

## The Impact of Person Centred Approaches in a Disability Community Group.

Early results of research into individualised approaches for young adults receiving 'Futures' funding at Scope

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## Overview of presentation

- Reports on early findings from research into outcomes of person centred approaches in a Scope community group.
- Background – the community group, individualised approach
  - The project – need for research, methodology, ethical issues
  - Findings to date – enablers and barriers
  - Concluding ideas



## History of individualised funding in Scope

- In 2005, Scope finalised its 2005-2008 Strategic Plan - range of objectives
  - developing individual planning systems for people supported by Scope,
  - re-orienting services to provide support for people with individualised funding packages (Scope, 2005:9-10).



## Focus of this research

- Group of 11 young adults (20-30yrs) with ID in a Melbourne region.
- All can intentionally communicate, relatively low support needs, some behaviours of concern.
- All have a person centred plan.
- Rents space in community and use day service building to meet daily.
- Range of activities done together as a group and individually.



## Research aims and methodology

- What are the **outcomes** for the clients?
- To what extent **services are changing** as a result of PCA?
- What are the **barriers and enablers** to outcomes and changes?



## Research process

### Participants

- 8 of 11 people using service
- some families of the community group
- staff and co-ordinators of the service

### Method



- develop and trial a method for recording outcomes following implementation of plans (PCPs) - use Person Centred Review tool
- interviews
- organisational data



### Early Findings

How the service is dealing with a person centred approach to individualised funding

- Clients get ‘more for their money’ when they engage in group activities (as staffing costs are spread across all those participating)
- Where people would prefer ‘one on one’ then funding will provide them less support hours
- Key element appears to be the **co-ordination of client interests into small groups based on shared interests and actions identified through person-centred planning.**






### Early Findings

Outcomes appear to be positive (n=2). Overwhelming majority of goals have been actioned to client’s satisfaction.

Enablers to outcomes: RELATIONSHIPS



- relationships among people and staff
- length of time in these relationships (4yrs +)
- stable staff personnel

### Early Findings

Enablers to outcomes: WHOLE OF LIFE focus



- strong communication links with other personnel and providers in individuals’ lives with a responsive approach.
- clear identification of person responsible for follow up and action, and timeframes
- ‘whole of life’ plan

### Early Findings

Enablers to outcomes: Organisational characteristics



- Service environment – flexible and supportive (eg transport available after hours, shifts)
- Staff attitudes
- Staff mentoring

### Key point

- Seamless approach and actions across whole of life need someone (ie service co-ordinator) co-ordinating the range of actions and contexts
- Tasks:
  - ‘match’ the individual to a range of activities and people/groups, developing a patchwork of unsupported and supported activities in a range of environments.
  - overcome unexpected problems, day to day issues.
  - constantly update information and ‘plan’ on the run – adapt.



If not done = a major barrier

### Early Findings

Barriers to outcomes:

- multiple providers – the difficulty with services coordination
- Inadequate individualised funding – requests cut back to match funding
- Community – infrastructure, attitudes.
- Multiple and complex needs – equipment, time, need for more staff – 1:1, cost
- Getting others to follow up on plans

## Concluding Ideas

- Tension between the focus on the individual at the expense of the life of an individual among others and within groups.
- An individualised approach 'does not mean one to one' but is a 'personalised arrangement' which includes a range of responses and most of all a 'matching of interests' among service users and other community members.



## Concluding ideas

- There are social barriers to overcome in order to increase inclusion. While these require ongoing advocacy and solutions, daily 'problem solving' relies on the co-ordinator to develop quick fix solutions on a case by case basis.
- Much more going on than the plan – success dependent on constant talking and the fluid responsiveness of all service providers and supports in the person's life.



## Concluding ideas

- What changes a person's life is the nature of the people in it (including services), and the empathy and relationships between them.
- Neither person centred approaches nor individualised funding should mean a focus on individuals at the expense of the groups they engage with.



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