




# Using Person Centred Approaches in Health Action Planning




## Personalisation Through Person Centred Planning 2010: Advice for Using Person Centred Thinking, Planning and Reviews in Schools and Transition

- *Health outcomes for people with a learning disability are comparatively poor. A number of reports (Equal Treatment: Closing the Gap and Death By Indifference) respectively described failings in ensuring access to healthcare and appropriate treatment*



## Personalisation Through Person Centred Planning 2010: Person Centred Planning Advice for Professionals

- *‘Health professionals and care managers have an important role to play in the development of person centred approaches across organisations’*
- 1 page profiles
- Person Centred Plans
- Person Centred Reviews
- Personal Health Budgets



## Health Action Plans – Valuing People Now

- *‘the 2001 VP targets and objectives in relation to Health Action Plans were not achieved. Where Health Action Plans were formed many were developed in isolation from Person Centred Plans. Health Action Plans should be integrated within Person Centred Plans and health professionals have a responsibility to ensure this integration’*
- *All transition plans and Year 9 reviews where appropriate should contain a section on health needs and start the development of a Health Action Plan. Health needs would be identified as part of the person centred transition planning process.*



## Personalisation Through Person Centred Planning 2010: Person Centred Planning Advice for Professionals

- *‘Care managers and health professionals can use Person Centred Thinking tools in their day to day and team based work to enhance effectiveness and ensure that services are person centred’*



# Person Centred Thinking and Health Action Plans

- Practical tools that will support good transition planning for young people with health needs. Person Centred Thinking tools provide you with a framework to provide information for Health Action Planning which is Person Centred



person  
centred  
thinking  
and health

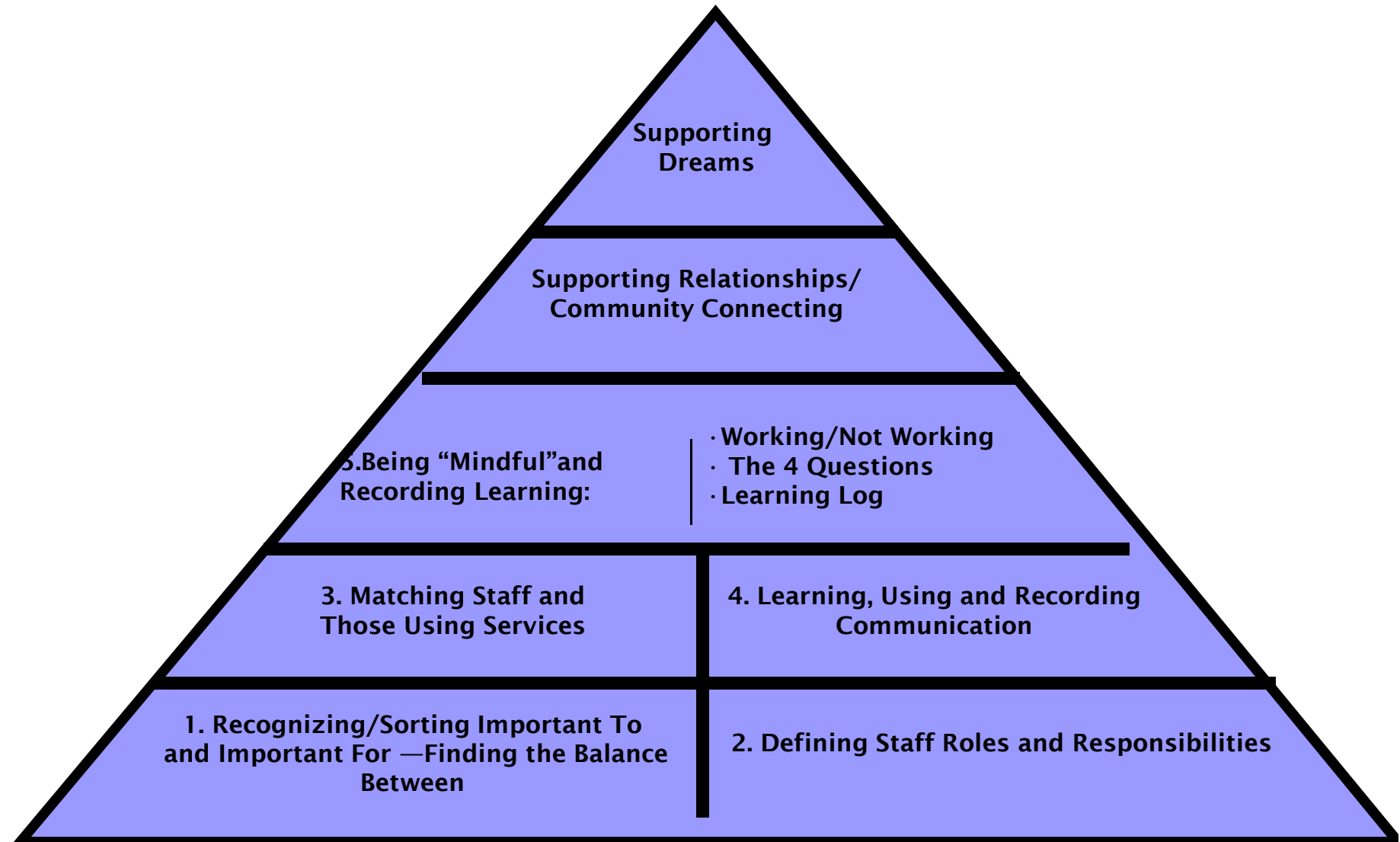
Below are some of the person-centred thinking tools that are useful when thinking about health for people with learning disabilities, people with long-term conditions and those with continuing care needs.

Person-centred thinking tool	How this tool can help in relation to health
<b>'Important to' (what is important to the person) and 'best support' (how the person is best supported)</b>	<ul style="list-style-type: none"> <li>● A way of separating what is important to the person and what support they might need to help keep them healthy and safe.</li> <li>● Helps support staff to know exactly how they need to assist an individual.</li> <li>● As a one-page health profile, it can lead to a health action plan.</li> </ul>
<b>The doughnut</b>	<ul style="list-style-type: none"> <li>● Clarifies the roles of the different health professionals and agencies that might be involved in meeting a person's health needs.</li> <li>● Helps professionals know where they can be creative.</li> <li>● Helps promote independence by identifying responsibilities and avoiding the tendency to wrap people with health needs in 'cotton wool'.</li> </ul>
<b>Relationship circle</b>	<ul style="list-style-type: none"> <li>● Helps show who is important to a person and therefore who they might want included in discussions about health needs.</li> <li>● Identifies all the different professionals in a person's life, particularly those who might be involved in helping meet a person's health needs.</li> <li>● Identifies all the people who might need to know about particular aspects of a person's health, including friends, unpaid staff or volunteers.</li> </ul>
<b>Communication charts</b>	<ul style="list-style-type: none"> <li>● Provides a way to understand how people who are not able to communicate well with words may tell others that they are feeling unwell.</li> <li>● Shows professionals what they need to do when people are feeling well or unwell.</li> <li>● Identifies that there may be differences between what people say or do and what they actually mean.</li> <li>● Helps all the different health professionals who might be involved in a person's life to be aware of how an individual communicates their needs and wishes.</li> </ul>

Person-centred thinking tool	How this tool can help in relation to health
<b>Learning log</b>	<ul style="list-style-type: none"> <li>● Provides a way of sharing important information about a person's health.</li> <li>● Provides adaptable information that can be used in a variety of settings, e.g. around the home, when going to a health appointment, when doing an activity.</li> <li>● Contributes to health notes or records to focus more clearly on critical information about a person.</li> <li>● Provides important details about how to effectively help people meet their health needs.</li> </ul>
<b>What's working/ what's not working</b>	<ul style="list-style-type: none"> <li>● Provides information from different people's perspectives about what's working and what's not working.</li> <li>● Shows professionals what they need to do more of and what needs to stay the same.</li> <li>● Provides a useful way of thinking about medication.</li> <li>● Can act as a catalyst for seeking assistance from various health professionals.</li> <li>● Can guide the second stage in forming a health action plan after the person's one-page health profile.</li> <li>● Identifies issues that are 'not working' to inform actions for a person's health action plan.</li> </ul>
<b>4 plus 1 questions</b>	<ul style="list-style-type: none"> <li>● Clarifies what to build on, maintain or change.</li> <li>● Guides thinking about health issues.</li> <li>● Guides individuals and their families, staff members or multidisciplinary teams who are looking at a person's health.</li> <li>● Helps review actions from plans and formulate further actions.</li> </ul>
<b>Decision-making agreement</b>	<ul style="list-style-type: none"> <li>● Guides thinking about how much control and power people have in their lives.</li> <li>● Clarifies how decisions about health matters are made, e.g. taking medication, calling out the doctor, having surgery.</li> <li>● Increases the choice and control people have in their lives.</li> <li>● Guides how to think about how decisions are made in advance of a crisis situation.</li> </ul>

<b>Person-centred thinking tool</b>	<b>How this tool can help in relation to health</b>
<b>Stay well plan</b>	<ul style="list-style-type: none"><li>● Provides clear information about what the person wishes to happen when they are unwell.</li><li>● Keeps the person fully involved.</li><li>● Creates an action plan to help the person stay well.</li></ul>
<b>Person-centred review</b>	<ul style="list-style-type: none"><li>● Ensures that an individual's voice, and the voices of those important to them, is heard at a meeting focused on a person's health need(s).</li><li>● Provides everybody with the opportunity to contribute.</li><li>● Generates actions that will help the person stay healthy and well.</li></ul>

# Skills needed to support people





# Important to

What is important to a person includes only what people are "saying":

- with their words
- with their behavior

When words and behavior are in conflict, listen to the behavior.

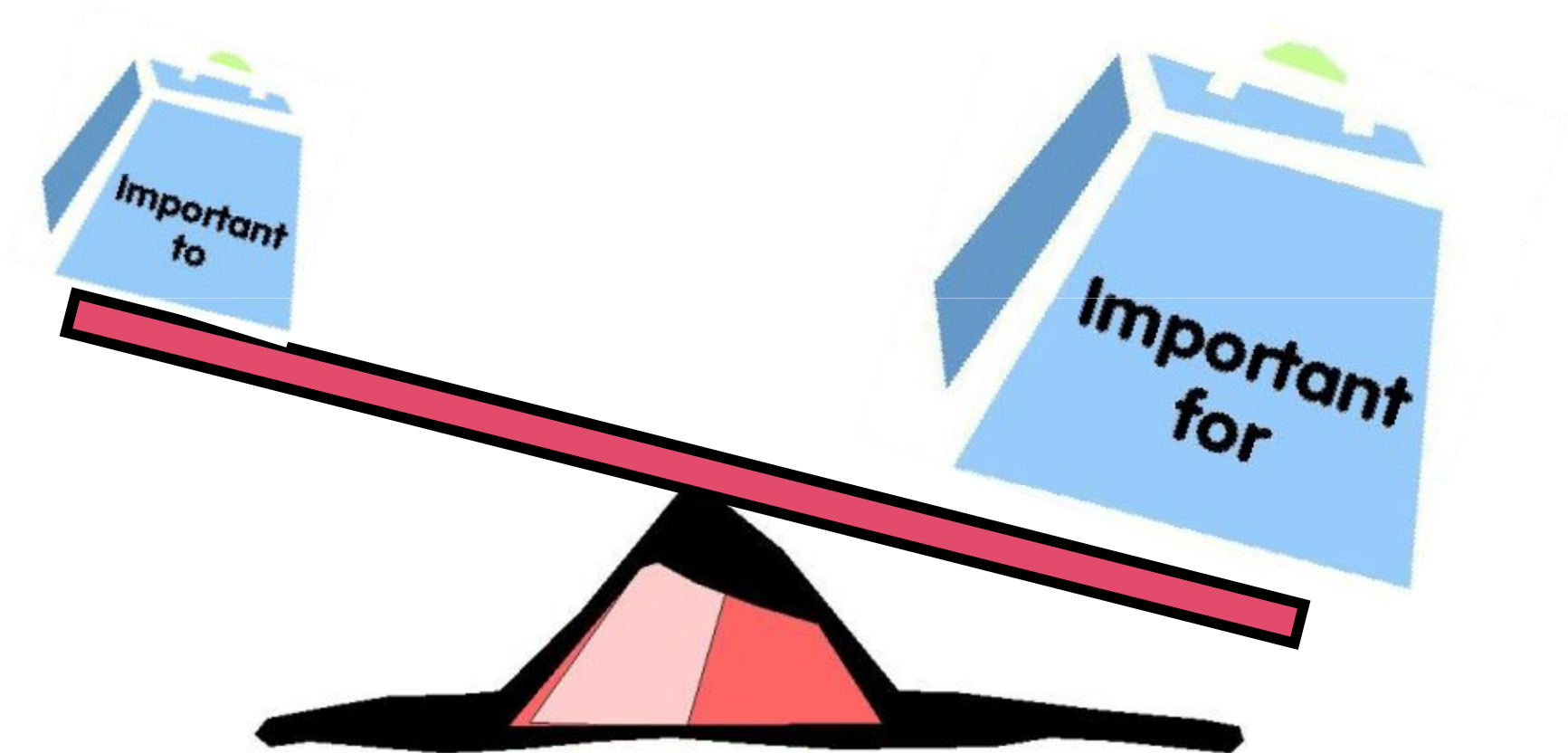


# Important for

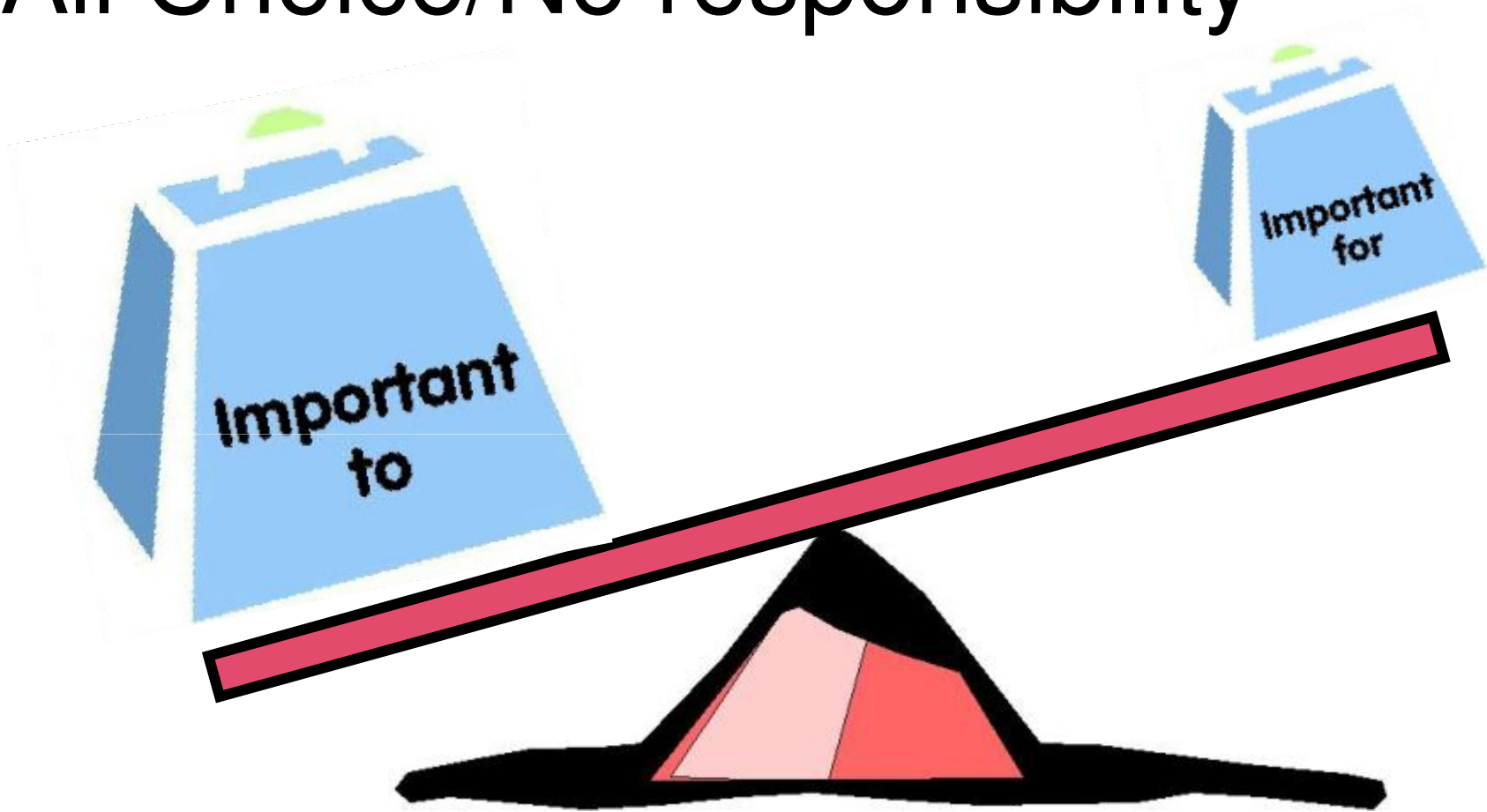
What is important for people, includes only those things that we need to keep in mind regarding-

- Issues of health or safety
- What others see as important to help the person be a valued member of their community

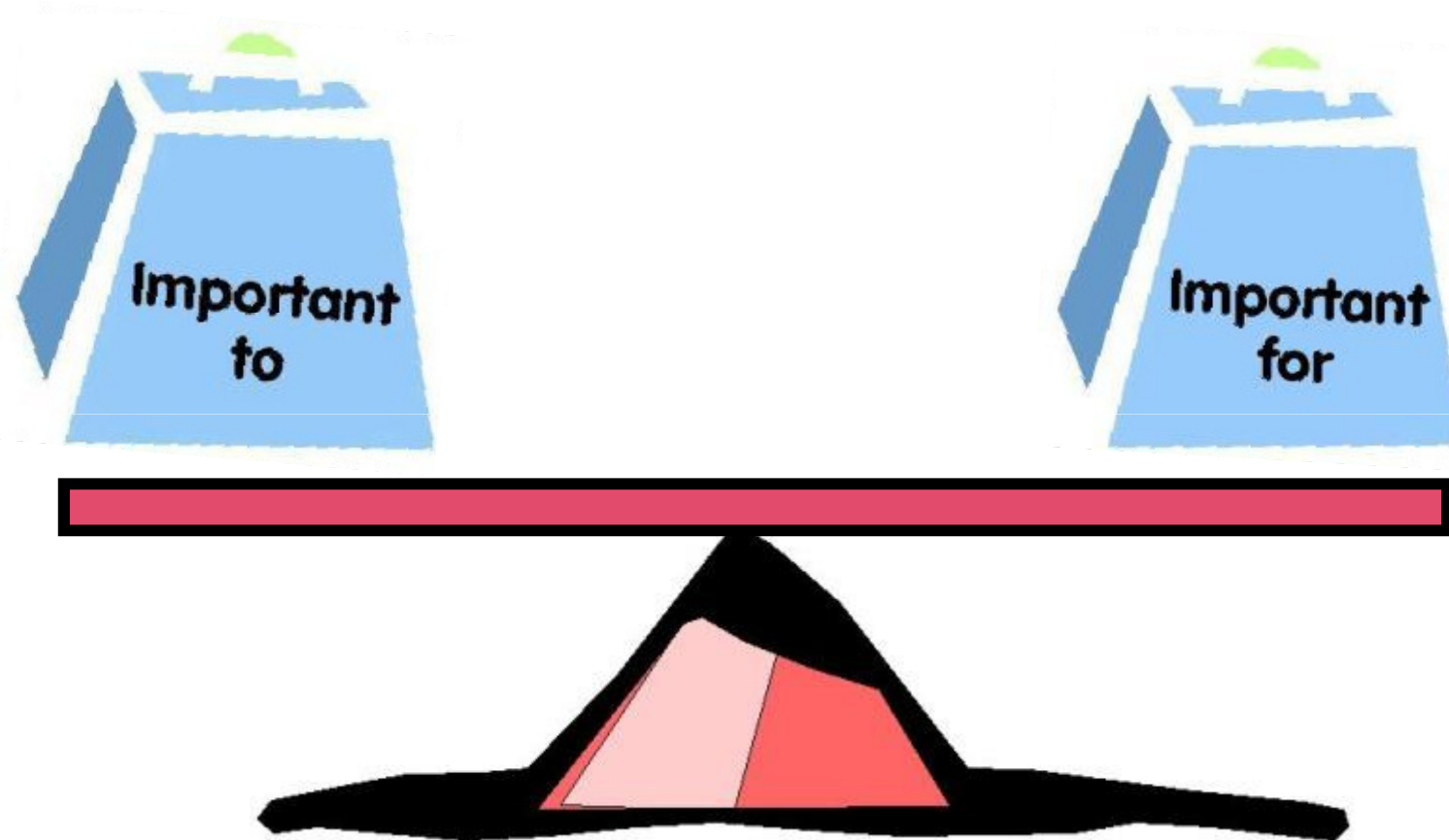
# Health and Safety Dictates Lifestyle



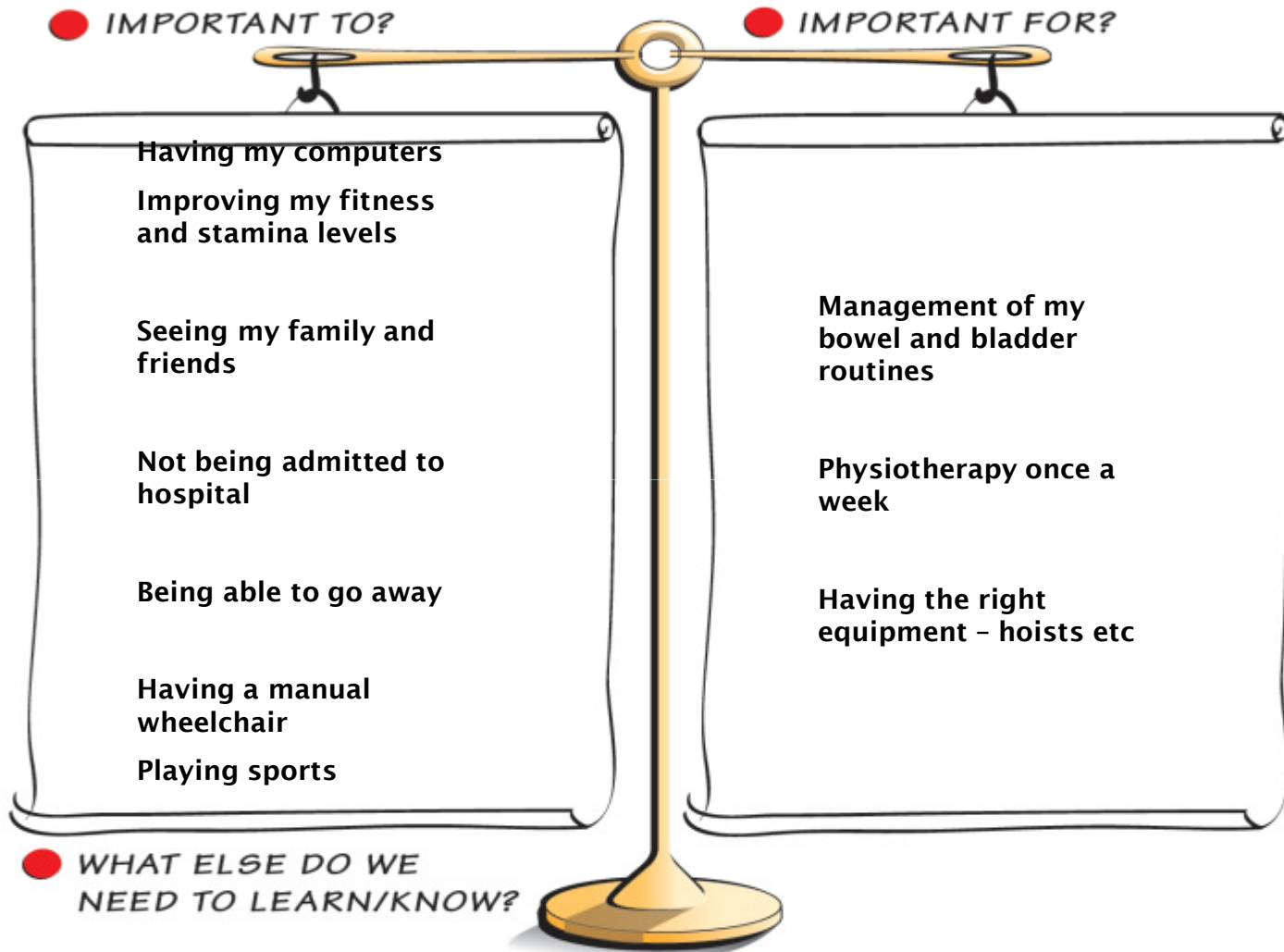
# All Choice/No responsibility



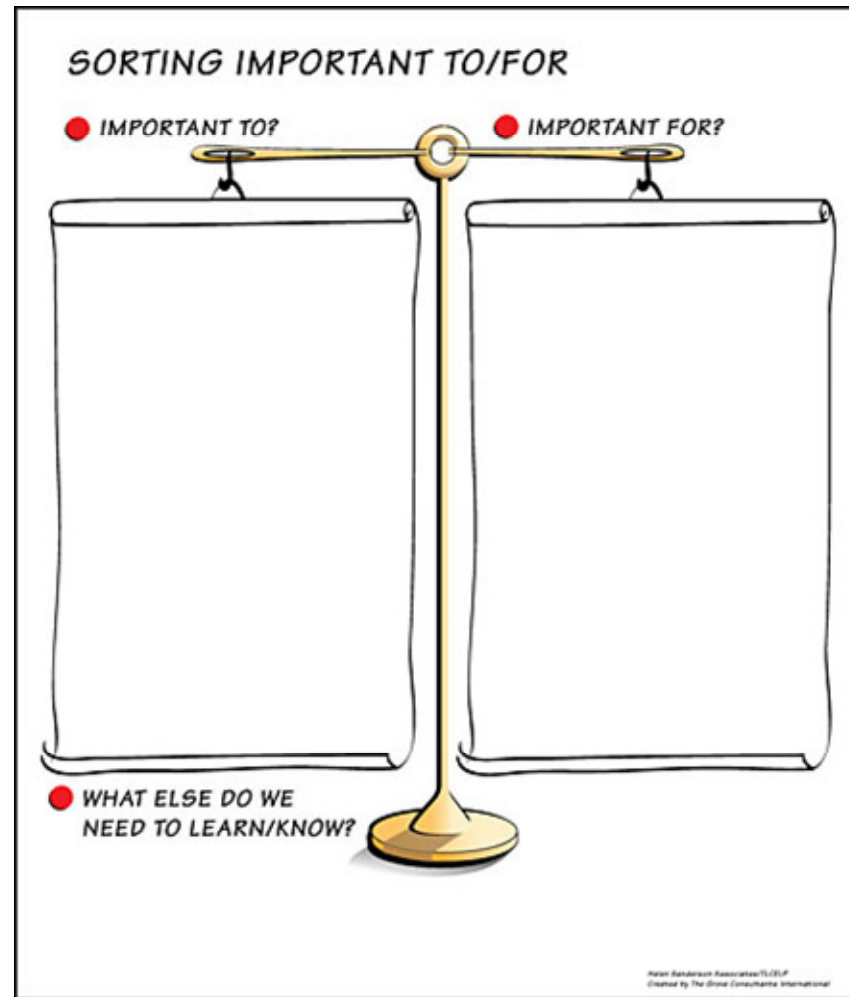
# Better Balance



## *SORTING IMPORTANT TO/FOR*



Think about someone you support...



My friends  
say I'm a  
comedian

### My health history

- I have a partial subluxation of my atlas. My neurosurgeon said that this was stable and I haven't had any surgery for this. I am used to having CT scans and MRI scans because of this.
- In 2009 I first got Sydenham's chorea. I lost the ability to control my limbs and talk. I have penicillin daily to stop this re-occurring.
- I have unexplained urticaria episodes. When this happens I need antihistamines quickly.

### What's Important to Me

- I love films and watching the T.V
- I also love playing on games consoles- Nintendo ds, Wii, Ps3, X-box. I'm not fussy!
- I read a lot at home and play with Lego- It's a bit difficult with Sydenham's. I'm happy to listen to a talking book instead but leave the Lego for another time please!
- I adore food! Sunday roast type meals are the best ever in the world.
- I have lots of friends. I like to be with people of my own age and I like to make people laugh.

### Great support while I'm in hospital

- Please talk to me when you are discussing my health. I get really upset if you don't include me in discussions about ME!
- I will try really hard to be independent, sometimes I will not let staff know that I can't practically do something and this may mean I will get into difficulty ( such as carrying lunch tray) Please support me as much as you can to feel independent.
- I know that I will need help and support with personal care but I get really embarrassed about this. Please try and find ways to help me but maintain my dignity.
- If I need a wheel chair please make sure that it is self propelling. It will amaze you that I will be able to manage- but hate being pushed around.
- Please remind my mum that she can have some time away from me – but remind me I will need her to be back for night time. I will need her then!



# ■ Oscars health 1

## Page profile

### Oscar's Health Plan



#### What People Like and Admire about Oscar

*He's enchanting, \* He's absolutely beautiful \*, \* He's very brave \* He's really determined \*\* He's Gorgeous \* He's a little chuckler*

#### Important to Oscar about his health

- For his skin to feel comfortable and not to itch or be cracked
- To be able to run around without getting breathless
- Not to have to fight for my breath

#### What support Oscar needs around his health

**Eczema:** Oscar's eczema means that he has very dry and sensitive skin.

It is vitally important that his skin is kept moisturised with the creams provided. Currently these are Emulsifying ointment and Doublebase gel. The creams need to be applied at any point that Oscar's skin seems dry. Because Oscar's skin is prone to infection, he needs you to wash your hands before applying his creams. If you feel that Oscars hands and face are dirty before applying his cream, then only wash him very gently with plain cool water, pat dry and apply cream straight away. Any soap products **will** dry Oscar's skin, and other products could cause an allergic reaction.

Should Oscar have a cut or graze and you feel that he needs antiseptic cream, only a very small amount should be applied along with Doublebase gel. Please watch for any adverse reactions from the antiseptic. Any bumps and bruises can be treated with Arnica cream

When changing Oscar's nappy a small amount of nappy cream should be applied if his bottom looks sore. It is important that no other products are used on Oscars skin without consulting his parents first due to possible allergies and skin sensitivity.

When in the sunshine please help Oscar to keep his hat on, and always use sun screens that are supplied.

If Oscar gets too warm, this makes him feel uncomfortable and usually leads to him scratching. Ensure Oscar continues to have long trousers and long sleeves on to protect his limbs from being scratched, but take off outer layers if possible and move him to a cooler place.

Oscar has a contact allergy to some pets, so please ensure that he does not come into contact with animals or their hairs/feathers. He also has a reaction to some washing powders so please send any dirty clothes or bibs home unwashed.

**Asthma:** Oscars asthma is controlled by 2 inhalers, he will only ever need to use his ventolin (Blue inhaler provided) whilst with you. Oscar's asthma is triggered by exposure to cigarette smoke, dust, pet hair and feathers that we know of.

When Oscar needs to use his ventolin his breathing will become shallow, with shorter breaths, and a rattle in his chest, usually accompanied by coughing.

Oscar will require one puff of his inhaler, distributed through his spacer (provided) once dispersed please keep the spacer to Oscars face for a count of 15. It is a good idea to rest Oscars head in the crook of your arm holding the spacer against his face with the same arm.

**Hayfever:** We believe Oscar has hay fever, unfortunately until he is one year old he is unable to have any treatment for this. Please try to keep Oscar away from fresh flowers, and newly mown grass. If Oscar's eyes become red and swollen, please bathe them with cool boiled water.

# Jonathan's One Page Profile for good health



## Things people love about Jonathan

Mischievous nature  
Early morning hugs  
He's a star

Strength and Determination  
Contribution he makes with his personality

Cheeky grin  
Knowledge of people  
He loves you back

### Important to Jonathan

- Cuddles
- Food
- Flappers, soft plastic ovals
- Learning new things
- Being active
- Regular routines with familiar people
- Staying at Linden Brook
- Going out with Mayfield Trust
- Going to school and the bus journey

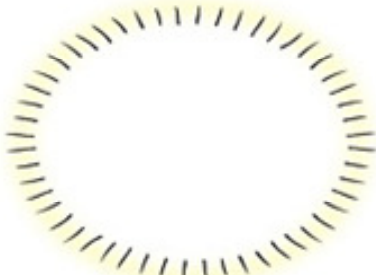

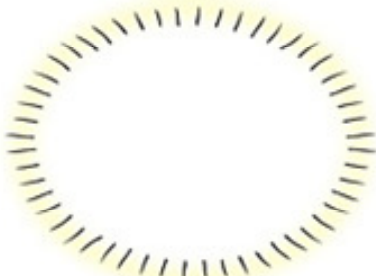

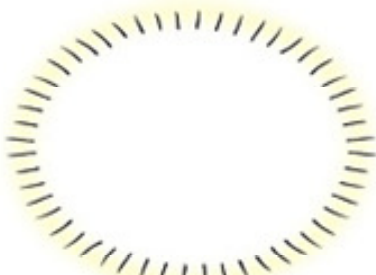

### Special people are...


Mum, Dad and Christopher

### To support Jonathan well

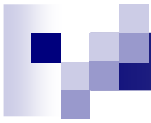
- He has epilepsy and will need to rest after a seizure, take him home if you are out when he has one
- Have the wheelchair in the car in case he is unwell, don't use it at other times
- Always carry Midazolam with you and know how to use it
- Call an ambulance if a seizure lasts for more than 5 minutes
- He needs to link your arm to steady himself when walking
- Keep his attention when you are out, he does not understand dangers and might go if you lose a connection
- Stay away from crowded places
- Make sure he is offered regular drinks and supported to drink them
- Make yourself familiar with the detail in his Essential Lifestyle Plan and communication charts

# Whats Working / What's Not Working

WORKING	NOT WORKING
	
	
	



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FROM THE PERSON'S  
PERSPECTIVE

What makes sense  
The "up" side  
What is working right now

What does NOT make sense  
The "down" side  
What is NOT working right now

USE THIS  
INFORMATION  
TO BUILD THE

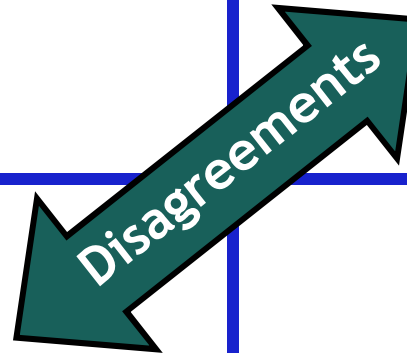
A  
G  
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A

OF THINGS  
THAT ARE TO  
STAY THE  
SAME

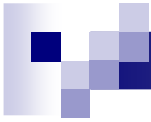
USE THIS  
INFORMATION  
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FOR THINGS  
THAT NEED TO  
CHANGE



FROM OUR PERSPECTIVE



Having a live in PA

Not seeing enough of my family and friends

The physiotherapy and exercise that help my stamina

My stamina not being what I want it to be

Less hospital stays

The pain in my hands

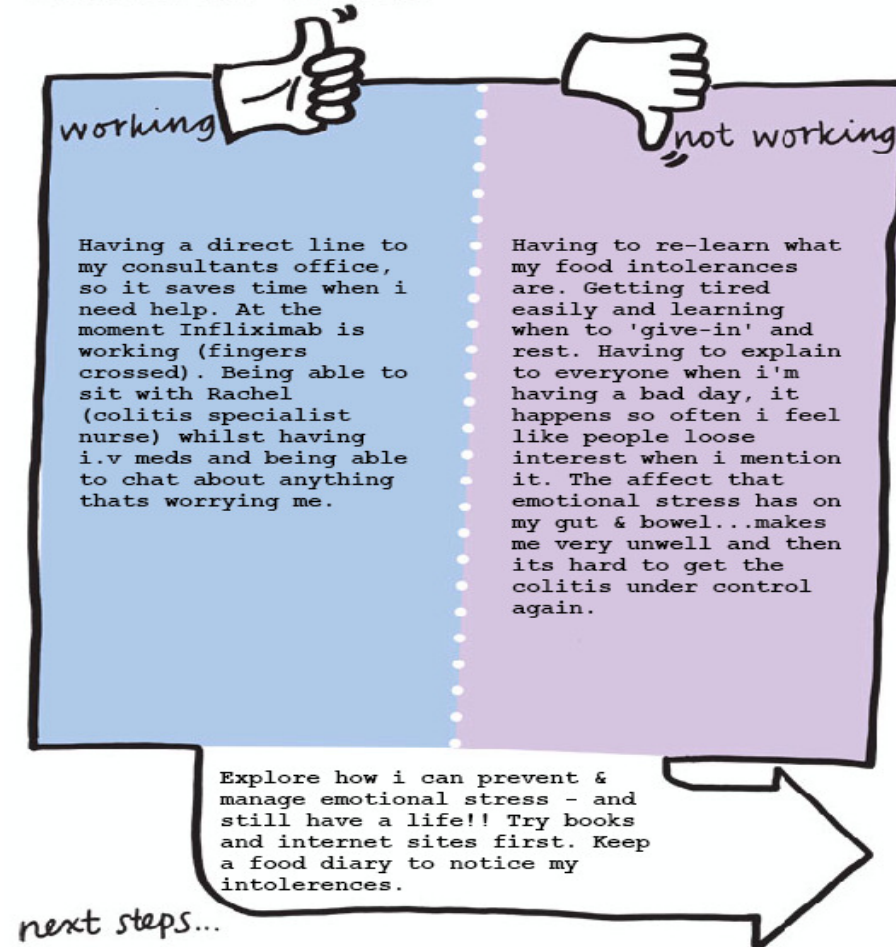
Playing wheelchair rugby

Living in a shared environment and not having any privacy

My social life has improved

# Jane's Working/Not Working

WORKING/NOT WORKING





## Decision Making Agreements

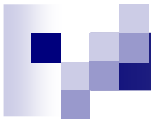
- Brings clarity around

Important decisions around a young persons health

Clearly defines how the young person is to be involved in the decision

Outlines who has the final say

Can have a decision making agreement for when you are well and not well helping the young person going through transition have more responsibility around their health



Important decisions in my life	How I must be involved	Who makes the final decision
Having bloods taken	<p><b>Talk to me!</b></p> <ul style="list-style-type: none"><li>■ I will remind you to use EMLA cream and will tell you what arm hurts the least.</li><li>■ I really don't mind watching what is happening too. I am not squeamish</li></ul>	I understand that the doctors and nurses sometimes will make decisions in my best interest. Tell me about this. I will understand if you explain it to me
Changing medication	<p><b>Talk to me!</b></p> <p>Tell me what you are planning to do. I will tell you what has been tried and how this has made me feel in the past</p>	I understand that the doctors and nurses will make decisions in my best interest.



For More Information....

- [www.helensandersonassociates.co.uk](http://www.helensandersonassociates.co.uk)



## Question's for your table...

- How would you use Person Centred Approaches in your role?
- What's are your 3 concrete actions regarding using Person Centred Approaches to support health planning?