

Reviewing progress

4 plus 1 questions and
person-centred reviews

This is a quick reference guide to two ways of reviewing your progress through person-centred thinking tools and practices.

We have used the term ‘team leader’ to represent a senior support worker or first line manager or key worker.

We use the term ‘manager’ to mean the overall manager of the care home.

The term ‘dedicated time’ refers to where a care home is using the principles of Individual Service Funds to offer people greater choice and control in their life, by having some dedicated time each month. The person chooses how they use this time – what they do, where they go and which staff members support them.

The Person-Centred Review process was developed by Helen Sanderson Associates based on work by The Learning Community for Person-Centred Practices.

www.helensandersonassociates.co.uk
www.learningcommunity.us

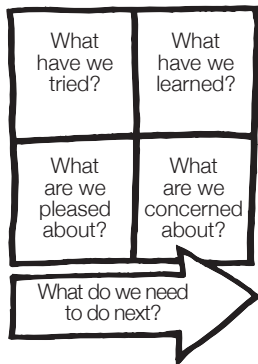
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4 plus 1 questions



This person-centred thinking tool is very useful for a monthly review of progress, for example with the person, their family and the team leader.

It is simply a conversation around four questions:

- What have we tried? This is where you can talk about anything new that you have tried over the last month, for example, in the person's dedicated time.
- What have you learned? Given what you have tried, what have you learned? This may be learning about the person which you can use to update the one-page profile.
- What are you pleased about? An opportunity to focus on what has gone well.
- What are you concerned about? A chance to share any worries.
- Given what we now know, what next? Your actions that may include updating the one-page profile and addressing any concerns.

Person-centred review



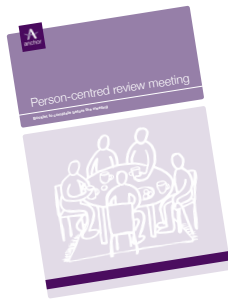
The person-centred review is a more in-depth review with the person, their family, the manager, and possibly other staff. It can take place every six months.

The purpose is to:

- Make sure that the one-page profile is up to date.
- Review the outcomes and actions agreed at the last meeting.
- Look at what is working and not working now from different perspectives.
- Agree new outcomes (if needed) and actions.

Preparation

Who to involve and how



- Make sure that the person knows the purpose of the meeting, and talk about who they want to come to the meeting. Ask where they want the meeting to take place (for example, their bedroom or a quiet lounge) and whether they prefer morning or afternoon. Find out how you can make sure that the person is as comfortable as possible with the meeting and knows what is going to happen. You need to decide together whether to put a flipchart on the wall, or use paper on the table.
- Ideally the meeting would always have family present. Arrange the date and time of the meeting with the person and their family.
- Make sure that the family have been given the preparation booklet for person-centred reviews; the most up to date one-page profile, the communication chart, and the outcomes and actions from the last meeting. Ensure that they have this at least a week before the date. Ensure the person's key worker, or another staff member who knows the person well, is on the rota to attend.

Before the meeting

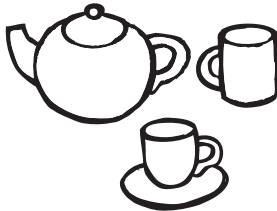


- Look at the person's one-page profile and actions from the previous meeting, and ensure that you have all the information to be able to feedback on progress. Have copies of the one-page profile for everyone else attending.
- Support the person to prepare for the meeting in whatever way they want to, and start to think about what is working and not working from their perspective.

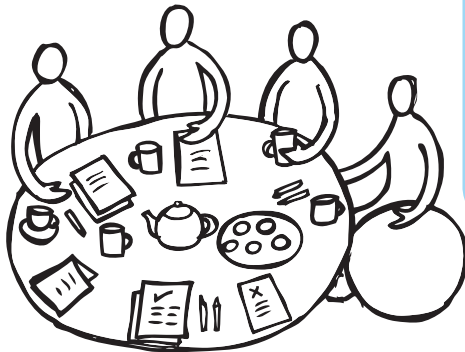
Before the
meeting

Creating a relaxed atmosphere

- Before the family arrive, make sure that the room is arranged for the meeting, with the right number of chairs and refreshments.
- Prepare all necessary resources such as pens, flipchart, or papers on the table, as agreed with the person.



Person-centred review meeting



- Welcome everyone to the meeting and explain the purpose of it, and what is going to happen.
- Talk about any meeting agreements to make sure everyone feels able to contribute.
- Introduce how you will be recording 'questions to answer' throughout the meeting and then looking at how to address them at the end of the meeting.
- Gain permission where necessary to take photographs or video during the meeting.

Person-centred review meeting

Opening round

- Start the meeting by asking each person in turn to introduce themselves in the context of who they are in the person's life and share something that has gone well, or that they are pleased about since the last meeting.



Person-centred review meeting

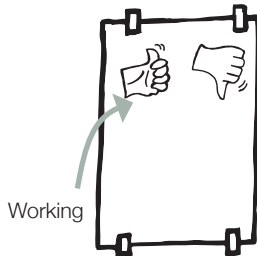
Progress on outcomes and actions



- Look at the actions agreed at the last meeting. Record anything that has not been completed under 'what is not working' or 'questions to answer'.
- Review how the person is using their dedicated time, or other outcomes and talk about what is working and not working about this.
- Explore whether the person wants to carry on with their existing dedicated time choice or try something different.
- If the person wants to keep using their dedicated time in the same way - agree any actions to keep what is working and change what is not working.
- If the person wants to use their dedicated time differently, have a conversation based on 'if I could I would' and use this to inform how the person may want to use their time.
- Record this as the person's outcomes.
- If any 'questions to answer' come up, record them (as questions).

Person-centred review meeting

What's **working** and not working



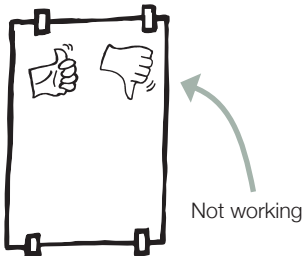
Working

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- Ask and listen to what is working from the person's perspective and then the family's perspective.
- Encourage people to base this on the information on the one-page profile.
- Record this.
- Then hear from any staff present about what they think is working for the person.
- Share what is working from your perspective.
- Record these.
- Reflect with everyone by asking and checking out if this information tells us anything else about what is important to the person and what support they want.
- Update the one-page profile as necessary.
- Ask everyone if there are any actions that need to be agreed to keep what is working going.
- Record these, making sure they are clear and everyone knows who will do what by when.

Person-centred review meeting

What's working and not working



- Ask and listen to what is not working from the person's perspective and then the family's perspective.
- Record this (make sure you don't try and justify or become defensive – just listen and record).
- Then hear from any staff present about what they think is not working for the person.
- Share what is not working from your perspective.
- Record these.
- Reflect with everyone by asking and checking out if this information tells us anything else about what is important to the person.
- Update the one-page profile as necessary.
- Explore what actions need to be agreed that change what is not working.
- Record these, making sure they are clear and everyone knows who will do what by when.

Person-centred review meeting

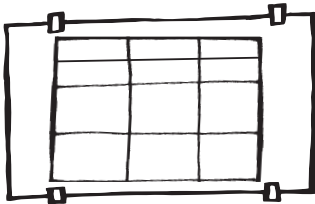
Questions to answer



- Look at any/all of the questions to answer. Address each one by turning it into an action if it cannot be answered there and then.

Person-centred review meeting

Communication chart

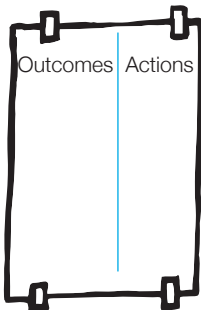


- Look at what you have learned so far and see if there is information that you can add to the communication chart.
- See if there are any actions required to make sure that everyone is using it.

Person-centred review meeting

Reviewing outcomes and actions

- Read through the outcomes and each of the actions, to make sure that they are all clear and everyone agrees with them.



Person-centred review meeting

Closing the meeting



Ask everyone in turn to share one thing they have appreciated about the meeting. Thank everyone for attending, and explain what will happen next:

- You will update the one-page profile based on the meeting.
- You will send the family a copy within 2 weeks.
- If the person has decided on a different way to use their dedicated time, you will match this to staff members, and the person will have the final choice of who supports them.
- Dedicated time will start a month from today.
- Set the date for the next person-centred review where you will look at the actions, and update the one-page profile.

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