

A Charter for Person Centred Approaches

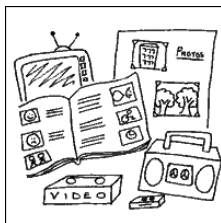


Person Centred Approaches are ways of making sure that we all do a better job of listening to what people who have learning disabilities really want and making sure these things happen. By signing up to this charter you are agreeing to take a person centred approach to the support and empowerment of people who have learning disabilities.

Listening



Accessibility



We will listen and respond to people who use our service

We will help people to work towards their dreams and wishes

We will provide information to people who use our service about what we do. Our information will be designed with the aid of people who use our services, to help each person understand how we can help them.

We will use things like written information, pictures, tapes, videos

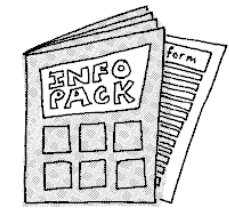
and symbols as well as talking to people about what we do.



We promise to only keep written information about a person if it is necessary. This will include things like personal files, care plans, tenancy agreements, daily/weekly timetables and events.



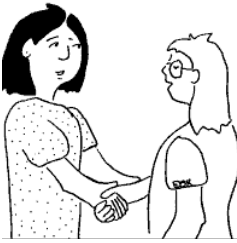
We will work in partnership with the person, their advocate, family and friends and other people who help them as appropriate.



We will produce information that will help the person understand what we have written about them.



We will make sure that all people who are entitled can access any of the services we provide and we will not discriminate against people.



We will make sure that when a person is considering using the service we provide they are introduced with an agreed and flexible approach.

They may want to find out gradually about the help we can give, or visit lots of times before they make a decision to use our service.

Awareness



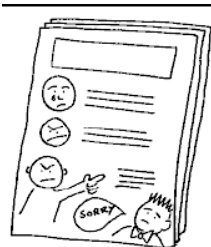
We will make sure that each person using our service knows about person centred planning and how to get more information about it.

Choices



We will make sure each person has choices about all aspects of the help we give. For example who they like to work with them, what help they get and how they get it.

Feedback



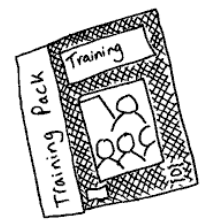
Each person will be asked to comment on the help we give them and we will make changes to what we do based on what people say.

Meetings



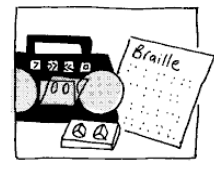
We will make sure that all meetings are based on a person centred approach.

Training



All our new staff will be given training on person centred approaches when they first come to work with us.

We will make sure all our staff have training about person centred planning.



We will make sure our staff learn the skills they need to work with each person. For example if someone uses a communication system like Makaton our staff will need to learn how to use it too. We will support staff to undertake the training they need as quickly as possible.

Recruitment



When we need new staff we will ask people who use our service to help us design the advert and the job description. We will also ask people who use our service to help us choose new staff.

How are we doing?



We will be able to show people how our service is doing all the things which are in this charter. We will be able to show what is going well and what we still need to work on.

Hampshire Person Centred Planning Team July 2004



Name and address of Organisation	Date	Name, Signature and Position

Charter For Person Centred Approaches

We agree to use the Charter as a basis for what we do for people who have learning disabilities.

Name and Address of Organisation	Date	Name, signature and position

Please complete this page and send to:

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Or sign up using the form available at: www.pcp-in-hampshire.net
Then save the form and e-mail it as an attachment
to: jason.hope@hants.gov.uk