

NORTHCOTT PERSON CENTRED UPDATE JULY 2011



EMPOWERING CLIENTS

Northcott recently supported a client, Coralie Jensen, to attend Self Management Conference in Melbourne. The focus was on the cultural shift in funding in the disability and aged health sectors. The conference examined different models of how people and carers can self manage their support funding. For more details, please have a look at Coralie's summary on Northcott's website.

INFLUENCING OTHERS

Here's a great article from the Dubbo Weekender featuring our own Champion, Cassie! It gives great coverage to Northcott as a person centred organisation and on the National Disability Insurance Scheme – on page 18 – have a look – it's inspirational and a great plug for Northcott.

<http://www.panscott.com.au/weekender.html>

PERSON CENTRED TRAINING OPPORTUNITIES:

The University of Sydney and the Centre for Disability Studies is planning to deliver a Diploma in Community Services in January 2012 – the diploma will have a very strong focus on person centredness skills, tools and knowledge.



NORTHCOTT CHAMPIONS PROVIDING GRAPHIC SKILLS TO COLLEAGUES

Sue Campbell-Ross and Sarah Pearce facilitated a wonderful short workshop to 14 Northcott staff on how to use graphics in their work. This was so inspirational to two workers that they have since used their 'graphing' skills at team planning days.

Other staff have been inspired ➔



NORTHCOTT STAFF USING PERSON CENTRED TOOLS WITH CLIENTS:

One team have embraced the opportunity to use tools with families. Here, Sue describes how they are using graphics:

Chris , another Family Therapist has noticed some changes in his work: ↓

“Using the Visual Plan has made my work easier and made me more productive, that is, getting to the issues with more speed, which is so important in a time constrained service”.

“The ‘4+1 questions’ tool has the potential to form the basis of the final report, which will make the reports meaningful”.

“Here in the Intensive Family Support Service, we have changed the way we work with families and have started using a ‘landscape plan’ in which the carer/families dreams, challenges, goals, actions and strengths are collected in a visual graphing way.

We are now experimenting with how we transfer this information into a more formal family support plan. It is an evolving process but all Family Therapists are finding it a positive, dynamic experience and a much better way of setting goals, getting an idea of family priorities and issues and supporting families to find solutions or move forward.

Feedback from families is that they feel involved in the plan, they find it helpful to see everything on one page”.

If you are interested in looking at an example of 4+1, go to northcott website or nigel.





CLIENTS ENGAGING IN PERSON CENTRED PLANNING:

The Parramatta Community Participation group recently had a planning day with the clients and staff to look at the group program for the next year and how it could be improved. They used a person centred planning tool called the PATH (Planning Alternate Tomorrows with Hope). Jaie Thomson facilitated the PATH and Sarah Pearce graphed the plan. Having an external person facilitate the plan helped the group participants retain a strong voice and control over the planning process.

The participants looked at how

they wanted their group to look in a year and what their group looked like now. They used this information to make short and long-term goals before finally deciding upon the very first steps the group needed to take to get the plan into action. Some of the imaginative goals were:

- Showcasing their work,
- Opportunities to meet with other community groups,
- Practical living skills training,
- Greater variety for group and individual community access.

Group participants say that the PATH is "really achievable" and "colourful". The completed PATH is displayed on the wall in the CPP room as a constant reminder and a client stated that it is a "great reminder of our goals".

Gretta Serov, Shirley Wong and Ben Keyte presented at the June CEO Communication session about the PATH process and their involvement.





BENEFITS OF NORTHCOTT CLIENTS HAVING A GREATER VOICE:

A support worker has observed that the PATH a client did 3 months ago has had a huge impact on the client's life. She says, ➔

"He has always had problems saying no to anything and therefore drifts along with everyone else. Since the PATH he now has a more solid view on what he does want and feels comfortable to say "No, I don't want to do that because I eventually want to do xxxxx instead.

He apparently now feels confident enough that his dreams aren't silly or unobtainable anymore and isn't influenced by others so easily".



BENEFITS OF NORTHCOTT CLIENTS HAVING MORE CHOICE:

A regional client has had very mixed experiences in finding support workers who meet her needs. Recently, her IFS worker did a 'Staff Matching' tool so that everyone understood exactly what was required.

A care worker has just (today) accepted the position and she fits the client's expressed needs really well. The client now feels comfortable enough to return to TAFE.



NORTHCOTT TEAMS USING PERSON CENTRED TOOLS:

- Tamworth office worked on their 'Team profiles' at a team planning day.
- The Family Support and Case Management Forum (formerly MESCCOM) used a "What's working/What's not working' tool to discuss the future direction of the meeting. This is what Hilary says about the process:
- Both the Macarthur office and the Casula office used external Northcott workers to facilitate and graph a PATH tool at their annual team planning days. ↓

"Having the discussion represented in key words, pictures and colours seemed to gel the ideas that people were putting forward, and facilitated a highly collaborative approach to figuring out what was and wasn't working in our meetings. The great thing about this was that it then flowed into a collaborative approach to determining what changes needed to be made and what steps we could take to see these changes happen".

