

Carr-Gomm offers training, consultancy and advice to help other organisations adopt a Person Centred Planning approach in their services. For more information on Carr-Gomm's approach to Person Centred Planning or to find out more about how we can help you to introduce PCP to your own organisation, contact:

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Helping disadvantaged people to take control of their lives and create a valued future of their choice

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Carr-Gomm Person Centred Planning

PCP

carrgomm  
transforming care and support

positive about potential  
introducing person centred planning (PCP)



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Carr-Gomm is an award-winning national charity providing housing, care and support to over 3,000 disadvantaged people a year. With the support of the Department of Health and the Pilgrim Trust, we have introduced Person Centred Planning (PCP) to help us plan the support our service users need. PCP has enabled Carr-Gomm to use creative and innovative techniques to empower service users to choose and achieve the lives they want.

## About PCP

### Why use it in support and care planning?

Traditional ways of planning support and care with vulnerable people often focus on identifying needs and seeing these as problems to be resolved. Individuals have limited influence over the framework and priorities for their support plans, which are usually set by staff.

Person Centred Planning (PCP) is:

- a person's own description of the way they want to live their life
- a process for planning how to achieve this which puts them in control

PCP focuses on the whole person and identifies their gifts, qualities and abilities. Individuals are supported to consider their dreams, aspirations and hopes, and to

decide what they want from life and how to get there.

PCP uses creative techniques and approaches, including graphics, colour and objects, to help people visualise their dreams and a plan to fulfil these. Each plan is unique and creates a picture of the person and their goals in a way that they enjoy and remember.

### Social inclusion

PCP also recognises that people get more out of life with the friendship and support of others. It encourages people to identify and establish a community of support – friends, relatives and professionals – around them, who will help them to achieve their goals.

The positive focus of PCP means people are easily engaged in the

planning process and are motivated to work towards their goals. Because individuals have real ownership of their plans, this offers a more effective way of helping them to improve their health and independence than traditional support planning.



“PCP appears daunting at first, and then it opens your eyes. I could not think of any good points, but after doing some PCP work I could talk about lots. I felt like a bud that needs to open. Once you go through PCP, the bud blossoms – and that is your life.”

*Roy, Carr-Gomm client*

## Leading the way

### Carr-Gomm's experience

PCP was originally developed as a planning tool for individuals and communities, and then adopted for use in care and support planning by learning disability services.

Carr-Gomm decided to introduce PCP and to adapt and develop its traditional techniques and tools to meet our own service users' needs, including mental health, vulnerable families and homelessness, across a range of services including housing, floating support and day centres. We secured commitment and resources and established a steering group to plan and manage the implementation of PCP.

### Flexible support

We have devised and delivered a

training programme for staff, backed up with a range of interesting and inspiring PCP materials and resources. Staff incorporate PCP tools into existing support sessions when the time is right for the individual. Support sessions are now more flexible to allow for extra time in the early stages of developing a plan, and the person chooses where to meet and who they want to be there.

Carr-Gomm managers are briefed and trained so that they provide appropriate support, guidance and coaching to enable support staff to build PCP into their work. We also provide service users with regular information about PCP and encourage them to talk to staff about using this approach.



A team of specially-trained staff – PCP facilitators – provide ongoing advice, guidance, support and training to frontline staff and their managers.

“With PCP you learn so much more about the people you support. Knowing what people have done is really positive to build upon. You find out what's best for someone from the person themselves,” says Lorraine Young, a PCP facilitator.

“PCP was good fun. We got to know each other better and drawing things and putting words on paper helped put things in perspective. What is in the pictures – a house with a garden – is how our life is now.”

*Lihaan and Mohammed, Carr-Gomm clients*

## Benefits of PCP

### Why invest in a new approach to support?

PCP encourages people to take charge of their lives by putting them at the centre of their planning. It has been an important step for Carr-Gomm and underpins our commitment to service user involvement by ensuring that people have a real say over their support and how it is provided.

Our experience is that PCP can help anyone regardless of the type of service they receive or the 'need' they are labelled with. PCP has been welcomed and valued by:

- **Service users** – they enjoy the process which improves their

confidence and motivation and ensures their support is more responsive to their wishes.

- **Staff** – these tools enable them to develop effective relationships with new service users and to reinvigorate existing support plans, offering greater job satisfaction and professional development.
- **Funders and regulators** – PCP meets the requirements of Supporting People and the Social Care White Paper, **Our health, our care, our say**, for increasing well-being, choice and control, and enabling joined-up care.



“We're totally committed to PCP which enables us to help people to take control of their lives and create a valued future of their choice. We want to share our experience to help other organisations to improve their services for vulnerable people.”

*Gary Lashko, Carr-Gomm Chief Executive*