

one page profiles

One page profiles capture what people like and admire, what's important to the person and what others need to know and do to support them. They are a great way of giving new people crucial information to understand without it needing to take a long time. They are especially helpful when there are casual or respite staff who may never have met the person before and may not meet them again.

This information was developed by Helen Sanderson Associates (Australia) in 2011, for Ageing Disability and Home Care, Department of Human Services NSW, as a resource to support the Lifestyle Planning Practice Guide and Tools. Most of these tools are Person Centred Thinking tools, and were either developed by The Learning Community for Person Centred Practices, or Helen Sanderson Associates. They are used here with permission. We would like to thank the residents, family members and staff for their time and support in developing examples.

These instructions are not intended as a substitute for training. If you are using these tools for the first time and have not attended a Person Centred Thinking course, please seek support from a colleague or manager who has attended training.

Of course we cannot possibly hope to capture everything in just one page. However, in situations where we know that replacement staff have very little time, if any, to study long files at the beginning of a shift, one page profiles are a lot better than nothing.

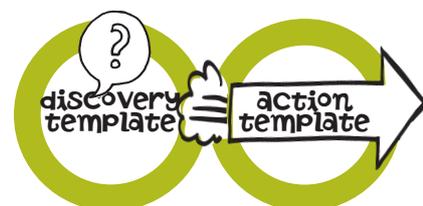
There are several ways to develop 1 page profiles including:

- **Good day, bad day exercise.**
- **Looking at routines and rituals.**
- **Exploring reputations in more depth.**
- **Learning logs and recorded learning sheets.**
- **Thinking through what's important to and for the person, and asking people who know and care what they like and admire.**
- **Using a planning process like a person centred review.**

One page profiles are the start of compiling good, person centred information about the person, and can therefore be extended into more detailed information over time. By asking who, what, when, where, how and why questions about each thing that is written, a lot more information can be uncovered. Staff and others in the person's life can also record their learning on the profile as it happens. Other person centred thinking tools can also be used to build more detail over time. In order to take one page profiles to action, the What's Working/What's Not Working exercise can be used and regularly revisited. One page profiles should be reviewed regularly to ensure they capture the latest learning about the person.

The person may have a number of one page profiles for different purposes. For example, a general one page profile to give anyone a quick but thorough insight into the person; one page profile for supporting the person at different times of the day, or about support with a specific activity or issue.

Check to make sure that everything recorded is specific to the person and not so general that it could be misinterpreted.



What we like and admire about.....

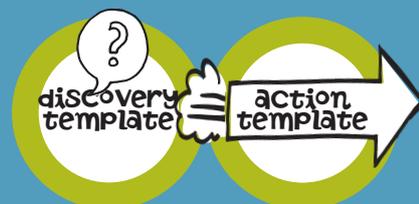
What is important to me



How best to support

tips

- 1 Speak to a range of people who know and care about the person.
- 2 Think about how you can decorate the profile so provides a quick but positive picture of the person – involve the person and others in creating it – use photos, the person's artwork, favourite colours, emphasise important words or phrases with larger writing or different colours.



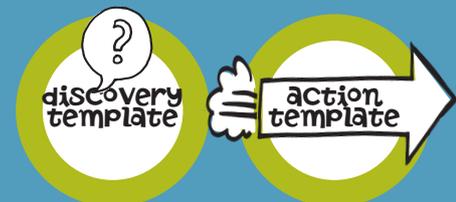
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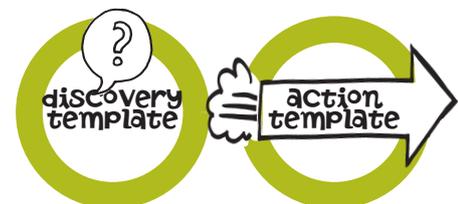
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William's one page profile

This one page profile for William was developed with the help of some of his support staff. We sat and had a conversation taking notes as we went – William came in and out of the room as he felt like it. The starting point was thinking about and capturing the positive routines and rituals in Williams life as he has some very clear rituals that are important to him. We were talking in the afternoon so started with the things that needed to happen for William at that stage in the day (often while observing it happen) this lead onto other routines and rituals and what is told us about what is important to William. Staff were then able to thik about the support needed to make this happen and then more general tips for support.

William is not a fan of lots of writing and paperwork so his Key worker has helped him to develop a chat book that is mainly photos with a few captions at the bottom. This helps new people in his life sit with him and get to know him. It has been helpful more recently when William had to go to hospital – the chat book went with him as a tool to help communication and support others to get to know him easily.



What we like and admire about William

He's a gentleman

Polite and friendly

fun to be around

Helpful – the way he keeps the house neat and tidy

What is important to William

Being a gentleman and looking good. Taking care of his appearance and picking out all of the clothes he buys. People not touching his clothes without permission.

Being acknowledged and spoken to.

Visiting his mum every Monday and catching the bus there by himself.

Going to the Salvos church and having cake and tea with the ladies after.

Telling a good story and having a laugh.

Being neat and tidy, with no clutter around the house. Emptying the bins around the house whenever there is rubbish in them.

Having his own space in his room, sitting in his comfy chair and watching television. (especially cartoons)

Getting a coke every afternoon – being driven to the shop when he gets home so he can get it.

How best to support William

Always go to the shop with William when he gets his coke. Don't do it for him – you are just the driver.

Knock and wait for a response before you go into William's room. Let him know what you want, why you are there and what you'd like him to do next. Use simple sentences and get to the point, gestures often help. If it's something he needs to do let him know it's time but don't hover. Go back to his room after a few minutes and ask again gently if he hasn't come out.

William will often wear the William clothes or a favourite item for days at a time. If you need to get him to change, point out any marks or dirty bits on the clothes and he will usually put something else on.

Always let William do his own washing and put his clothes away, don't tell him when he needs to do it or do it for him.

If William's left eye is turning up a lot, both his eyes are looking to the left (it looks like he is trying to see someone behind him and to the left) he is about to lose his temper. Give him his space and don't try to interfere. If he does any damage it's usually in his bedroom he'll potter around and fix everything up afterwards. This usually happens when people have touched his things without permission or if he is feeling pushed around and told what to do.

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