

Good practice encourages a move towards person centred services where the person receiving the service(s) plays an active role in determining the supports they need and how these are delivered. Services are shaped to fit the unique circumstances of the person and no one-size fits all.

How person centred is your service?

1 – Focus of the service



Client's resources, capabilities and aspirations are the focus of the service provided

VS

Client's presenting issues are the focus of the service provided

2 – Service access



There is no 'wrong door', and clients can access the service in many ways

VS

There are pre-determined and defined pathways to access the service

3 – Service criteria



Service criteria is broad and the client's whole story forms the span of the supports provided

VS

Only clients who meet the narrow service criteria are eligible to receive support

4 – Relationships



Establishing good rapport and trust is seen as essential to effective service provision

VS

The relationship between the worker and client is not regarded as that important to the service

5 – Status



The client is expert with regards to deciding this, it is their lived experience

VS

The worker is the expert with regards to deciding the service the client needs

6 – Outcomes



The desired outcomes of the service provided are decided by the client

VS

The outcomes of the service are determined by the service contracts

7 – Planning



The client is involved in all planning for their service journey

VS

The practitioner determines the scope of the services provided

8 – Records



The client's records are jointly developed and belong to the client

VS

The client's records are written by the practitioner and are the property of the agency

9 – Choices



The client is made aware of all relevant services available to support them, and their right to choose

VS

The client is not made aware of other services, including alternative practitioners

10 – Connections



The practitioner works in an integrated way and actively maintains links with other services

VS

The practitioner operates in isolation and the service exists in a silo

Person centred practice, a SWMPF CWS guide.

Note, client, consumer and service user are terms that can be used interchangeably in these guidelines, although none are especially ideal.