

# **STRIVING FOR EXCELLENCE USING THE PERSON CENTRED APPROACH**

Dennis Robson  
Civic Disability Services  
[dennisr@civics.com.au](mailto:dennisr@civics.com.au)

# The session

- Baseline reports
- Opportunities
- Blockages
- Outcomes

# **Centre for Disability Studies**

**University of Sydney**

# The Process

- Consultation
- Introduce concepts
- Call for expressions of interest
- Develop implementation plan
- Training
- Implementation
- Review

# Baseline Quality of Life Measurements

- Quality of Life Questionnaire (QOL-Q), Schalock & Keith (1993)
  - **Subscales:**
    - Satisfaction
    - Competence/Productivity
    - Empowerment/Independence
    - Social Belonging
- The Choice Questionnaire, Stancliffe & Parmenter (1999)
  - **Domains:**
    - Health, Domestic matters, Social activities, Community Access, Money & Spending, Work/Day Activities

# Baseline Quality of Life Measurements

- The Guernsey Community Participation and Leisure Assessment (GCPLA), Baker (2000)
  - **Categories :**  
Services, Transport, Indoor Leisure, Sport & Recreation, Social, Use of facilities/amenities.
- Person Centred Planning Questionnaire, CDS (2009)
  - **Snapshot of:**  
What life is like and hopes following PCP

# Quality of Life (QOL-Q) baseline results

Participants rated their Q o L to be fair to moderate.

Generally, those employed rated their Q o L higher

# The Choice Questionnaire

Participants rated that they have a moderate degree of choice in their lives. However, Social Belonging/Community integration was the lowest rated subscale.

# **Community Participation and Leisure Assessment**

Responses reflected regular, wide  
ranging, community & leisure  
activities

# **Person Centred Planning Questionnaire**

**Participants reported they were moderately to extremely happy with their lives and current plans but also reported they would like their lives changed moderately to a lot**

# Some sample responses

## **“What do you think it will be like to have a Person Centred Plan” ?**

- I reckon it would be great
- I don't know
- It'd be alright
- What does this mean ?
- Good

## **“In what ways do you think your life will change ?”**

- It would probably change a lot. It would look exciting
- Yes, I think it will be better
- More independent travel
- Other things will happen

# Blockages

- Challenges to staff – challenged their thinking about the quality of work they have been doing
- Adapting to a change of approach – some staff needed more time than others
- Lines of responsibility – issues raised which needed to be resolved, Role of Planners v Role of Supervisors
- Mental health issues – impacted on the length of time needed to complete questionnaires, profiles etc.
- Challenging questions – some people (staff & service users) had never considered what is important to them in their lives

# Opportunities

- The People we support
  - some went back to work after many years away, reconnected with the work ethic
  - Considered a new job after 20 years in the same type of work
    - Made decisions about living alone or sharing
    - gained independence in expressing feelings
    - empowerment, taking positive actions independently
  - reconnected with families

# Opportunities

- Families
  - Reconnected with the resident
  - Being heard & feeling like partners in the process
  - Raising and resolving complaints
  - Concerns being heard
  - Previous unknown health issues clarified

# Opportunities

- Staff
  - Shift in the way they view their roles
  - Deeper engagement with people we support
  - Greater understanding of their own Q o L
  - Better Balance with work life
  - Strengthening of team cohesion

# Opportunities

- Organisation
  - Clarifying what the organisation can realistically provide
  - Asking families to re-commit to being a part of the person's life
  - Broadening the view of what others (e.g. The community) can provide not just what the Service can provide

# Outcomes

- Formal measurement and evaluation not yet completed, however, some significant changes to plans and goals (5 of the respondents shown)

# Person 1

## Old

- To continue attending Day Program 2 days pw
- To attend a community College course each term
- To continue attending walking club once pw

## New

- A holiday to New Zealand
- Play in a band
- To travel independently to the city and to my family's house

# Person 2

## Old

- Would like to go fishing
- Ten Pin Bowling once pw
- Join a gym

## New

- To go on a cruise to Fiji with a friend
- Have a happy retirement
- To own a pet rabbit
- To be around horses

# Person 3

## Old

- Go on a holiday to Tasmania
- Exercise to lose weight
- Hygiene and cleaning bedroom

## New

- Travel with family and friends
- Have a career in child care
- Live in my own home-have freedom and space

# Person 4

## Old

- Live in my own home
- To lose weight and not eat junk food
- To go on (supported) holidays and save money to afford more holidays

## New

- Live where I am happy
- Travel the world

# Person 5

## Old

- Participate in swimming pool activities to lose weight
- Save money to visit family in Adelaide
- Volunteer with crocheting scarves

## New

- Live in my own house and have my own cat
- Help the community through my natural talent with scarf crocheting

# Challenges

- Helping the People we support to achieve their (new) goals
- Completing the evaluation study.
- Making the results available to help others in their Person Centred journey