

person centred thinking

with people who use
mental health services

This little book of person centred thinking tools can help you to support people who use mental health services in ways that really matter to them. It offers practical tools to gather information and to start to set actions that make a real difference in promoting recovery and inclusion.

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



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sorting important to/for

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

As a way to think through a situation before deciding what to do next.

As an everyday tool in supporting people.

As part of reviews.

As the beginning of a family service plan or wellness and recovery action plan (WRAP).

sorting important to/for

a quick glimpse

important TO

important FOR

need to learn/know

the doughnut sort

what it does

Identifies specific responsibilities -

core responsibilities

using judgement and creativity

not a paid responsibility.

how this tool helps

It clarifies the roles of the different professionals and agencies supporting people and families within a care co-ordination framework.

Helps you to know where you can be creative.

Identifies safety in times of crisis.

Supports social inclusion and relationships.

Clarifies roles and responsibilities in a service plan or WRAP.

a quick glimpse



what it does

A structure to look at both what skills/supports and what people characteristics make for good matches.

how this tool helps

Helps people think about what kind of paid support they want and need.

In recruiting team members and support time and recovery workers (STAR).

Gives the information for the characteristics section of a plan.

a quick glimpse

Support wanted and needed	Skills needed	Personality characteristics needed	Shared common interests

what it does

Identifies who is important to a person or family.

how this tool helps

Learn who is important to people.

See if there are any important issues around relationships.

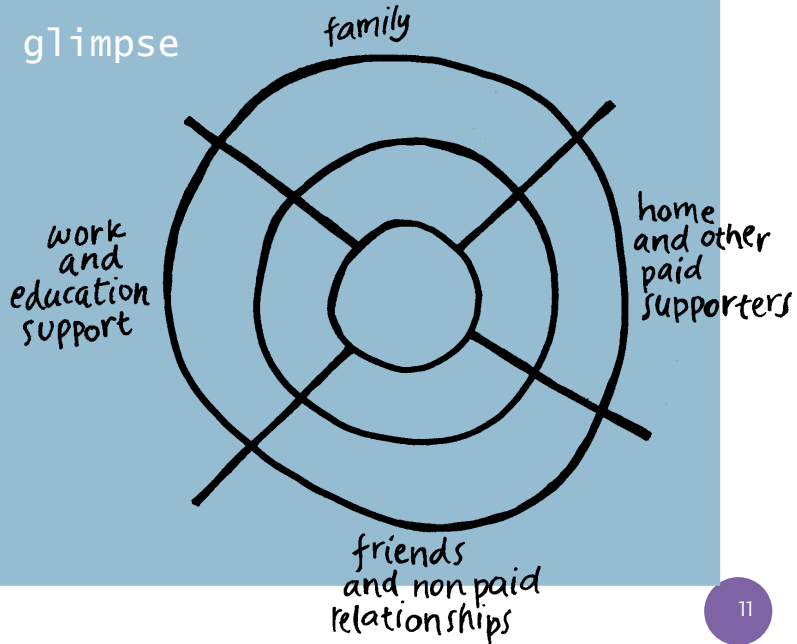
Helps identify who to talk to when developing a plan.

Identifies relationships that can be strengthened or supported.

Identifies opportunities to create social inclusion.

Deciding on a nearest relative within the Mental Health Act.

a quick glimpse



what they do

A quick snapshot of how someone communicates.

A way of recording a richness of information of how people communicate in both wellness and crisis.

how this tool helps

A way of understanding what people may be feeling as well as what they are saying.

Helps us to understand how people may communicate differently when they are unwell.

It indicates when people may be becoming unwell.

It tells us what we need to do when people are well and unwell.

Can help with the development of a relapse signature.

a quick glimpse

we want to tell...	to do this we	helped/ supported by

at this time	when this happens	we think it means	and we do this

what it does

Directs people to look for ongoing learning. A structure that captures details of learning within 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 around 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.

Tells us what is important to and for individuals, families and team plans.

Can augment notes or records to help us focus more clearly on critical information about the person.

Can be used to focus on someone's whole life or specific areas of their life, e.g. someone's health, how people like to spend their time.

a quick glimpse

date	What did the person do? (what, where, when, how long?)	Who was there? (name of people supporting the person, friends and others).	What did you learn about what worked well? What did the person like about the activity? What needs to stay the same?	What did you learn about what didn't work? What did the person not like about the activity? What needs to be different?

what it does

Analyses an issue/situation across everyone's perspective.

Provides a picture of how things are right now.

how this tool helps

Focuses on everyone's perspective in reviews and CPAs (Care Programme Approaches).

Identifies the need to maintain what is working.

Helps services refocus.

Can help with medication management.

what's working

a quick glimpse

perspective 1

perspective 2

perspective 3

what's not working

what it does

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

From that learning, shows a way to focus future efforts.

how this tool helps

Gives a structured way for everyone -
to be listened to
to describe what they have learned.

Useful in informal individual reviews with the support worker.

To review actions from plans and plan further actions.

a quick glimpse

1

What have we tried?

2

What have we learned?

3

What are we pleased about?

4

What are we concerned about?

5

Given what we know now,
what next?

what it does

A way of focusing on citizenship as a basis for action planning.

how this tool helps

Identifies what is working against or getting in the way of the individual's citizenship.

Identifies what is working for or supporting the individual's citizenship.

Supports work in maintaining capacity and dignity.

a quick glimpse

Working against (-)		Working for (+)
	self determination	
	direction	
	money	
	home	
	support	
	community life	

what it does

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

how this tool helps

To think about how much control and power people have in their lives.

To clarify how decisions are made.

To increase the choice and control people have in their lives.

To provide a framework for decision making in advance of a crisis as part of an advance directive.

a quick glimpse

important decisions in my life	how I must be involved	If I cannot make the decision myself who makes it for me
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what it does

Helps us to think about the activities and how we can see them as opportunities for participation and contribution.

how this tool helps

To think with people about what they do on a day to day basis and the opportunities these present for getting involved, meeting new people, making connections and contributions.

As a way of looking at where people are now, thinking about possibilities and planning action to promote inclusion.

presence to contribution

a quick glimpse

activity	being present	having presence	actively participating	opportunity to connect	opportunity to contribute

what it does

Helps us to think together about what helps the person to stay well, looking at what contributes to them becoming unwell and creating an action plan around this.

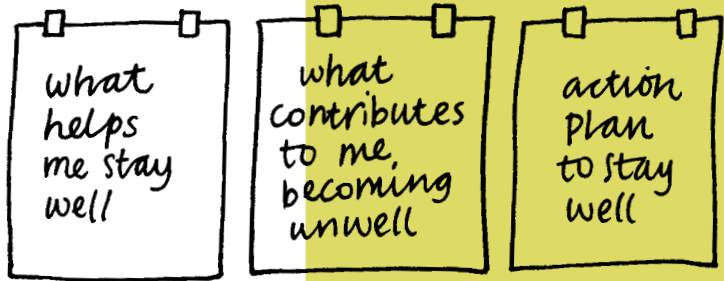
how this tool helps

Providing clear information about what the person wishes to happen when they are unwell.

To keep the person fully involved.

Creating an action plan to help the person stay well.

a quick glimpse



what it does

A person centred way to meet, review progress and agree actions. There are three styles of person centred reviews - the working/not working review, the important to/for review and the Citizenship review.

how this tool helps

Can replace traditional reviews.

Ensures the person's voice is heard in care programming approaches and ECC (Enhanced Care Co-ordination).

Develops person centred information.

Generates shared actions based on what's working and what's not working.

a quick glimpse



what it does

A way to use person centred practices to improve our meetings, particularly useful for early intervention teams, home treatment teams and crisis intervention teams.

how this tool helps

To clarify our team purpose or what success looks like for our team.

Know what is important to and for each team member.

Clarify roles within the team, based on gifts and strengths.

Record this information in a person centred team plan.

a quick glimpse



what it does

A way to use person centred practices to improve our meetings.

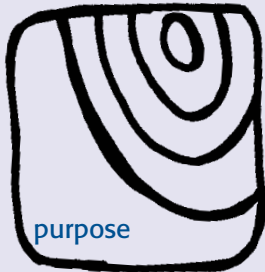
how this tool helps

Provides tools to clarify why we meet, and ways of developing agendas.

Ensures everyone is listened to and can contribute.

Gives us a meeting process for sharing information, thinking together and agreeing actions.

positive and productive meetings



a quick glimpse



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