

NORTHCOTT PERSON CENTRED UPDATE NOVEMBER 2011

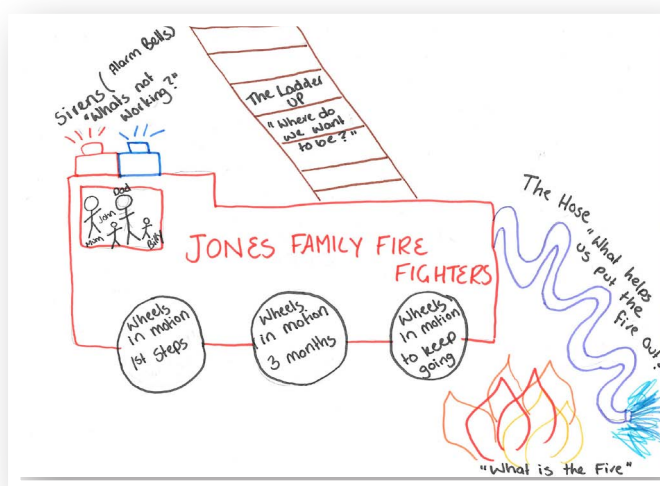


The Fire Truck Visual Plan has been invented!

This is a vision I had: To use the symbol of a Fire Truck as the basis of a planning tool. The idea came from working with a non-verbal boy who is obsessed with fire trucks and literally lights up when you mention anything to do with them or the noises they make. I also drew inspiration from my 3 year old nephew who finds it easy to relate to trucks, and anything to do with 'boy's things'.

Using similar categories to the PATH tool, the truck symbol is divided into the following sections.

1. **Who:** The family's name goes on the main body, and all of the family members have a place on the truck (the example shows them in the window).
2. **Now:** The family identifies what the "Fire is" (e.g. everyone is sleep deprived because of John's night terrors and bedwetting)
3. **Keeping Strong:** The Hose "What are our strengths?" "What are we using to put out the fire?" (e.g. time with Nana, laughing, soccer, movie night)
4. **Blocks:** What are the "Sirens" or "Alarm Bells" that show us things aren't working (e.g. we get frustrated, we yell, we fall asleep at work, I cry all the time)
5. **Vision:** The Ladder up "Where do we want to be" (e.g. we want to sleep through the night, no more night terrors and get John to stop wetting the bed, we want to be happy, no more fighting)
6. **First Steps:** Wheels in Motion is in 3 sections
 1. First Steps (e.g. make an appointment with paediatrician, call respite provider and ask for more respite)
 2. Three Months (e.g. have a toilet training plan done by OT, Have a sleep reward chart, have date night once per month, hire a new babysitter, have a meeting at school to explore night terrors, get onto the wait list for a child psychiatrist)
 3. To keep going (e.g. stick to reward chart, plan a holiday, have boys spend the night with Nana, go to an information session on night Terrors, keep in regular contact with Family Support Worker)



This idea was developed after seeing Northcott's Landscape Plan, and it can also be adapted to whichever objects fascinate the individual. E.g. Trains, Motorbikes, Fast Cars etc...

Erin Rooke - Family Support Worker - Northern Sydney Family Support Service



COMMENTS FROM AMIRA MACCUE, SEVINC'S MOTHER, ABOUT BEING INVOLVED IN THE PATH: ↓

"I believe the experience provided an opportunity to explore needs and wants and lay them out in a way that makes them do-able. In a lot of cases people wish/dream for something but don't pursue those wishes/dreams as they seem overwhelming, too hard and/or unmanageable. PATH allowed you to think up a goal or several goals and break them down to achievable tasks that have timelines attached to them. The whole experience was documented onto a colourful poster that has now been placed on Sevinc's wall and can be looked at and worked on regularly."

"My name is Sevinc Maccue. I am 20 years old and am a client at Community Participation Program at Parramatta. One of the reasons that I decided to do a PATH is because one of my dreams is to move out of my parent's house and live with a few of my friends or either stay in the house where I live now without my parents. I wasn't sure how to approach moving out because obviously moving out is a big step for anyone, especially for people who have a disability. Doing the PATH was an experience in itself. I feel by doing the PATH it is going to make my dreams come true."

Arron's PATH

Arron Masters will be moving into Northcott's YPIRAC (Young People in Residential Aged Care) Accommodation Service in Newcastle in 2012. Mt Hutton Villages, otherwise known as "the beginning of life" by the YPIRAC clients, will better allow Arron to guide his goals his own way. Arron put his hand up to have a PATH done around planning his move from the Nursing Home he lives in to his new house. Arron was excited to see the PATH completed as he came up with great goals around learning new skills to increase his independence, linking into his new community and a plan to manage some medical issues. One goal has already been taken care of, with a holiday booked in to meet Arron's love of travelling the world by eating different foods. Arron's PATH will help guide the big move and how the YPIRAC program can support him. Ongoing support is starting now, with residential support workers assisting Arron to get familiar with the Mt Hutton area as his new community.



Trish Rutherford, YPIRAC Coordinator

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Thomas is well supported on his journey

Thomas and his Mum, Lamya, began working with The Northcott Early Childhood Autism Service (NECAS) as Lamya wanted Thomas to stop his hand biting behaviour. NECAS's occupational therapist recommended some techniques that could help Thomas with reducing the hand biting and between them, Thomas and Lamya worked out which strategies worked for them. Various methods were tried and the family chose the one that worked and suited them the best.

After about eight OT sessions Lamya reported that she was really happy with Thomas' progress: his hand biting was reduced and the calluses were going away. Lamya was now ready to move onto the next area of concern - handwriting, so new goals were set. In NECAS, we encourage families



to identify goals that are important to them, rather than goals that a therapist recommends after an assessment - so our approach is family centred and person centred.

Nichola Midgely - Speech Pathologist
Coordinator, NECAS

Elaine's experience of Person Centredness

Elaine and Sue Campbell-Ross, Family Therapist, recently co-facilitated a successful 1 page profile workshop for carers and staff at Northcott's Penrith office. One attendee, Michelle Westwell - Employment Advisor for Jobmatch Penrith said, "I now have a different approach, and I would like to do more by modifying the way we meet clients on the first appointment, so that we learn more about them, and we can better find the clients the jobs that they want."

"My first experience of Person Centredness was when Chris Barron, Family Therapist, from Northcott Intensive Family Support, came into the family home. He was different from what I expected. His approach, I now know, was Person Centred and very family orientated. This was a very settling feeling as he worked around us as a family. Cindy Mahony, Family Support Worker, has also supported me and little Steven in many person centred ways. As a client of Northcott I have had so much support and opportunities.

My experience of being a Client Champion, well what can I start with? Everyday has been a journey and it makes me step back and think more about any given situation. Completing the training has helped me become a better person - in the respect that I listen more and give more of myself, but on the other hand, I give myself more time too.

Northcott has opened up so many doors for me, like being asked to sit in on interview panels, attend seminars and wanting my feedback on things. I feel the Person Centred training has been a wonderful life changing experience and I want to share it with everyone. I am very excited about the future and what it holds for us all in adapting Person Centredness in our lives and work ethics".

Elaine Durning - Northcott Person Centred Client Champion



Person Centred Tool of the Month - 4+1 Questions

Introducing Person Centred practices into Northcott's Intensive Family Support (NIFS) team in Penrith has led to the reworking of NIFS 'Final Report'. Previously, the report was worker directed, service-led and heavy on service jargon!

We knew that the Final Report:

- Focused on deficits - was NOT strengths based
- Was narrowly focused
- Had no effective input from families - it was not person centred

From team discussions it was recognised that the 4+1 Questions Tool could be used as a person centred tool to provide the necessary Final Report - it was in the team's words, "a perfect fit!"

Why 4+1Qs is a perfect fit:

Format: The team felt that the reflective nature of the 4+1Q was a great way to review the 12 week intervention. The best part was that it would be in the client's/family's own words.

Questions: The simple and direct nature of the questions is a plus, the questions don't confuse or confront the client, and they provoke thoughtful and insightful replies.

The result: It worked! And it was well received by families when the worker read through the report with the family.

What Next: Our next task is to apply a Person Centred approach to the Family Feedback Form. Never a dull moment out here in Penrith!

Chris Barron – Family Therapist, Penrith

FOUR + ONE QUESTIONS

● TRIED?	● LEARNED?
● PLEASSED ABOUT?	● CONCERNED ABOUT?

● DO NEXT?

Helen Sanderson Associates/TLECLIP
Created By The Group Consultants International

You can find this Person Centred tool, and many others, on the Helen Sanderson website:
www.helensandersonassociates.co.uk





On Wednesday 26th October 2011 Northcott hosted a meeting of the NSW Person Centred Learning Community. This is a group of like-minded service providers who actively practise Person Centredness in their organisations. It was a fabulous opportunity for Northcott Champions - both clients and staff - to showcase their Person Centred initiatives.

Some of the highlights for the meeting attendees were hearing from Ben Keyte, Gretta Serov and Shirley Wong on how their Community Participation Program has changed since becoming Champions. Another highlight was Georgia Cranko, Champion, disability rights advocate and Don't DIS my ABILITY spokesperson. Her talk, whilst inspiring, also focused on the challenges of advocacy: ↓

See Northcott's new Person Centred Approaches tab on our website for Georgia's full speech www.northcott.com.au

And to keep up to date with the Don't DIS my ABILITY campaign, visit their website www.dontdismyability.com.au

"I was asked to come today and talk to you about my work in disability advocacy. Yet, disability advocacy is a concept that sits uneasily in my mind, because for me, the line between disability and humanity is so blurred, that I feel like advocating for disability rights is the same as standing up for human rights. I never have thought of myself as an advocate, more like a broken record, repeating 'I am not stupid, I am not deaf, I am just a person,' over, and over, and over again. But this is what it takes to live a decent life and to live in a society that is, on the whole, ignorant of disability."



Upcoming Events:

Northcott is planning a calendar of trainings and events, with the first one being Champion Training at Northcott's Newcastle Office, 21st & 22nd November 2011, and more dates to follow next year. →

For more information regarding these events please contact Northcott's Person Centred Development Workers,
Cassie Gardner
(6882 1099) or
Miguel Lane-Mullins
(9472 5204)

International Day of People With Disability: Saturday 3rd December

www.idpwd.com.au

**NDIS Spread the Word Week:
27th December - 3rd December**

www.everyaustraliancounts.com.au

**SHINE Showcase - CPP Parramatta,
Thursday 15th December (evening)
& Friday 16th December (daytime)**

www.northcott.com.au

