

## THE QUALITY NEWS

*"Many a man would rather you heard his story than granted his request"*

*- Phillip Stanhope -*

### Person Centered Planning & Thinking

#### Major Misconceptions about Person Centered Approaches

Helen Smith and Max Neill, PCP Coordinator Team who are also movers/shakers/thinkers in the field of PCP, outlined and addressed a number of misconceptions of PCA:

1. **A PCP can be 'completed':** PCP is an ongoing process that is never finished. We are always trying to learn more about the person and what is the best support for them.
2. **It's someone else's job:** No one who provides support in our field cannot seriously imagine that PCP is not a key part of their core responsibilities in how to think about how to deliver their support in a way that makes sense for that person. PCP needs to be used by every one of us to ensure their work is enabling that person to meet their needs in a way that makes sense for them, and is helping them achieve their dreams.
3. **There are too many tools:** The tools do not always require a skilled facilitator, if they are shared with their team by a competent coach. The number and variety of tools makes it possible for a person's allies to select the tool that makes the most sense to think about the most pressing issues in the person's life at that time. Different tools are used to think about different issues
4. **PC Approaches always take a long time:** The tools can be incorporated into people's everyday work and lives, these can begin quickly and act as a starting point for serious long term planning.
5. **We only spend one hour a week with the person therefore we cannot use PCP:** The less time a person spends supporting, the more important it becomes in that their support is effective in delivering what matters to the person.
6. **This person can't be involved in a PC approach because the person: Does not use words to speak; Has dementia; Hates meetings; Comes up with unrealistic dreams; Does not indicate choices; Has no conception of the future....:** None of these statements are good reasons not to begin a process of PCP around the person. *If anything, these people are precisely the ones who need good PCP from their supporters the most:*

Where people do not use words or are losing their skills due to dementia, it becomes very important to use tools like the Communication Chart, and to make extra efforts to listen to what the person is telling us with their behaviour.

Where people find choice making difficult, work around how that person makes decisions using the 'Decision Making Agreement' is important, helping people gain the experiences on which to base their choices becomes part of the planning process.

When people's dreams seem difficult or impossible to achieve, they still give us a direction of travel, a set of clues about how that person wishes to live. We must not dismiss people's precious dreams, but use them as a "North Star" to steer the journey.

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1. Support Quality of Care & Support  
2. Monitor Data  
3. Manage Risk & Compliance

Therap Tips!

#### Dashboard View for All!

Therap is releasing their latest update on 12/08/12 and it will bring us many new exciting features! We will be teaching and discussing the new options and always feel free to reach out to Quality if you have a Therap question or concern.

But first—remember...**FirstPage** will no longer be an option with the new upgrade—every user will have the Dash Board as their default Profile view. To relieve any anxiety you may be having ;) we are certain that you will love the new (and only) option in a short matter of time!

1. On the LEFT side of your new "home" page, all the modules you had access to on the FirstPage are now divided into tabs arranged vertically with options. Different tabs subdivide the Therap Applications based on what the applications are required for. Under the **To Do** tab, you will find forms and reports which require your review. **Individual** tab contains all the Individual Support Modules such as T-Logs, GER, ISP, Individual Data and Personal Finances. The **Health** tab holds any Health Care modules such as eMARS and health tracking. The **Settings** tab is where you can check your privilege, access personal information and profile settings.
2. The RIGHT side of the panel will offer features that you need to access on a daily basis, such as Secure Communications, your Training Management panel and appointments.

With all their applications, Therap offers a wide range of training opportunities for their users. To learn more about the Dash Board please go to this link:

<http://support.therapservices.net/display/documentation/Dashboard>

Do you have a Therap tip or question? We want to hear from you! Email your tips or questions to:

[lsai@thearcofsomerset.org](mailto:lsai@thearcofsomerset.org)

We are currently using:

Version: 2012.2.17 20121118-1105 on app04-se