**Meet [insert name]**

Say something that describes the individual:

* How old are they?
* What are they interested in?
* What do they love and hate doing/ where do they love or hate to be?
* How do they show that they are happy, sad, anxious, excited am scared?
* Who cares about them and who do they care about, such as family friends, pets, celebrities?
* What do they hope for their future?
* What things from their past come with them?

And then:

* Do they have any disabilities, autism or health conditions?
* What does this mean for the care and support that they need?

Think about adding pictures or symbols – of the person or of things that are important to them

**What are the key challenges that [name] faces?**

* In what ways might they be at risk of an avoidable hospital admission?
* In what ways might they be at risk of their human rights being violated?
* Are there decisions that need to be made that they may not have the capacity to make?
* What isn’t working about their current situation?
* What is working that needs to be protected?

**Background to [name]’s life**

* What are the important things that have happened in the person’s past?

**What could [name]’s future look like *with* the right care and support?**

With the right care and support, what positive and possible (realistic) future could the person have in the short, medium and long term:

* Where could they live?
* What would they do during the day?
* What would they be learning?
* What would they do for fun?
* How could they sustain their relationships with family and friends?
* How could they improve and maintain their health?
* What care and support do they need to make this happen?

**What could [name]’s future look like *without* the right care and support?**

If we don’t do anything different, what is the likely future for this person?

* Where could they end up living?
* What kind of care and support could they access (or not)?
* What would they do during the day?
* What would they be learning (or not)?
* What would they do for fun?
* How could this affect their relationships with family and friends?
* How could this affect their health and wellbeing?

**What workforce does [name] need to have their positive future?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Right now** | **To help make any changes they need** | **Longer term** | **(Optional if the person is at a changeable stage of life)**  |
| **Regular staff** |  |  |  |  |
| **Occasional staff** |  |  |  |  |

**What skills and knowledge does [name]’s workforce need?**

Think about all of the workers listed above, and what they need to know or be able to do in order to support [name]. List all the roles in the left column.

Then list all the things that they need to know, understand, believe or do in the top row.

Put a ‘x’ in the boxes to show what each worker needs to know. You can say ‘some’ to indicate that *some* workers in this group would need this but not all of them.

All training should be delivered in the context of the individual’s needs, interests and preferences.

As a rule you do not need to consider the basic professional training that roles like GP, occupational therapist and social worker do.

You should include basic training that [name]’s day-to-day support team would need since they would be selected for that person’s support specifically.

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | Specialised skills and knowledge |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [Name] |  |  |  |  |  |  |  |  |  |  |  |  |
| [Name] family and friends |  |  |  |  |  |  |  |  |  |  |  |  |
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**Other values and skills**

Everyone working in adult social care should have the right values. Values are the things that we believe to be important, and they influence how people behave in different situations. Recruiting people with the right values can help employers find people who know it means to deliver high quality, person-centred care and support.

Our [Example values and behaviours framework](http://www.skillsforcare.org.uk/Documents/Recruitment-and-retention/Values-and-behaviours-based-recruitment/Example-values-and-behaviours-framework.pdf) describes some of the values that are central to providing high quality care and support. Here are some other values that staff might need.

* Showing respect to people’s family
* Non-judgemental
* Creative
* Patience

What additional personal characteristics will help support staff support this person? This might be things like:

* shared hobbies or interests or willing to learn about (for example enjoys the outdoors, knows about music or can use the internet)
* good at thinking on their feet and reacting to unexpected situations
* able to tolerate noise
* able to stay calm in stressful situations
* good at de-escalating potentially dangerous situations
* does not get embarrassed by attention in public
* able to ‘dynamically’ and pro-actively risk assess to do things not to “not do” them.

**Costs**

Use this table to estimate how much it will cost to deliver this development based on the training listed above and with costs estimated for a five year period. We recommend that a lot of the training can be delivered together, with people from different roles.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|   | **Days of training per person** | **Number of people**  | **Cost each day** | **Direct costs of the training** | **Total cost** | **Cost of updating annually** | **% of their time spent supporting [name]** | **Cost related to [name] over 5 years** | **Costs in year one** | **Notes** |
| [Name] |  |  |   |   |   |   |  |  |  |  |
| [Name’s] family and friends |  |  |  |  |  |  |  |  |  |  |
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| **Total** |   |  |   |   |   |  |   |  |  |   |
| Average per year |   |   |   |   |   |   |   |  |  |  |