



Prifysgol Cymru

Y Drindod Dewi Sant

University of Wales

Trinity Saint David

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

ECAY6007

Professional Practice in Advocacy: Tensions and Opportunities



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Aims:

To identify legislation, codes, conducts and values associated with professional standards in advocacy work.





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Upon the successful completion of this module, the student should be able to:

- demonstrate a critical understanding of how management of personal behaviour/ interaction with others is influenced by legislation, codes, conducts and values associated with professional standards in advocacy work;
- identify and critically engage with appropriate standards relating to specific interest groups;
- explore interventions which support the voice of the individual;
- demonstrate a critical understanding of how current legislation establishes a framework of measures designed to maintain professional boundaries, professional practices and in the provision of effective advocacy services.



Person Centred Practice



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What is Person Centred Practice?

- Discuss the phrase **Person Centred Practice**.
- Is it a phrase you are familiar with?
- Have you come across it in your work/studies?
- What do you think it means?

Person Centred Practice (PCP)

- ‘a process for continual listening and learning, focusing on what is important to someone now and in the future, and acting upon this in alliance with their family and friends’

(Department of Health, 2001)

Person Centred Practice

- Developed in services for adults with learning disabilities
- Embedded in current H+SC policy in the UK
- Increasingly used in health and social care and in schools within reviews and transition planning
- Strategy used by the third sector

Person Centred Practice

- Person centred practice should not be a one off event
 - It assumes that people have futures;
 - that their aspirations will change and grow with their experiences
 - therefore the pattern of supports and services that are agreed now will not work forever!

Person Centred Planning

- A process of
 - continual listening, and learning;
 - Focussed on what is important to someone
 - now
 - for the future;
 - Acting upon this in alliance with their family and friends

PCP Requirements

- Should be a flexible and responsive approach to meet peoples changing circumstances
 - The person is always at the centre
 - The person is listened to, and respected

PCP

- If you were invited to decide whether you would prefer to deliver person centred care or something more standardised:
- What would you decide?
- Why?
- What would your patients/residents/clients think of this?

Person Centred vs System Centred



Being 'Person Centred'

- Working in a person centred manner requires that 'we' should have 'proper regard' for the needs and experiences of the individual. Challenging us to find out what people really need/want
- What are THEIR GOALS?
- What do we need to negotiate for on their behalf?

(NMC, 2015)

Key Premises of Person Centred Care

Underpinning assumptions look at

- Therapeutic Relationships
- Rapport
- Expertise
- Patient Responsibility
- Knowing the 'Person'
- Positive Relationships
- Communication

(Sharma *et al.* 2015)

Key Premises of Person Centred Care

- The main features of person centred planning are that it advocates social inclusion and is specifically formulated to assist an individual to make the changes that they want to make in their lives, not changes that other people, such as health care professionals, think are necessary or appropriate, or indeed, cost effective and easiest!
- Everything is done with transparency and in partnership with the individual

(Sanderson, 2000)

What are Person Centred Approaches?

- A range of approaches which share common values and principles to answer two fundamental questions:
- Who are you, and who are we in your life?
- What can we do together to achieve a better life for you now, and in the future?

Person Centred Care

- Person Centred Care
- An obvious thing that comes naturally?
- To be Person Centred is 'synonymous with understanding and helping'

PCP is NOT...

- Simply a collection of new techniques for planning to replace other methods such as Individual Programme Planning
- It is based on a completely different way of seeing and working with people with disabilities or those who are potentially excluded
 - It is fundamentally about sharing power and community inclusion

Who Would Benefit from a Person Centred Approach?

- Discuss...
- PCC and Dementia
<https://www.youtube.com/watch?v=o0jpWKjYwHg>
- What is a PCP meeting?
<https://www.youtube.com/watch?v=jsnQEAYP8Rk>
- Person centred planning - Future Choices – Reviews-
Leonard Cheshire Disability
<https://www.youtube.com/watch?v=4tLfjPbFJcY>

Person-Centred Principles and Person-Centred Practice Framework

- The Health Service Executive (Ireland) developed these principles and framework in their guide to making a positive change to the way Health and Social Care is delivered-
- People's Needs Defining Change (2016) (Updated, 2018)
- <https://www.hse.ie/eng/staff/resources/changeguide/resources/change-guide.pdf>

Person Centred Principles

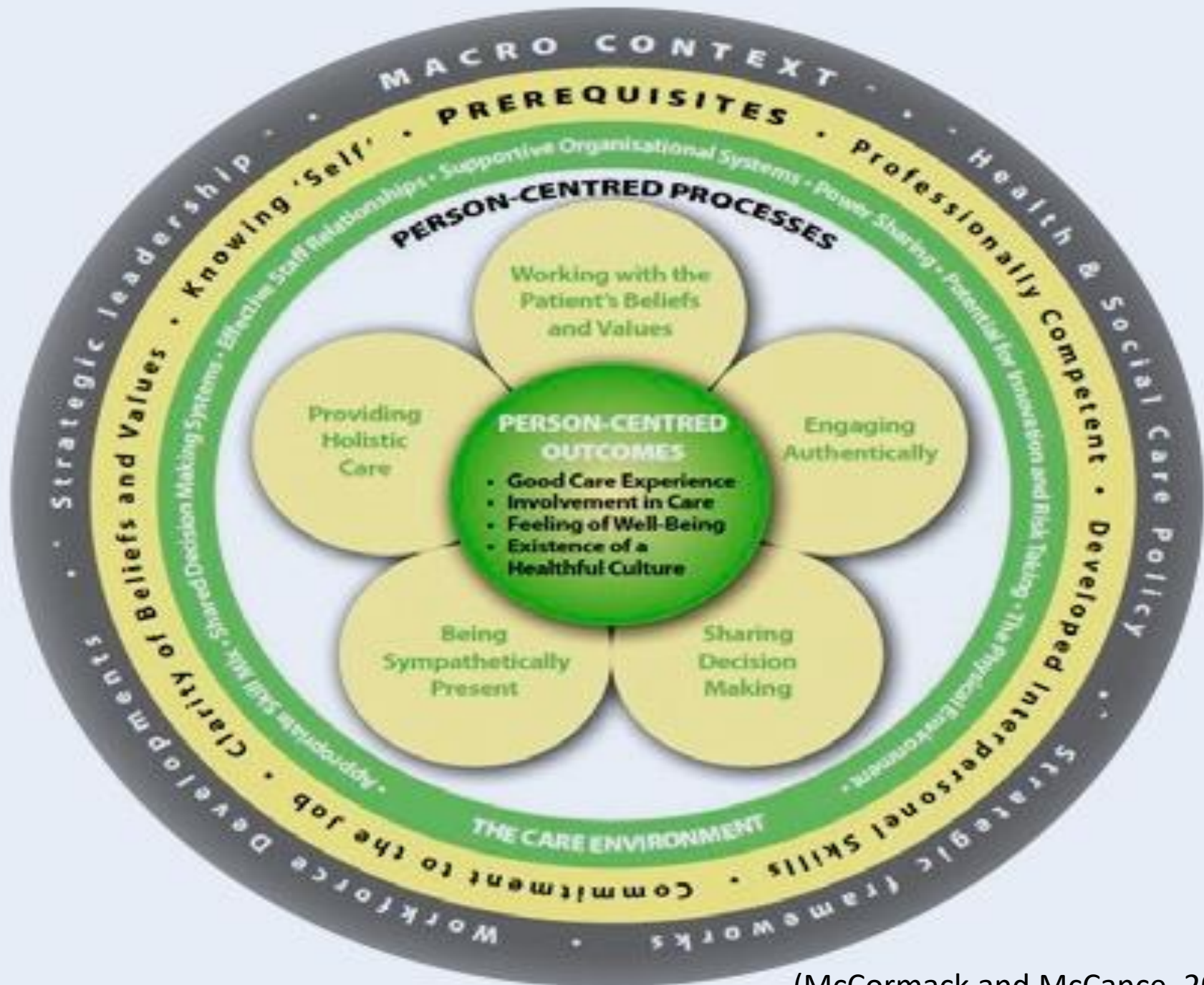
- Principle 1
 - Being person-centred means affording people dignity, respect and compassion, whether service user or provider.
- Principle 2
 - Being person-centred means the person is a partner in their own health care, and the health and wellbeing of the person is the focus of care, not their illness or conditions.
- Principle 3
 - Being person-centred means offering co-ordinated care, support or treatment across multiple episodes of treatment, care and therapy over time and across services. (HSE, 2016)

Person Centred Principles

- Principle 4
 - Being person-centred means offering personalised health and social care, support or treatment, for example by incorporation the person's family knowledge, values, beliefs and cultural backgrounds into the planning and delivery of care
- Principle 5
 - Being person-centred means being enabling where systems and services are oriented towards supporting persons to recognise and build upon their own strengths, preferences and goals, to achieve their full potential.
- Principle 6
 - A person-centred health and social care system supports the person to make informed decisions about, and successfully manage, their own health and social care at the level they choose, including choices about when to let others act on their behalf. (HSE, 2016)

Person Centred Principles

- Principle 7
 - Being person-centred means collaboration between the person, their family and staff to influence policy and service design and development, and be partners in evaluation.
- Principle 8
 - Achieving a person-centred culture requires a change in behaviour and mindset supported by a system that puts the person at its heart.
- Principle 9
 - Being person-centred means a whole system approach to health and social care that values people, innovation, learning and teamwork throughout the organisation and demonstrates appreciation and respect for the unique contribution that people make regardless of position or status (HSA, 2016)



Person Centred Planning

- Used by
 - Advocates
 - Self-advocates
 - Families
 - Friends
 - Paid support staff
 - SHOULD BE USED BY EVERYONE!!

Tools Used in PCP

- MAPS (Map Action Planning System)
<http://helensandersonassociates.co.uk/person-centred-practice/maps/>
- PATHS (Planning Alternative Tomorrows with Hope)
<http://helensandersonassociates.co.uk/person-centred-practice/paths/>
- Relationship Circle
<http://helensandersonassociates.co.uk/person-centred-practice/person-centred-thinking-tools/relationship-circle/>

Tools Used in PCP

- PCP Multi media tools
https://www.youtube.com/watch?v=9M0SBJ_MTtw
- ‘This is Me’ <https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>
- Advance Statements
<http://www.cwp.nhs.uk/about-us/our-campaigns/person-centred-framework/recovery-toolbox/advance-statement/>
- The most effective tool should be selected depending on age, ability, communication skills and need.

Key Features of Person Centred Planning

- The plan reflects what is important to the person, their capacities, and what support they require
 - Focus on capacities
 - Identifying supports
 - A shared understanding – rethinking the role of the professional
 - Discovering what is important to their person

Key Features of Person Centred Planning

- PCP results in actions that are about life, not just services, and reflect what is possible, not just what is available
 - a shared commitment to action
 - these actions have a bias towards inclusion
- By articulating the tension between what is important to the person and what is happening now
 - PCP creates a sense of urgency and a commitment to work for change
 - It can change what people think and do
 - from the small things they do to assist the person with everyday tasks
 - to the big things they do to help the person have a better life

Key Features of Person Centred Planning

- Family members and friends are partners in planning and the person is consulted throughout the planning process but...
- The person is always at the centre
 - The person is consulted throughout the planning process
 - The person chooses who to involve in the process
 - The person chooses the setting and timing of meetings

Person Centred Planning

- Requires that practitioners have a
 - flexible and responsive approach to meet peoples` changing circumstances
 - guided by the principles of good planning rather than a standard procedure
- Practitioners need to be
 - problem solving in partnership with the person and their family and friends

PCP in Legislation

- Embedded in key legislation
- UK Government
- Welsh Assembly
- NHS
- Third Sector

Person Centred Practice in Advocacy

- PERSON LED The Advocacy Provider and Advocates will put the people they advocate for first, ensuring that they are directed by their wishes and interests. Advocates will be non-judgemental and respectful of people's needs, views, culture and experiences.
- <https://www.ndti.org.uk/uploads/files/Advocacy-Charter-A3.pdf>

Person Centred Practice in Advocacy

- Person Centred Approach
- Advocacy providers should be aware of their duties and responsibilities under relevant human rights and equality legislation including the Equality Act 2010, Human Rights Act 1998 and other relevant wider policies that promote personalisation and person centred care and support.
- <https://qualityadvocacy.org.uk/wp-content/uploads/2018/05/Code-of-Practice-1.pdf>

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