

# Practicalities and Possibilities

Person centred planning with older people



## Frank

Frank lives alone in his own flat within a sheltered housing scheme in Tameside. He says, "I'm ok here with the gang, I keep them on their toes you know". Frank enjoys company and has a wonderful gift for making people laugh. He's described as great company and because he's calm and laid back people find him relaxing to be around. He has a sharp sense of humour, is very witty and always has a joke to share. He receives support from home care services each day: morning, teatime and in the evening.

My name is Joan Robinson and I'm a home care worker in Tameside. I really want to work in a way that helps the people I support get what they want out of life. For about three years I have been supporting Frank as his home care worker on the morning visit. I really enjoy going to see him and love his constant banter. Sandra is his other regular carer who supports him in the evening.

Although our managers do their best not to move us about it does happen sometimes. When either myself or Sandra are sent on other calls, Frank will complain and tell you:

"When my regular carers come it's great you can't beat it and life is good, but different staff forever turning up you get fed up of explaining what they have to do - they quiz me and quiz me about things they should know it floors me, so many questions."

"It drives me up the wall when workers turn up and I can't understand their accent, they seem very nice but it's no good to me if I don't understand what they are saying."

For Frank, another issue is:

"I think there is a general lack of information about what there is - I get bored stiff sometimes."

### Developing a one-page profile with Frank

In June 2008 Frank, Gill, Sandra and I met up at Frank's house where he entertained us with his stand up comedian routine before we talked through the issues. Although clear that Sandra and I had days off and could not cover all of his visits, Frank felt that there were too many different carers calling and that he was not told if someone different would be coming but did say:

"At the end of the day I suppose I should be grateful someone turns up."

With much emphasis being placed on making sure people have choice and control it seems wrong that Frank feels he should be grateful that someone turns up to help him. We discussed this. Frank was pleased that he wasn't being perceived as difficult and was reassured that he did have a right to comment on those things that were not working for him.

Together, we decided to record what is important to Frank and how best to support him. By doing so other carers who may support him would have the information they needed and would not have to keep questioning Frank.

## Frank's review – using What is Working and Not Working

In August 2008 Frank had a statutory review, and his one page profile was used as the basis for this. At the review, together with the reviewing officer, we looked at what was working and not working for Frank, and agreed actions to start changing what was not working for him.

Reviewing against the one-page profile meant that we were focusing on what was important to Frank and the ways in which he wanted his support to be delivered - Frank was 'self-directing' his service provision. This also helped to ensure that Frank was fully involved in deciding on those things he wanted to keep in his life and those he wanted to change.

One of the review outcomes was to think about relationships with Frank. We looked at his relationship circle to identify those relationships that could support him to do more in the community. We are also looking at doing some community mapping to help Frank think about where he might like to go out and about.

## What has changed for Frank?

I think Frank's self-esteem has grown as others take a genuine interest in him. I know so much more about him now and so we have many things to chat about; this pleasantly distracts Frank when I am assisting him with something he may otherwise feel embarrassed about.

As we continue to gather information about the things that are important to Frank and what great support looks like, his one-page profile is becoming more detailed and is developing into a person centred description. Best support within the person centred description is shared with any workers covering his regular carers calls, prior to their visit, so Frank isn't "floored" by workers asking lots of questions about what needs to be done.

Frank has received the directory of information about social clubs and events available in the area and we have gone through it, looking also at the people in Frank's life who can help us with this; I learned so much about his life as we did this. He is using dial-a-ride regularly to get out and about more.

The managers are more aware of the impact of changing Frank's carers and, whenever possible, he will receive a telephone call if there is to be any change to the workers calling to support him.

Managers are also aware that Frank is having difficulty in understanding the accents of some workers and this is being flagged up as an issue. We will get feedback detailing what the service will endeavour to do to make this less of a problem.

Frank said "Eh, it's great this, I can say what I want without worrying about getting into bother."

I think Frank and I are more connected now because as I've learned more about the things that are important to him it's helped me get to know him much better. I have naturally shared things about myself too so we feel as though we know more about each other, which is good. We are focusing more on what matters to the people we support, learning what will bring a smile to their face. I have been amazed at just how much it's about the little things.



### What those who know Frank say they like and admire about him

Great sense of humour, very laid back and calming to be around, great company

### Important to Frank

- Frank's family are important to him, his brother Lesley who lives locally - Frank says they only see each other every Sheffield flood! and sister Freda who lives in Australia - Frank enjoys her occasional telephone calls.
- Loves going down to bingo each evening in the communal lounge.
- Must get up on time generally about 8:00am.
- That Jan and Alison are the home care staff who support him.
- Frank enjoys banter with the staff who call to provide his support.
- Doing the crosswords/puzzle books.
- Having a cooked sandwich for breakfast - bacon or sausage are favourite.
- Frank loves to watch anything Charlie Dimmock is in on the TV, he also enjoys watching Xena.
- Going to church each Sunday.
- His Sunday morning routine - putting his clean clothes, shirt and tie on, having his cooked sandwich with a cup of tea and being ready to go to the Church of the Nazarene in Ashton when his 'lift' arrives.
- Going to bible study class at the vicarage once a fortnight.
- Going to the club for people who are visually impaired each week.

### Important to Frank in the future

- To have a mobility aid that he can sit on rather than his walking frame.
- To have a laptop computer.

### How best to support Frank

- Frank has diabetes; he takes responsibility for taking his medication and requires no support around this. Frank checks his blood sugars are ok.
- Frank's tablets are delivered in dosette boxes each Thursday morning.
- Great support means keeping the space in front of Frank's chair clear as he is partially sighted and may trip over things which are lying on the floor or are out of place.
- Leave Frank a clean shirt and clothes each evening for him to put on when he gets up.
- Support Frank with humour, he enjoys this and it works really well in supporting him.
- Know that a friend from church picks Frank up and drops him home after church on Sundays.
- Frank doesn't like too many carers 'interfering'.
- Jan and Alison are Frank's regular carers.
- If Frank oversleeps he will be upset, help him to get back on track make him a drink and cooked sandwich whilst Frank sorts his medication out and reassure him we are getting back on track and that everything is running smoothly.
- Frank will be upset if his sky TV is not working but he will ring them himself to sort it out
- Know that Frank arranges ring and ride himself.
- Know that Frank will get his own lunch from the freezer and does not like people interfering, he needs support preparing his breakfast only.

## Working/Not working

Perspective	Working	Not Working
Frank	<p>When my regular carers come it's great you can't beat it and life is good.</p> <p>My bingo, crosswords and television keep me happy.</p> <p>Going to church and bible class.</p> <p>Going to club for people with visual impairment and chatting with friends there.</p> <p>Having his frozen meals delivered weekly.</p>	<p>I can't get out and about, nipping into Ashton like I used to - no one can support me to.</p> <p>I can't get the equipment I want like a new walker.</p> <p>Different staff forever turning up you get fed up of explaining what you have - "quiz me and quiz me about things they should know it floors me so many questions".</p> <p>Not being able to understand workers who have different accents.</p> <p>General lack of information about what there is - "I get bored stiff sometimes".</p>

## Action plan

Who	Will do what	By when
Jane	Put a referral in to the relevant team to assess Frank's equipment requirements around his mobility.	September 15th 2008
Sue	Share Frank's person centred description with any workers who are covering his regular carers calls, prior to their visit.	August 15th 2008
Gina	Will make Sue and the other managers aware of the impact of changing Frank's carers and ask if he could be made aware via a telephone call if there are to be changes whenever possible. Also that Frank is having difficulty in understanding the accents of some workers.	September 20th 2008
Joe	Arrange for the directory of information about social clubs and events available in the area to be delivered to Frank.	September 15th 2008
Alison	Will go through the directory of local activities with Frank.	When it is delivered