

Person Centred Reviews to Strategic Change

Using person centred reviews to change lives and inform services

This is an 11 day programme for up to 20 managers and 12 reviews facilitators. It begins by setting person centred reviews in a local and national context and introduces person centred thinking tools and reviews to inform better lives and services for people. 12 people will be trained as facilitators and supported through their first review and developing one page profiles. It ends by sharing progress and learning with managers and action planning to identify the next steps for the organisation.

The programme runs for 6-8 months.

Day 1

Leadership day for managers and senior managers

Who is it for?

We begin with a day for the managers, their managers and other senior staff. (20 people).

What is the content of the day?

- Overview of the programme and the national and local context for person centred reviews.
- Introducing person centred thinking and reviews.
- Sharing good practice.
- Exploring how person centred reviews can inform local strategy and service delivery.
- What does success look like and how will we know we have been successful (specific success indicators).

Days 2-4

Person centred reviews course

Who is it for?

People who will be facilitating reviews as part of their role. This could be managers, staff with capacity to facilitate reviews, family members.

What is the content of the 3 days?

Person centred reviews is a way of facilitating a review meeting that puts the person and the centred of the process and draws on person centred thinking tools and approaches. This process often does not take any more time or preparation but will develop a clear and focussed person centred action plan with the person.

- Learning and practicing person centred thinking skills 'important to and important for and working/not working and applies them to the review process.
- Develops the facilitation skills of the participants and shares top tips to ensure a successful person centred review.
- Practices the important to/for review process in 'real time'.
- Practice developing one page profiles or first draft person centred plans.
- Develop next steps for facilitators and questions to answer for the final day.

Supporting materials

Person centred reviews minibooks and participants packs.

Days 5-10

Coaching to do their first review

Who is it for?

All the 12 participants of the reviews course, half a day each at a mutually convenient time

What is the content of the 6 (12 half) days?

Each participant will be supported through their first review. This will take half a day with:

- Time before the review to talk through any issues.
- Support and coaching through the review.
- Constructive feedback afterwards with as KISS (what to keep, increase, stop, start the next time).

This enables 12 reviews to take place ensuring a good standard of facilitation and direct support and feedback for the facilitator.

Day 11

Learning from reviews to inform change

Who is it for?

Up to all the managers who attended the first day and some or all of the reviews facilitators.

What is the content of the day?

- What is working and not working for the people supported and what is this telling us about what needs to change.
- What are the reviews telling us on a collective basis and what does this mean for organisational development.
- Commissioning and contracting.
- Action plan to build on this work.

Person Centred Reviews to Strategic Change

Leadership day for commissioners and senior managers (up to 20)

Overview of programme and logistics.

Introducing person centred thinking and reviews.

What is the local and national context for this work?

What can person centred reviews tell us?

Person centred reviews course (12 facilitators)

Outcomes

- 12 trained and supported facilitators
- 12 person centred reviews
- 12 one page profiles or first draft person centred plans
- Analysis of what reviews say is working and not working and what this means for change

Each facilitator coached to do their first review

Learning from reviews to inform change

What do person centred reviews tell us is working and not working for people supported?

What does this tell us about what is working that can be built on and what is not working that needs to change?

What does this mean for organisational development?

What does this mean for workforce development?

What does this mean for commissioning and contracting?

Action plan to build on this work

Cost £8750*
includes 12 review packs and minibooks

