

Sample Outcome Focused and Personalised (person centred) Service Review

Guidance:

- *This sample service review is an example of what an outcome focused and personalised review might look like and what might be included in it. There is no requirement to use this sample although you can. Equally you can use ideas from it if that is useful to you.*
- *It helps the individual being supported, their family/carers and you to talk honestly and openly about what is working well and doesn't need to change and what isn't really working well and needs to change to support the person to live the life they want.*
- *It's focus is on getting to know the real person and what 'a good life' looks like for them. It doesn't launch straight into 'reviewing care'. It sets the scene and encourages the person to talk about themselves as real people.*
- *It is built on good conversations between the individual, their carers/family and the Provider representative, rather than a series of tick boxes. It's not about reading from a form, it's about using the form as a basis for the conversation, 'pitching' it right is important.*
- *There's no need to write it in a kind of special professional language. Who says 'mobilise' and 'nutrition and hydration' in real life? Why not say 'walking' and 'eating and drinking'?*
- *It's important to think about things like; have I given enough time for a good conversation? don't rush! Are we all comfortable? Is it the right time of day, or is the person likely to be tired? Things like this are important to a good conversation.*
- *You may also want to make it more visually appealing and accessible for the people you support, for example by using a larger font or visuals.*
- *This sample doesn't include other documents which you are required to complete such as risk assessments, medication records, moving & handling plans.*
- *The vital thing is that it enables staff to get to know a real person and how to support them towards a good life.*
- *If you would like a word version of this document email domcarecontracts@kirklees.gov.uk to request one.*
- *For lots more information about person centred reviews go to [HSA| Person-centred review | Personalisation | Personal Budget \(helensandersonassociates.co.uk\)](http://HSA|Person-centred%20review|Personalisation|Personal%20Budget%20(helensandersonassociates.co.uk))*



the good care company

insert name
Service Review

CONFIDENTIAL

The information in this service review is confidential and should only be read by me, the owner, authorised 'the good care company' personnel and others with my consent.

Thank you.

I have completed this review with
name (** TGGC)
and
name (relationship)
On date

It will be reviewed again by date (or before if appropriate)



Firstly, set the scene! ‘How are you?’ ‘how have things been in general?’ ‘So, what’s been happening with you since we last talked?’

(PROMPT - this could be about an achievement, a holiday or joining in new group, what’s been happening in the family, health, the garden ...anything important to the person).

Looking back at your current service plan:

Firstly, are there any changes to your personal details? Like your phone number, GP other family members involved in your support?

Note any changes here

	What’s going well for me 	What’s not going so well for me? 	What I want to achieve (my outcomes)	What needs to change?
UNDERSTANDING				
COMMUNICATION AND HEARING				
SIGHT				
MY PHYSICAL HEALTH				
MY MENTAL				

HEALTH AND EMOTIONAL WELLBEING				
MOVING AROUND INDOORS AND OUTDOORS (MOBILITY)				
MANAGING MY MEDICATION				
!! ALWAYS CHECK THAT THE MEDICATION RECORDS HELD MATCH WHAT IS CURRENTLY PRESCRIBED !!				
EATING, DRINKING AND FOOD PREPARATION (NUTRITION)				
GOING TO THE TOILET (CONTINENCE)				
PERSONAL CARE				
SEEING AND MEETING PEOPLE, GOING OUT AND BEING OCCUPIED				


(SOCIAL SUPPORT)				
PERSONAL AND INTIMATE RELATIONSHIPS				
REST AND SLEEP				
KEEPING WARM OR STAYING COOL				
EQUIPMENT AND ASSISTIVE TECHNOLOGY				
SAFETY AND SECURITY				
DEATH AND DYING	(Guidance for provider staff – this can be a very sensitive and difficult area for many people to discuss. Taking a personalised approach means that you should only raise this if it is appropriate to do so, and then only discuss when you are trained, confident and competent. The conversation may be easier once a good relationship has been formed, don't rush. For some people you support it may not be appropriate at all – e.g. it may be very distressing if you raise this with a young man who has a learning disability and no health issues.			
HOUSEHOLD TASKS				


IS THERE ANYTHING ELSE YOU WANT TO TELL US OR TALK ABOUT?

!!! REMEMBER TO COMPLETE ALL NECESSARY CONSENTS ETC !!!

HOW ARE WE DOING?

As well as reviewing the support which you receive from TGCC we'd also like to hear about how we're doing.
Please be honest – we want to learn by listening to you.

Can you tell us about **one thing** which we are
doing really well?


Can you tell us about **anything** which we are not
doing very well?

How could we do this better?

Generally, does the service you receive from TGCC
make a positive difference to your life?

all of the time / usually / sometimes / hardly ever / not at all

THANK YOU FOR YOUR TIME

Taking a personalised approach it MIGHT be appropriate to use other ways of finding out how the individual feels about the service – here is another idea.
It's important to 'pitch' this correctly and use words which the person understands – you might want to use fewer words or just symbols or photographs.

Could you circle the words that your service from TGCC makes you feel.

Circle as many as you like
OR
Point to as many as you like

safe 😊 disrespected 😞 sad 😞 valued 😊
let down 😞 listened to 😊
relaxed 😊 unsafe 😞 content 😊
respected 😊 frustrated 😞 positive 😊
ignored 😞 happy 😊 angry 😞
pressurised 😞 insignificant 😞
negative 😞 supported 😊 pleased 😊

Can you tell us why you have chosen these words?

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SAMPLE