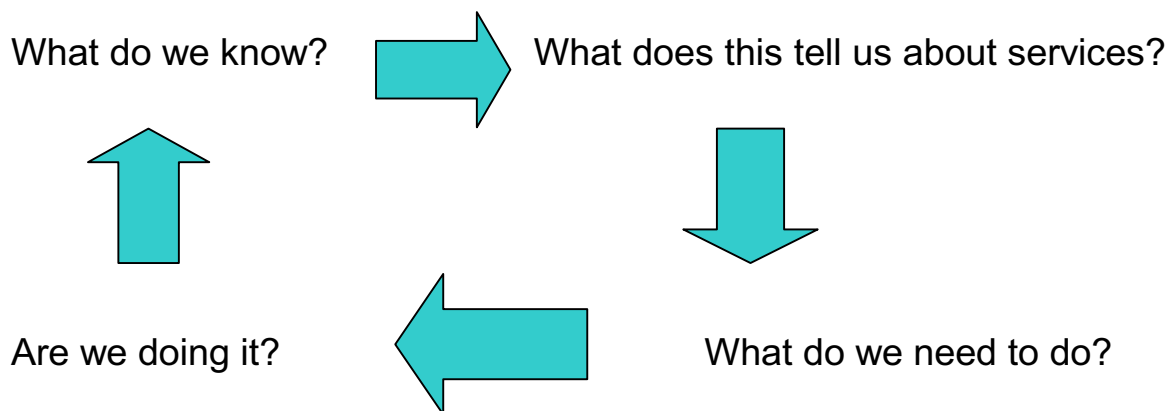


3.5 Quality - making sure we do it well

We believe that everyone should know about the way we check up on Person Centred Planning. We think that everyone should play a part in deciding if it is working.

How can we find out if it is working?

1. We can follow the ideas in the Quality Framework. We will need to ask these questions.



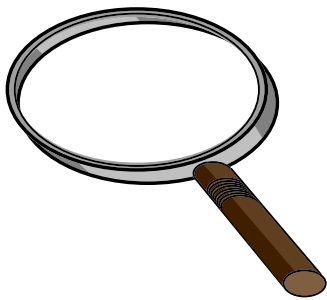
2. We need to know what the Learning Disability Partnership Board wants us to do. We can read the statements on Person Centred Planning.

How we can check if it is working

We must ask people about their own plan.

Does it work
for you?

We must look at what services are doing about Person Centred planning.



What we can ask the person about their plan

1. Do they say that their Person Centred Plan works for them?
2. Are people listening to what they want in their plan?
3. Is everybody taking the time to learn about how the person communicates?
4. Is everybody doing it right?
5. Is life any better with a Person Centred Plan?
6. Do they think that they have more control in their life?
7. Has anyone explained about Direct Payments?
8. Do they feel happier?



We can ask about the Planning meetings

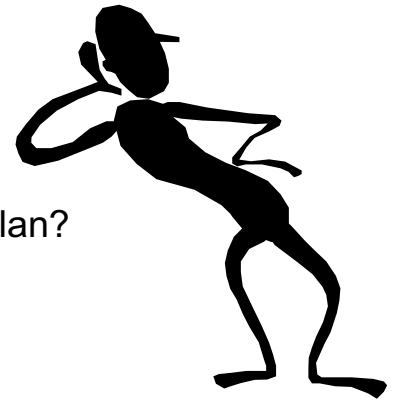
Is the person at their meeting?

Are they the most important person at the meeting?

Do family and friends feel listened to?

Does everyone listen to the person about his or her plan?

Are the person's rights made clear?



We can ask about the Plan



Does the plan say what is really important in that person's life?

Is it clear what support they need?

Does the plan show what people are good at?

Does the plan help people to get a better life?

Is it clear who is going to help make the plan work?

Have people learned more about the person?

Does it help the person achieve their ambitions?

We can find out about Facilitators

Did the person choose their facilitator?

Does the facilitator show respect for the person?

Does the facilitator help the person to say what is important to them?

Has the facilitator got the support and training that they need?

Are people asking to facilitate their own plan?

Ask questions about the Services that people use

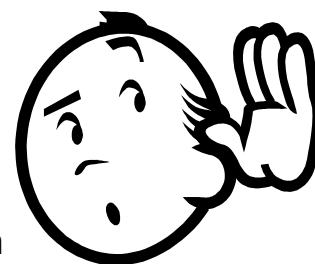
1. Do the people in Housing, Leisure, Transport and Employment know all about Person Centred Planning?
2. Have services changed the way that they do things because of people's plans?
3. Have the people who pay for services for people changed the things that they pay for?



4. Have Care Managers and Community teams had the training?
5. Do Care Managers and Community teams take notice of the plans?
6. What is blocking Person Centred Planning and what can the implementation team do about it?
7. Are the services which people use now beginning to change?
8. Are contracts based on people's Person-Centred Plans, and do people check that this is being done?

How will the Person Centred Planning Implementation team find out what it needs to know?

1. Ask people: hold Stakeholder days.
2. Meet other people who know about Person Centred Planning.
3. Listen to comments concerns and complaints.
4. Work with the National Care Standards Commission to make sure that everyone has started working with Person Centred Planning.
5. Listen to the Facilitators at the support group meetings.



What will the group do with the information?

The Person Centred Planning Implementation team will need to tell the LIG, the PCP Steering group and the Partnership Board what it has found out. It will need to do this regularly.

