

# All Wales Person Centred Planning Network Meeting

## Rhayader Leisure Centre

14th July 2011

### Care Management Workshop notes



<http://www.learningdisabilitywales.org.uk/>



Learning Disability Wales  
Anabledd Dysgu Cymru



Neath Port Talbot  
Castell-nedd Port Talbot  
County Borough Council Cyngor Bwrdeistref Sirol

Prosiect  
**COASTAL**  
Project

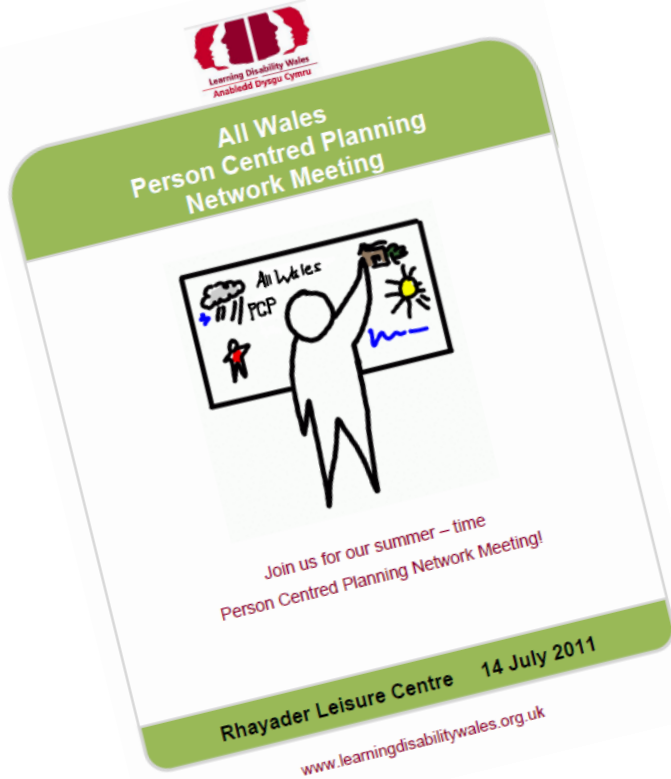


# Introduction

The All Wales Person Centred Planning Network has been in existence since 2004 and continues to provide support and networking to people interested in person centred planning throughout Wales. The network is administered and supported by Learning Disability Wales.

Recent meetings have encouraged more involvement from network members through presentations, stories and workshops. This report is for the care management workshops which took place at the All Wales Person Centred Planning Network meeting on 14th July 2011 in Rhayader.

There were two workshops facilitated by Neath Port Talbot Person Centred Planning Team in which they gave an overview of what was happening in their area. Next they facilitated an exercise to look at what was working and working about care management in the various local authority areas throughout Wales. And finally the participants prioritised the most important issues for them and then developed a list of actions/recommendations to share with the network members.



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# Care Management—Working/not working.1



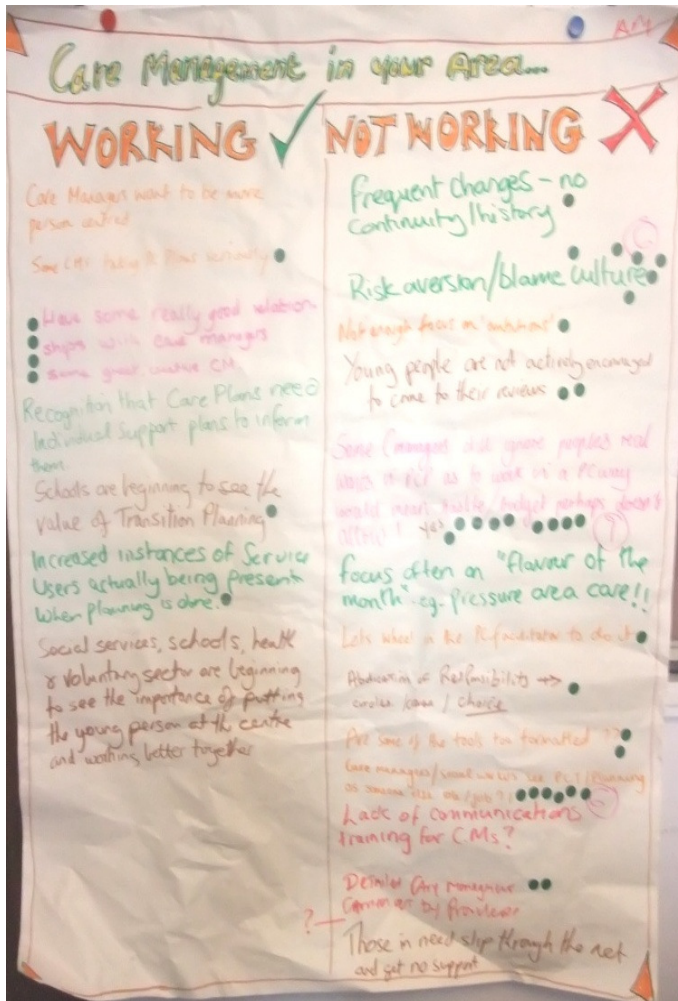
## What's Working

- Have some really good relationships with care managers, some great, creative CM. **X4**
- Schools are beginning to see the value of transition planning. **X1**
- Increased instances of service users actually being present when planning is done. **X1**
- Some Care Management Services taking plans seriously. **X1**
- Care managers want to be more person centred
- Recognition that care plans to inform them.
- Social services, school, health and voluntary sector are beginning to see the importance of putting the young person at the centre and working better together.



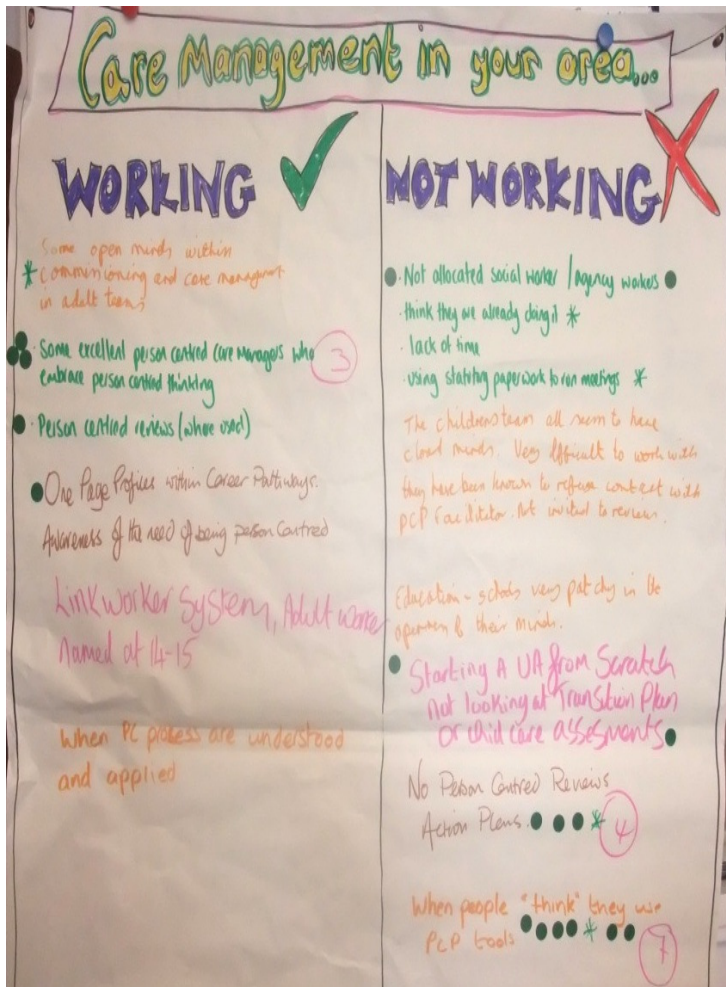
## What's not working

- Some (managers still ignore peoples real wants in PCP as to work in a PC way would mean hassle/budget perhaps doesn't allow! Yes **X9**
- Risk aversion/ blame culture. **X6**
- Are some of the tools too 'formatted?? Care managers/ social workers see PCT/planning as someone else role/job?! **X6**
- Young people are not actively encouraged to come to their reviews. **X2**
- Frequent changes – no continuity /history. **X1**
- Not enough focus on ambitions **X1**
- Let's wheel in the PC facilitator to do it. **X1**
- Abduction of responsibilities – circles./ carers/ choice. **X1**
- Focus often an 'flavour of the month' e.g. pressure area case.
- Lack of communications, training for Care Managers
- Detailed care managers carried out by providers.
- Those in need slip through the net and get no support.



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# Care Management—Working/not working 2



## ✓ What's Working

- Some excellent person centred care managers who embrace person centred thinking. **X3**
- Some open much minds within commissioning and care management in adults. **X1**
- One page profiles within careers. **X1**
- Person Centred review (where used)
- Awareness of the need of being person centred.
- Link worker system, adult worker named at 14-15.
- When PC processes are understood and applied.

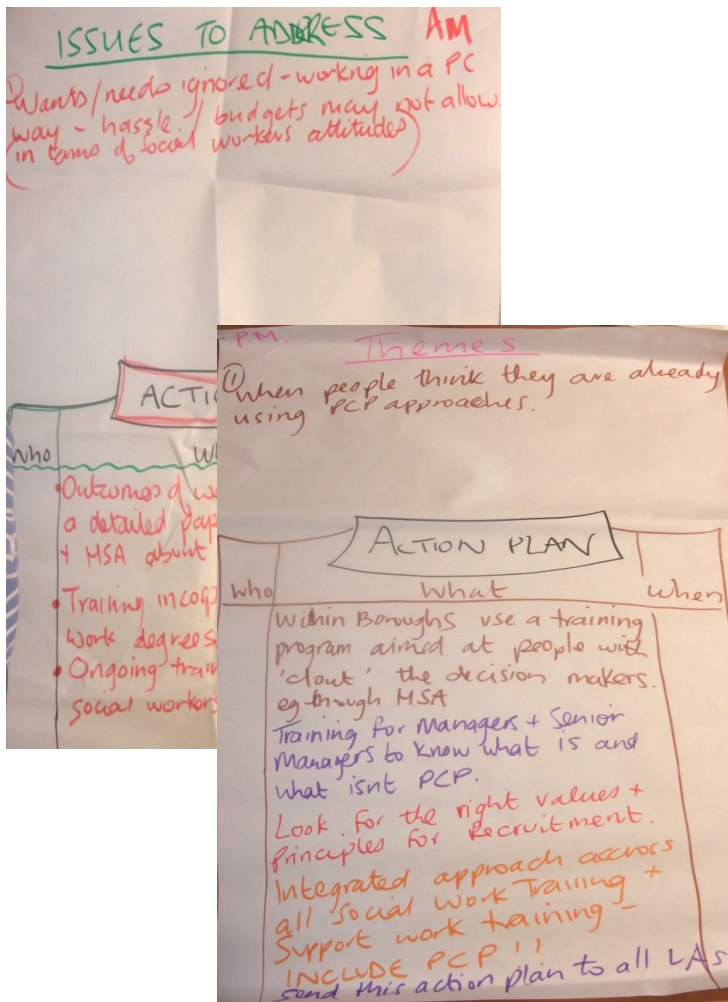
## ✗ What's not working

- When people 'think' they use PCP tools **X7**
- No person centred Reviews action plans. **X4**
- Starting a VA from scratch, not looking at transition plan or child care assessments. **X2**
- Not allocated social worker/agency workers. **X2**
- Think they are already doing it. **X1**
- Using statutory paperwork to run meetings. **X1**
- Lack of time.
- The children's team all seem to have closed minds. Very different to work with, they have been known to refuse contact with PCP facilitator. Not invited to review.
- Education – schools very patchy in the operating of their minds.



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# Action Plan/Recommendations



## Morning Group

### Themes

- Wants/needs ignored.
- Working in a person centred way a hassle.
- Budgets may not allow. (In terms of social workers attitudes).

### Recommendations

- Outcomes of workshop shared for a detailed paper written by Neath Port Talbot and H.S.A. about Person Centred Planning/Thinking and care management.
- Training incorporated into all social work degrees.
- Ongoing training (PCP) for qualified social workers.

## Afternoon Group

### Themes

- When people think they are already using PCP approaches.

### Recommendations

- Within Boroughs use a training program aimed at people with 'Clout' - the decision makers. E.g. through H.S.A.
- Training for managers and senior managers to know what is and what isn't Person Centred Planning/Thinking.
- Look for the right values and principles for recruitment.
- Integrated approach across all social work training and support work training - include PCP.
- Send this action plan to all Local Authorities.

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# What did people think about the workshop

What did you think of our workshop  
Person Centred thinking and Care Management

	😊	—	☹	Any Comments?
<b>DELIVERY</b> was it clear and did you understand?	✓ ✓ ✓ ✓			Very friendly people, had a lovely manner!
<b>INFORMATION</b> Did you find out anything new and/or interesting?	✓ ✓ ✓ ✓			Other areas are further forwards Other people with different roles often had shared experiences Upper Management still paying only lip service to Person Centred principles Would have been nice to see paperwork talked about—U.A.
<b>WORKING / NOT WORKING</b>	✓ ✓ ✓	✓		
<b>ACTIVITY</b>				

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**Very friendly, had a lovely manner.**

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Other areas are further forwards.

Upper management still paying only lip service to person centred principles.



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