

Person
Centred
Thinking
Reablement

Introduction

This minibook is compiled by Helen Sanderson Associates and based on the person centred thinking tools developed by The Learning Community for Person Centred Practices. You can learn about person centred thinking tools from www.learningcommunity.us, www.helensandersonassociates.co.uk and www.thinkandplan.com

We are grateful to Susannah Spencer and her training team for helping us to design and use the tools within the Reablement team in Lincolnshire.

Some of this information has been taken from Essential Lifestyle Planning for Everyone, Smull and Sanderson, 2005.

Circles of Influence tool based on Covey, S. R. (1989), The 7 Habits of Highly Effective People (New York: Simon & Schuster).

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What it does

Sorts what's important TO (what makes us happy, content, fulfilled) from what's important FOR (health and safety, being valued) while working towards a good balance.

How this tool helps

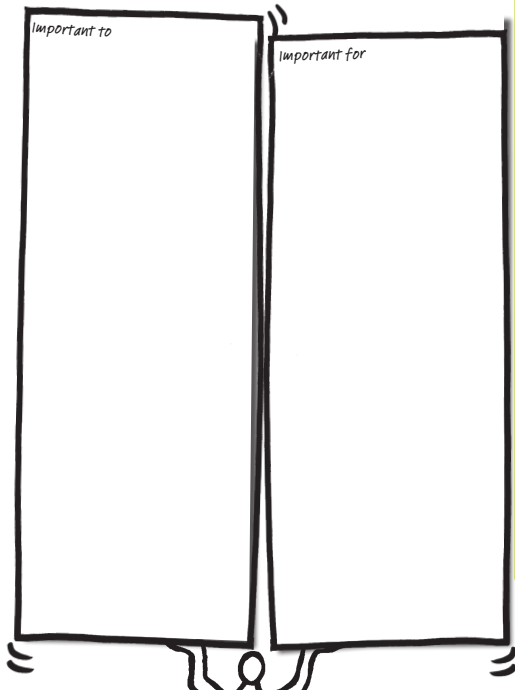
Helps us to stay focused on what matters to the person in the context of medical issues and interventions.

Keeps the focus on who the person is, not just on the rehabilitation support that they need. This helps us to see the person beyond the patient and to jointly set goals that take account of what is important to the person and what style of support works best for them.

This information can then be used to develop a one-page profile and forms the beginning of a Support Plan and/or a Personal Care Plan if this is needed.

A Personal Care Plan looks at the whole of someone's life to ensure that the focus is not just on medical needs but that health and well-being are seen as a whole.

Sorting important to/for



A quick glimpse

What it does

Identifies specific responsibilities:

- Core responsibilities.
- Using judgement and creativity.
- Not a paid responsibility.

How this tool helps

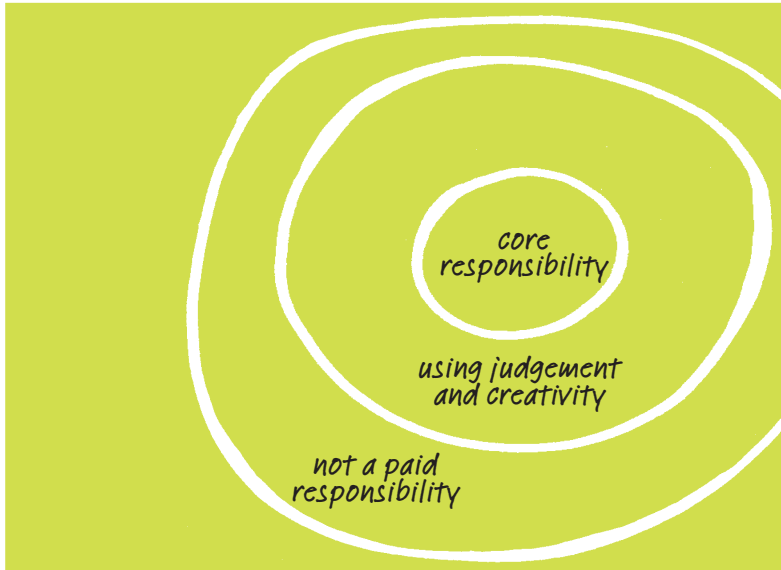
Helps supporters and families to know where they can be creative with ideas without fear that they are doing something that would not work for the person they love or are supporting during Reablement.

Clarifies the roles of the different professionals and agencies supporting people and families through Reablement. It helps supporters, not only to see what they must do, (core responsibilities) but where they can try things (judgment and creativity) and what is not their responsibility.

Helps a person and their family to ensure that they are clear about their role and specific contribution to the Reablement process.

It is an approach that supports achieving outcomes. Creating clarity around the roles and responsibilities of those who provide support ensures that the right things have priority for attention and move to action.

A quick glimpse

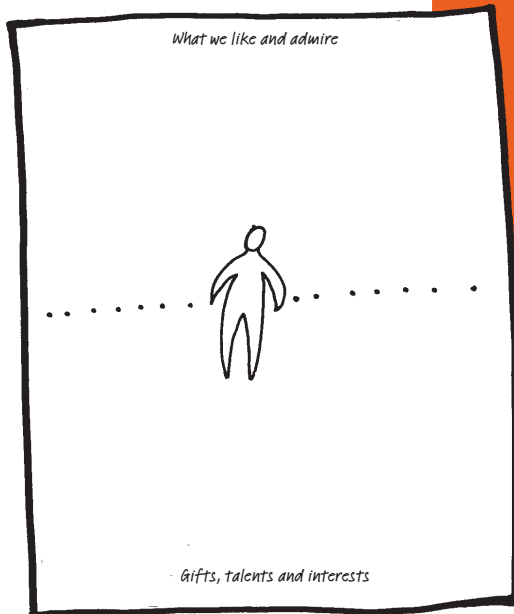


What it does

Identifies what we like about people and how to use this information so the person can contribute to their Reablement.

How this tool helps

What we like and admire about somebody can be a starting point for relatives, staff and allies to see who that person is and appreciate their qualities and strengths. This helps to counter our tendency to focus on how much support the person needs to what they can contribute and make the most of, as they move on with their lives.



A quick glimpse

What it does

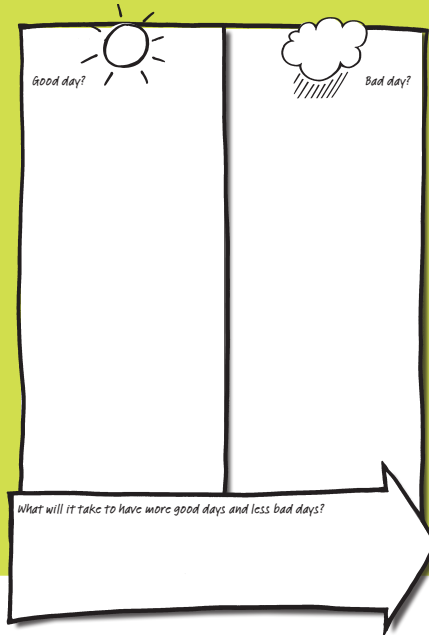
Helps people reflect on what makes a good day and bad day and informs action planning and goal setting based on what is important to the person and how they want to be supported.

How this tool helps

Identifies the elements that make a day good or bad, to enable the person and their supporters to work out what they can do together to ensure that the person has fewer bad days and more good days.

Can be used to help build up a picture of life before the person started on their Reablement, how life has changed and what makes sense now in terms of what is important to the person and the support that they need.

A quick glimpse



What it does

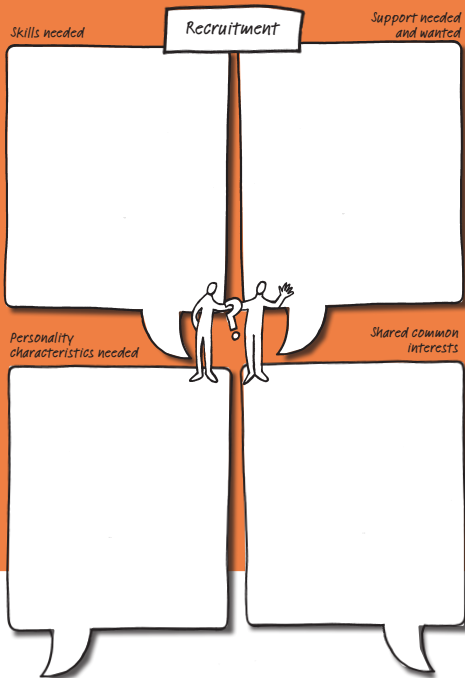
Gives a structure for looking at the skills and characteristics that will make for a good match for a person who is receiving support.

How this tool helps

Helps people think about what kind of paid and non paid support they want and need during Reablement and after. This helps to get the match of the style, approach and skills of the Reablement worker, as close as possible to the requirements of the person they are supporting and their family. A good match is central to the happiness and motivation of the person requiring support.

Helps when drawing up job descriptions, person and support specifications as part of recruitment should the person go on to use a Personal Budget.

A quick glimpse



What it does

Identifies who is important to the person.

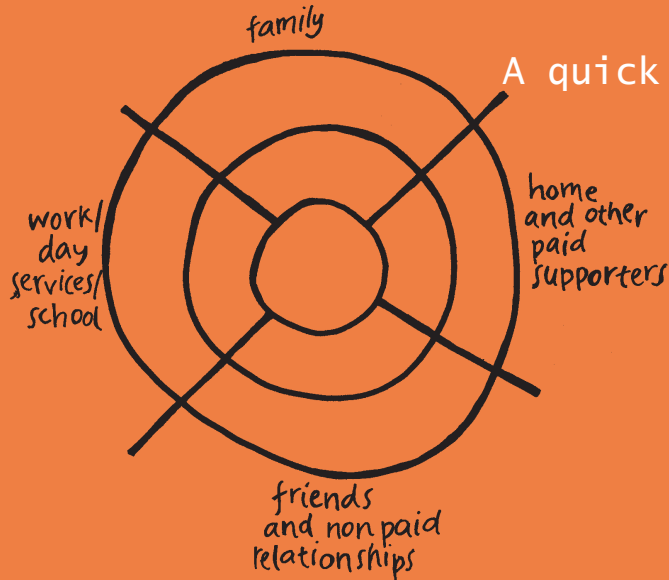
How this tool helps

Helps people to think about the networks and people in their life who may be able to offer ideas, knowledge, resources and support as part of their Reablement.

Helps a person to think about their lives before Reablement and who was important to them and how they wish these important relationships to be respected and supported now. A person may also start to think about those people they might have lost contact with and would like to contact again.

Helps a person to be clear about what role the people identified in their circle could have in supporting them and what support they may need in order to do this.

It helps to demonstrate to other professionals - for example occupational therapists and GPs, the significance that these people and networks have in the person's life and how they need to be supported and respected.



What it does

Helps a person and their supporters, in a task orientated way, to plan the specific steps that matter for the person in building their confidence.

Also supports the person being fully involved in saying what they want to achieve and the best way to use support to achieve it.

How this tool helps

Step 1 What you want to achieve and why it is important.

Step 2 Where are you now? Where do you want to be? This is a continuum from 1 (being not confident) to 10 (being very confident). It helps clarify the starting point and where a person is aiming to be in the six weeks.

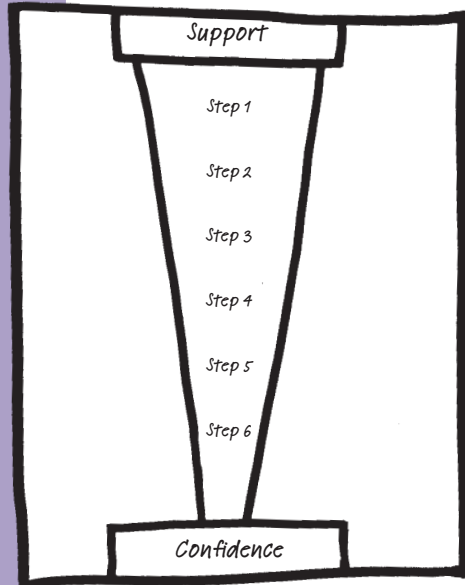
Step 3 How can we help you in achieving this?

Step 4 Who else could we include? This could be family, friends, health professionals, assistive technology and people in the local community.

Step 5 How can we do this together? This is a plan of what we will do; e.g. if the person wants to start back at a local tea dance, what support can we give; what support can we get from others?

Step 6 Are you feeling confident to do this without paid support. What conditions need to be in place for you to feel confident?

A quick glimpse



What it does

A quick snapshot of how someone communicates.
A way of recording detailed information for people who use words to speak and particularly for people who don't.

How this tool helps

Helps us to focus on how a person communicates and what we think different things mean and how we should respond. It is vital in helping the person to direct their reablement and for supporters to find ways to keep them central to the process.

Respectfully recording and acting on what we know about the way a person communicates should start from admission to hospital and be added to as the person, their family and supporters learn together throughout the 6 week reablement process.

A quick glimpse

What am I communicating to you?			
At this time	When this happens	We think it means	We need to do this

What do we need to do next?

What are you communicating to me?		
We want to tell	To do this we	Helped/supported by

What do we need to do next?

What it does

Directs people to look for ongoing learning. A structure that captures details of learning with specific activities and experiences.

Provides a way of recording information which focuses on what needs to stay the same and what needs to be different in how we support people.


How this tool helps

Provides a way for people to record ongoing learning (focused on what worked well, what didn't work well) for any event or activity. A simple way to record and evaluate progress.

It is often used to replace traditional notes or to help people think about what they want to enhance or change. It provides a way for supporters or those receiving support to evaluate how things are going around specific situations - focusing on what worked and what didn't.

Can be used to focus on someone's whole life or specific areas of their life, e.g. someone's health and progress on specific rehabilitation goals or how they like to spend their time. This is a way of recording that demonstrates real progress or where there are difficulties. Helps to stop the doing 'for' rather than 'with' approach by focusing attention on recording what we are learning about a person as they move through the Reablement process.

A quick glimpse

Learning Log				
Date	What did the person do?	Who was there?	What did you learn about what worked well?	What did you learn about what didn't work?
				

Sorting what's working/not working

What it does

Analyses an issue or situation across different perspectives. Provides a picture of how things are right now and for planning for the future.

Forms the basis for goal setting and action planning.

Acts as a power full reviewing tool.

How this tool helps

Helps people to clarify what they want and what they don't want now and can help people to look to the future in terms of what would work or not work for them.



To see what is happening currently from the perspective of the family and professional involved.

By focusing on what is working, it helps people to think about the skills and self care tasks that they can maintain, and the things that are not working can be prioritised in terms of actions. It helps people to think about skills that they could regain during the Reablement process and how they can be best supported to do this.

Can be used at any time during the Reablement process to review progress from different perspectives; the person, the family, the professionals and others. It can also be used as part of a Person Centred Review.

Sorting what's working/not working

A quick glimpse

 What's working?	 What's not working?
<i>the person</i>	
<i>family</i>	
<i>staff</i>	
<i>What needs to happen next to build on what's working and change what's not working?</i>	

What it does

Helps people focus on what they are learning from their efforts.





How this tool helps

A set of questions that are used when meeting together, in order to gather collective learning. The questions explore what is being tried and learned with the person, their family and professionals. It focuses on what we are pleased about in terms of progress and the concerns that people have and concludes by asking "Given what we know now, what are we going to do next?"

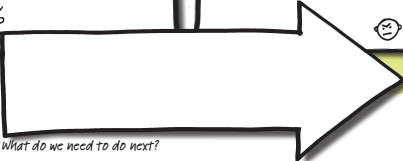
This is a powerful tool that can be used at any point to review progress and is used by managers to help Reablement workers reflect on their practice.

It is also an approach that can be used within a person's home to shape information that is being recorded and shared as part of a team approach to supporting them. This provides wider viewpoints of a particular situation leading to tailor-made actions.

4 + 1 Questions

What have we tried? 	What have we learned? 
What are we pleased about? 	What are we concerned about? 

What do we need to do next?



A quick glimpse

What it does

Helps people reflect on the past and how this information can help to shape what they do next.

How this tool helps

Helps people who are supporting the person to remember the achievements to be celebrated and acknowledged in a person's life.

Informs supporters about factors and expectations that will affect the person who is regaining their life through the Reablement process.

A quick glimpse



Decision making agreement

What it does

Helps us to think about decision making and increasing the number and significance of decisions people make.

How this tool helps

Enables people to be in control and make decisions about the way they wish to live their life and how they can make informed decisions about their own Reablement process.

Can inform best interest decision-making and advanced decision-making.

A quick glimpse

Decision Making Agreement		
Important decisions in my life	How I must be involved	Who makes the final decision?

What it does

Helps the person to identify areas of concern and/or anxiety and what they can do to address them.

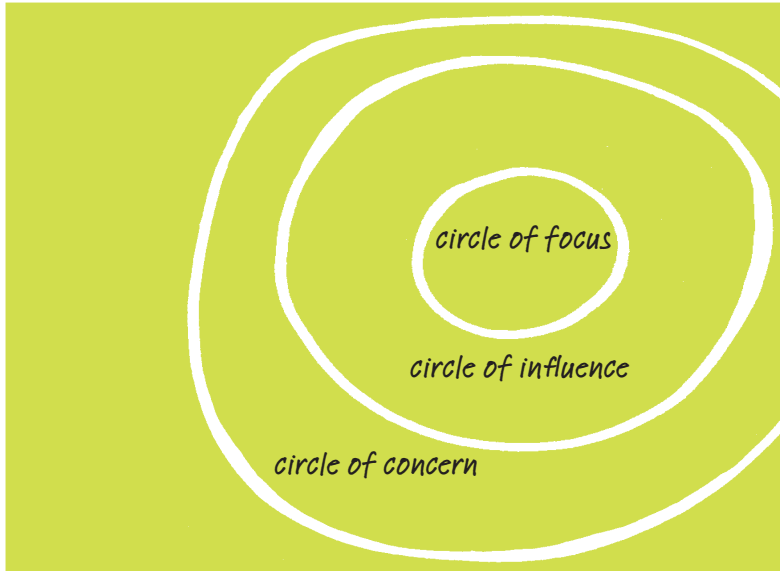
How this tool helps

Can be used when a person is feeling overwhelmed or powerless. It helps the person to focus their time and energy on the things they can control and helps others to see how they can support in a way that leaves the person with control and decision making that makes sense to them.

Can be used early on in the Reablement process to shape goals and to ensure that the person is really being listened to at a time when they may be dealing with major life changes.

Can be used separately or compositely for the individual and their family to address separate and shared anxieties and concerns; then using this information to form the basis of goal setting and action.

A quick glimpse



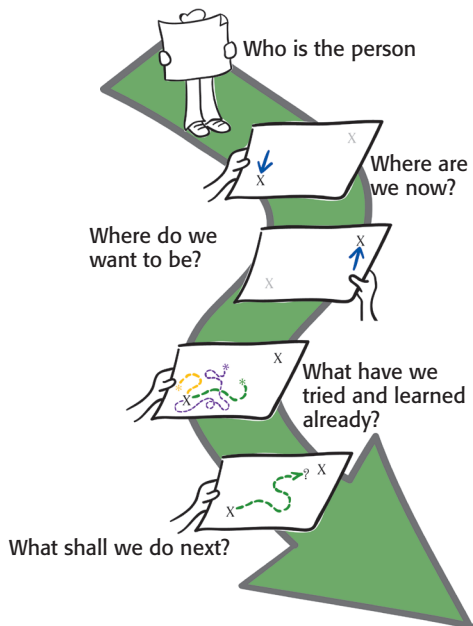
Person centred risk tool

What it does

Looks at risk through a framework of focusing on purpose, people, process and progress to ensure that they can achieve what they want, whilst keeping a balance on being healthy and safe and keeping risk in perspective.

How this tool helps

Helps us to enable individuals to think about risk in the context of what is important to the person and how they can be as independent as possible and have choice and control.



A quick glimpse

What it does

A one-page profile is a way to set out information about what people appreciate in an individual, what is important to them and how they want to be supported. It leads to looking at what is working and not working for the person and what needs to happen to change what is not working.

How this tool helps

Helps us to record and communicate information that we are learning about, and with, the person when they are in hospital. This information can be added to and acted on as the person progresses through the Reablement process. An effective way to start to gather information that makes sense to the person at the point of referral from hospital.

A good way to share information with each other, especially in Reablement, if staff do not see each other when supporting people.

Can act as a set of instructions for staff and supporters, about the person's needs and what support makes sense to them to develop their confidence, move towards greater independence, or to direct tailor-made on going support.

It is at the heart of a Support Plan and can be expanded on should a person need to use a Personal Budget to meet their personal outcomes.

Can be used to develop a Personal Care Plan that looks at the whole of someone's life to ensure that health and well-being are seen as a whole.

One page profiles with action

ONE PAGE PROFILE

What people appreciate about me...

What's important to me...

How best to support me...

What we need to do next

A quick glimpse



The Learning Community for
Person Centred Practices

UK office

Helen Sanderson Associates

34 Broomfield Road

Heaton Moor

Stockport

Cheshire, SK4 4ND

T. 0161 442 8271

This mini book is a companion to the person centred thinking course for those who are supporting people through the Reablement process. It sets out how to use core person centred thinking tools in this context. The information gathered using these tools can then be developed into a one-page profile and form the beginning of a Support Plan and/or a Personal Care Plan.

www.learningcommunity.us

www.helensandersonassociates.co.uk