

How was it for you, at your Review?



A Dorset People First
Quality Checkers' report
about Person Centred
Reviews in Dorset (2009).

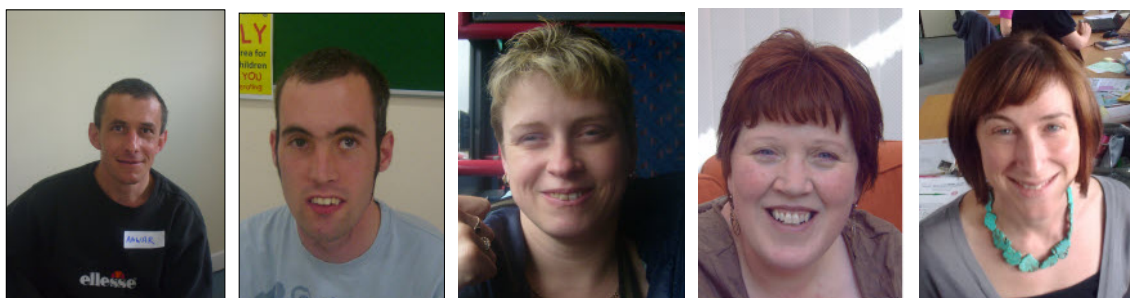
What is this report about?

Alison Short is the lead for person centred approaches in Dorset. She asked us to find out about the quality of Person Centred Reviews in Dorset.



The people who worked on this research project were:

Anwar Al Mutawa
Dan Brookes
Kerry Martin
Helen Nicolson
Sally Scott



**The whole team worked together on this research.
This is called inclusive research.**



First we talked to people about what quality means to them. We found out that lots of people have not thought about quality before.



We found out more about Person Centred Reviews, by reading and talking to people. We found out that lots of people with learning difficulties couldn't remember their meeting or they knew it by another name.

We thought about what a good quality person centred review would be like:

- It should make sense as part of life as a whole.
- The person should feel that it is their meeting, and they are in control.
- It should help people get the life they want.



Then we thought of questions to ask that would help us find out about the quality of person centred reviews, and how we should ask the questions so that lots of people could take part.

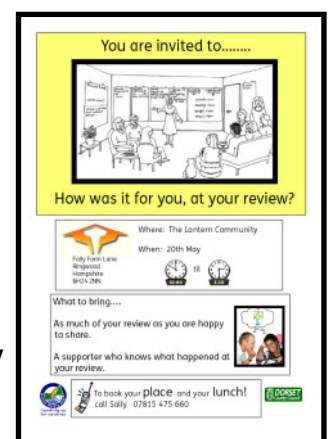


And we planned 3 events.

The events were planned so that everyone could feel confident and take part. We wanted everyone to understand the day and to learn a bit more about reviews.

We invited people to come with a supporter who could help them take part.

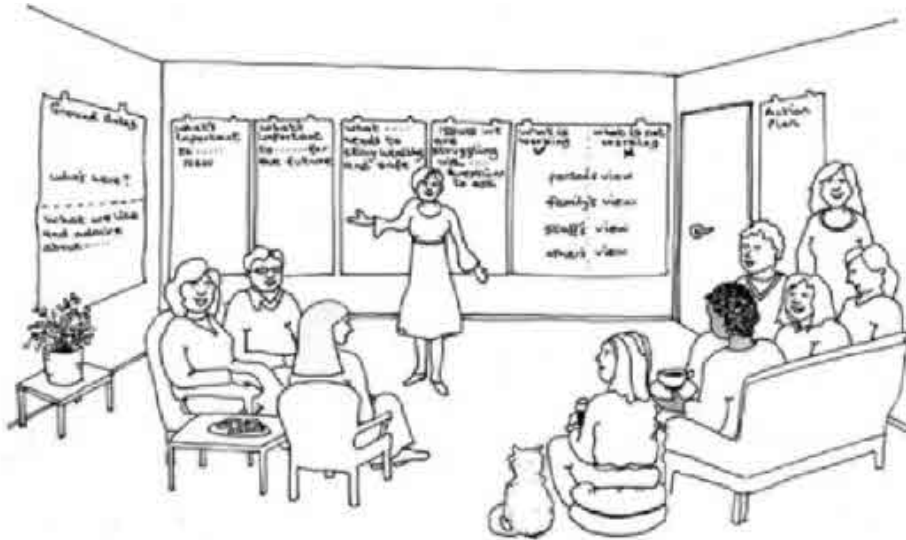
And to bring as much of their review as they were happy to share.



What did we do?

54 people with learning difficulties took part in the events.

We spent the morning thinking about the Person Centred Review meetings.



We did an activity which helped us to talk about:

Where the meeting happened.

Who came to the meeting.

Who people felt had been in charge of their meeting.

Whether there was anyone else who might be invited next time.

How people felt before, during and after their reviews.



At lunch time, we chatted to old friends and made new friends.



We spent the afternoon thinking about what we had talked about, and what goals had been agreed, at people's Person Centred Review meetings.



We did activities that helped us to talk about:

The sort of things people might want to talk about at a Person Centred Review meeting.

The things that people had actually talked about.

The things that people had set goals about.

The goal that led to the most important difference in their lives.



What did people tell us about their meetings?



- Keyworkers organise most of the reviews meetings.



- Some people organised their own meetings.

I typed the invitations on the computer.

It was better because I didn't invite

I decided which room to use.

- Most people with learning difficulties did not feel in charge at their Person Centred Review meeting. People who felt in charge said things like:



It is to talk about what I want to do.

It is my meeting.

There were no obvious links between who organised the meeting and who the person felt was in charge.

•If the manager attended the meeting they were most likely to be seen as in charge.



We know from other pieces of work that most people with learning difficulties see the manager as being in charge of everything and everyone; including the people who use the service.

• Most meetings took place in day centres. We did not find out who chose where the meeting took place.



•Some people felt that their families were in charge. They all go to the same day centre.



•A few people had an advocate at their meeting. They were mostly from one region of Dorset.



•The person who is in charge of a meeting depends on lots of things. The things that are important are:

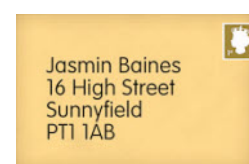


How the meeting is run.
How prepared and confident the person with a learning disability feels.

It is not only about:

Where the meeting happens.
The job titles and roles of the people who attend.

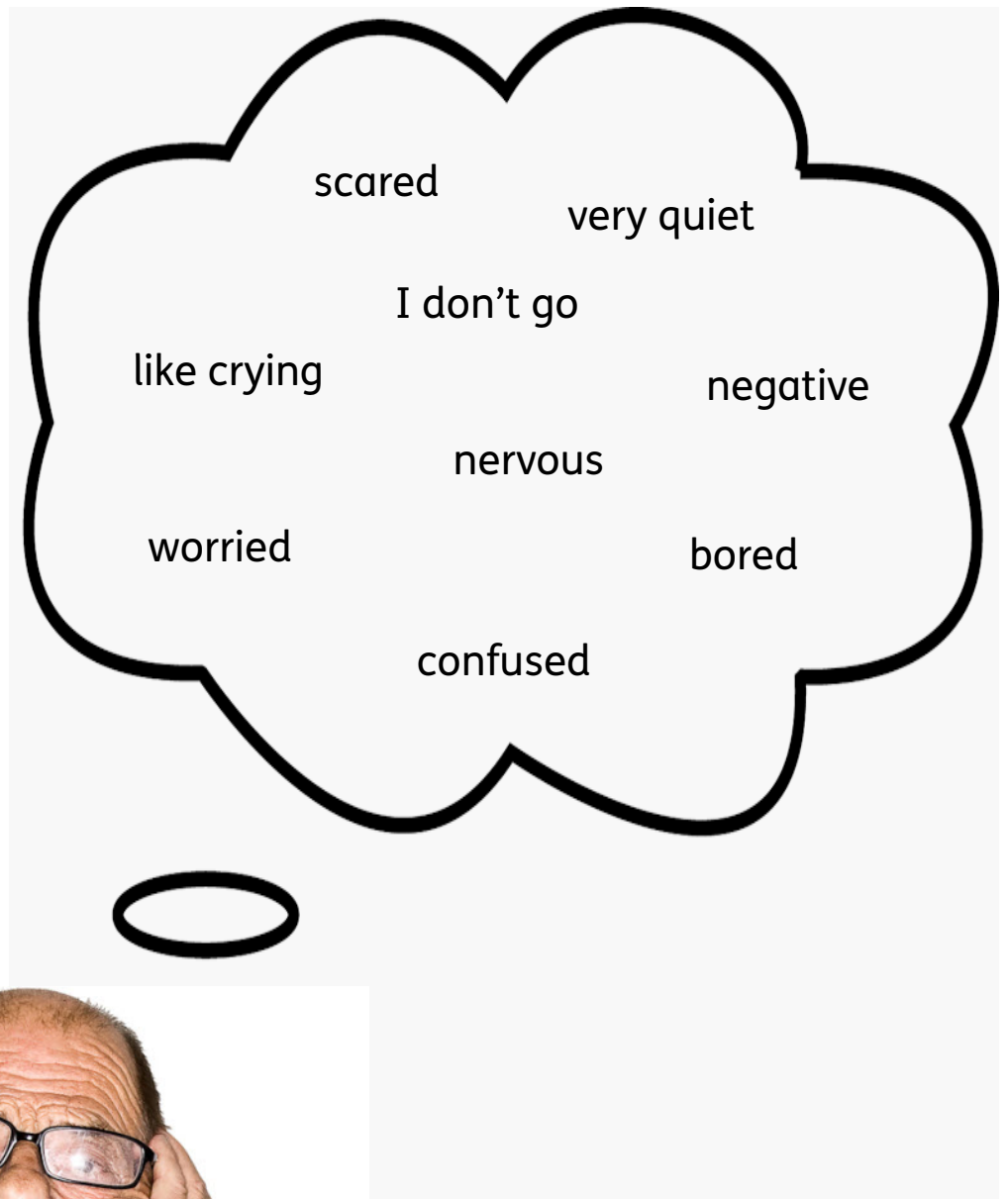
•Lots of people had ideas about who they would like to invite next time. Most people wanted to invite friends, family members and other members of staff.



Most people felt good about their reviews. They talked about feeling:



But for many people there were still difficult feelings to deal with.



What did we find out about goals?



- People talked about slightly different things in different parts of Dorset.

Sometimes this was easily explained:

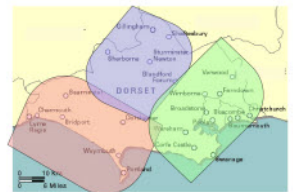
For example people didn't talk about college in the parts of Dorset where there aren't many courses available.

But sometimes it was not clear why the differences happened.

For example lots of people who all live in one area talked about the people who support them.

- People didn't know that they could talk about some subjects at their review meeting. Some people said things like:

I didn't know I could talk about relationships. I will next time.



What people told us they had set goals about:



- 20 people set goals about work.



- 17 people set goals about leisure.



- 15 people set goals about travel.



- 13 people set goals about keeping fit.



- 12 people set goals about holidays.



- 10 people set goals about their health.



- 10 people set goals about friendships



- 10 people set goals about their day centre.



- 9 people set goals about their intimate relationships.



•7 people set goals about making a dream come true.



•7 people set goals about keeping safe.



•7 people set goals about living skills.



•6 people set goals about housing.



•5 people set goals about going to college.



•4 people set goals about equipment they need.



•3 people set goals about money



•2 people set goals about individual budgets, or direct payments.



•1 person set a goal about their faith.



•1 person set a goal about stopping a bad thing.

Sharing the goal that was most important to people was the last activity of the day.

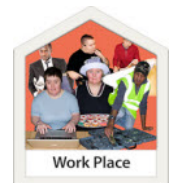


People took part and told the whole group about the goal that had made the biggest difference to them.

Most people talked about trips, or holidays, they were going to take, with people that matter to them.



A few people spoke about work.



A few people talked about activities and hobbies. Some people wanted to start new things. Some people were talking about leisure activities that they value and want to keep doing.



A few people talked about moving house, or more independent living.



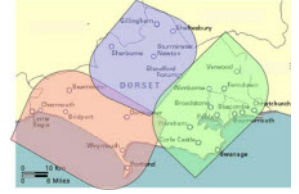
Some of these goals needed support from a range of people. But many goals were very straightforward.

We think some of the goals could have been sorted out sooner. We couldn't work out why they had to wait for an annual review meeting.



What we found out.

Person centred reviews are happening all across Dorset.



There are differences in how the reviews are organised, and the sorts of things that are talked about in different places.

People with learning difficulties mostly find the meetings easier than the old service led meetings.



Some people with learning difficulties are taking a lead in organising their meetings.

Most people with learning difficulties still do not feel in control at their meetings.

The meetings are seen as a one off event, people find it hard to remember them.

People are setting goals that they are pleased with. But many of the goals were things that could be sorted out very quickly and easily without a big meeting.



Some people find the words: person, centred, and review very difficult to say.



What we would like to happen now.

We think that regional differences across Dorset should be looked at further.



We would like good practice to be shared so that more people with learning difficulties feel in control at their reviews. This should include voluntary and private sector organisations as well as DCC.



An easy read guide to planning a review meeting would be helpful. It could cover things to think about before the meeting as well as practical issues. People could work through it with their keyworkers, or support staff.



We think it would be useful to find out how the goals are being met - are the person centred reviews helping people live lives outside of services? Are they looking for natural support, or paid support?



Staff should remember that even though the meetings have changed they can still be difficult and emotional. People should have a chance to talk about this.



People should be able to spend time all through the year working on plans they have made, plans they are making and plans they want to make in the future. Their person centred review meeting needs to make sense as part of this.



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