

## IAS Service: Person centred planning to empower

This case study illustrates the importance of the IAS Service working in a person centred way throughout by letting parents determine when, where and how they need support to be provided to fit in with their lives.

Danny is 18, severely autistic and has no speech.

### Danny's Story

Danny's mum received a letter from the LA stating that Danny's Statement was changing and asking her to complete "Our Story". Danny's mum didn't understand the process or what was expected of her, leaving her very distressed about the whole process. There was a leaflet enclosed with the letter, with contact details for the local IAS Service. Danny's mum phoned them.

Mum, Danny and his step-dad went to meet the IAS Service manager at their office. The service manager was struck by the intensity of feelings that a loving mother has when facing a change in a system that had seemingly helped her delightful son to have the stability and support he needed to develop, learn and remain the happy young man that he appeared. The emotional experience described by mum seemed to cover the fear of change; the expectation that this could impact on every aspect of their family life, as Danny's care and support is central to everything they as a family do. The stress seemed to lessen when the IAS Service manager explained that "Our Story" was there to capture only what they wanted to say about their experiences, hopes for the future and how working together with the professionals who support Danny to co-produce the desired outcomes, would give a more meaningful holistic picture of an active young man with an optimistic future as a citizen.

Of course this picture could only be completed if Danny's voice was heard too and we discussed how we could complete a One Page Profile that would help provide an opportunity for those who know Danny best to reflect what is "important to" and "for" him at this present time.

The IAS Service manager agreed to visit the family at home for a follow up meeting. In the meantime Danny's mum agreed to try and put on paper "Our Story". She emailed each section to the IAS Service manager, who read it through and made suggestions as to what mum might also want to include, based on the discussions during their first meeting.

The parents were much more relaxed meeting at home and also really appreciated that it was out of office hours, as they both found it difficult to get time off work with so many appointments to attend for Danny. Together they completed a One Page Profile, which included a photo of Danny. The page showed what he liked to do, what made him happy and how he liked to be supported. The IAS Service manager typed everything up and sent it to the parents to check before it was sent to the LA.

The parents fed back to the IAS Service manager that their support has provided them with great peace of mind especially knowing they're going to attend any meetings with them.

This family's EHCP journey may have only just begun, and in a world where "outcomes" have become the desired destination it is important to recognise that the process matters too, and shouldn't be underestimated. We must be prepared to work in a person-centred way throughout the EHCP journey, responding to what each family say they need support with, rather than what we think they need support with, so that they become confident in the knowledge that their voice must be heard to ensure the plan reflects what is "important to" and "for" them.