

Developing a Personal Support Plan

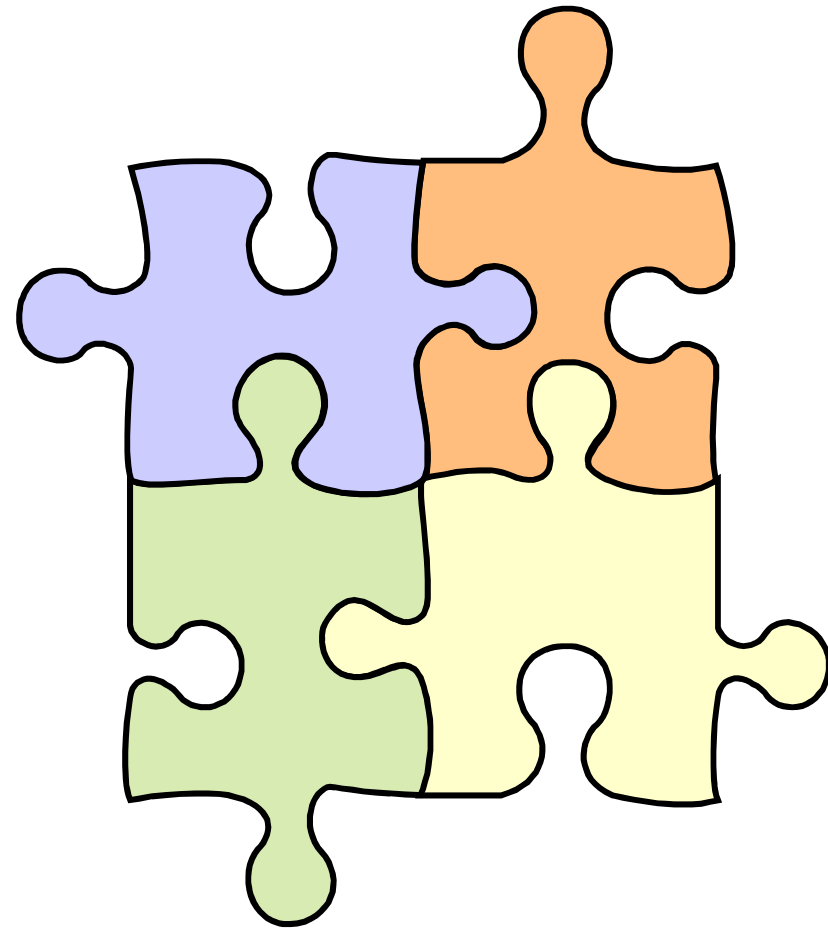
It's a bit like putting a jigsaw together

We start by working with our customers to really understand what's important to them

We help them to identify their goals and aspirations, the things that they want to achieve

We also use a timeline to prioritise things

Then we help them to develop their ideas into a really focused and individual Support Plan with measurable outcomes



The Process

Once we've identified what's important to our customer

We follow a simple process to explore what's already in place or available and to see where we can help them best

For us it's about maximising our customer's potential and keeping them at the centre of what we do



Example Support Plans



To demonstrate how we work with our customers to develop an effective support plan for them, here are a couple of examples

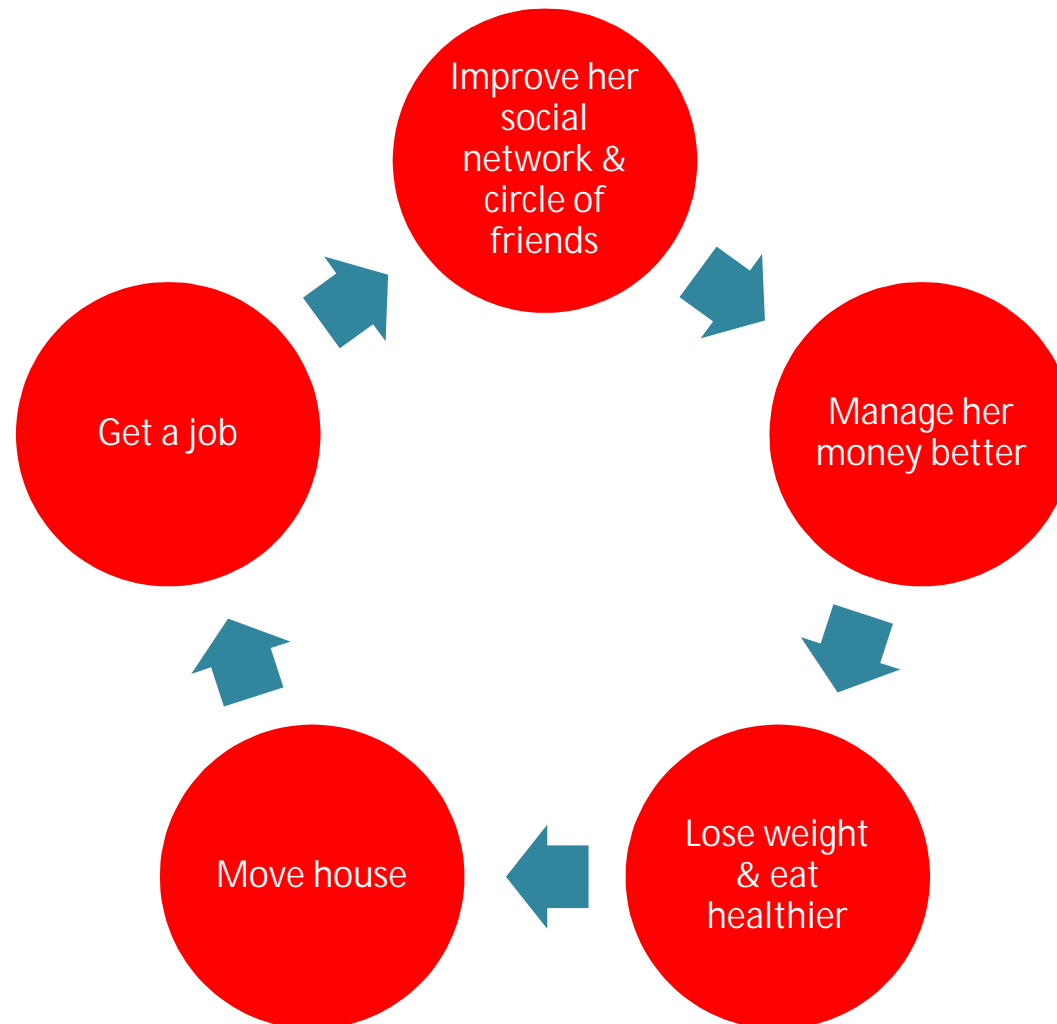
To protect peoples identities we haven't used names, we've also change some details of their support plans

We hope the following sample plans will give you an idea of the support we offer

But if you would like anymore information about how we might work with you please give us a call on 01422 374097 and we'll do our best to help you

Example Support Plan 1

'J' is a young woman with autism and below are the things she wanted support with



Prioritising

Clearly 'J' had lots of things that were important to her

We worked with 'J' to put them into order of which was the most important

1. Manage her money
2. Move House
3. Loose Weight
4. Get a job
5. Improve and extend her network of friends

Developing a Plan

Once we were able to understand 'J' and her needs better we introduced her to a PA and started working towards her goals

Because 'J' was often nervous around new people, consistency was really important

We matched 'J' to a primary PA and also to a reserve PA that could cover for holidays etc

We then took the goals that 'J' wanted to achieve and developed a plan with key actions that they could work towards

The Plan

Goals	Task	Measurable outcome
1. Manage Money better	We supported 'J' to work out a budget and to access CAB	Manageable budget developed and debts under control
2. Move House	We helped 'J' to approach the Housing Association and ask for a transfer	'J' successfully secured another tenancy in a location she wanted
3. Weight Loss	We supported 'J' to ask her GP for help	'J' working with a Dietician to eat healthier & manage her weight
4. Get a job	We helped 'J' to look for voluntary work to gain some experience	'J' got a job on Wednesday mornings in a local charity shop
5. Improve & extend network of friends	We helped 'J' to find various community groups that interested her	Now 'J' has a busy schedule or activities and is making new friends

Example Support Plan 2

'P' is a young woman with learning disabilities who lives at home with her family and enjoys a really active life

She's recently completed her NVQ training and is keen to put her new skills to good use

Prioritises

1. Because of her disabilities 'P' needs someone to support her to get to work and to support her whilst she's there
2. Sometimes people find it difficult to understand what 'P' is saying and she wants to improve her communication skills
3. 'P' really enjoys shopping but she isn't very confident with money so she wants some support to improve her Life Skills

The Plan

Goals	Task	Measurable outcome
1. Work	We provide transport and support to 'P' so that she can go to work	'P' has paid employment and gets to use her new NVQ skills
2. Communication	We are working with 'P' to improve her language skills	'P' is more confident talking to people and they find it easier to understand her
4. Life Skills	We are developing a focused plan with 'P' that will help improve her Life Skills. This includes shopping tasks	'P' learns new skills and is more confident with money