

# Definitions - delivering transformation

## Personalisation

Every person who receives support, whether provided by statutory services or funded by themselves, will be empowered to shape their own lives and the services they receive in all care settings.

A continual process of listening and learning about what is important to and for the person, now and in the future and in alliance with family and friends, and making changes based on this.

## Person centred thinking

A range of practical tools that form the basis of person centred planning. They help focus on the person, their gifts and skills, what is important to them, and what makes really good support for them.

## Person centred reviews

A review process that can be used as a statutory review. The review looks at a person's life and supports; what's working and not working, what's important to the person now and in the future, and agrees outcomes for change.

## Support plan

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## Person centred planning

A plan that shows how the person's personal budget will be spent to achieve their outcomes.