



Practice Focus

Personal Plans

December 2023

This month's Practice Focus area is all about Personal Plans, or referred to as some, as Care Plans. We often receive questions from service leaders about Personal Plans; What should they look like? What information should they contain? Who should have one?

In this edition of Practice Focus, we'll be looking at:

Inspection Round-Up

In Inspection Round-Up, we look at what the Care Inspectorate are saying about Personal Plans in inspection reports. This may give you an idea of where you want to focus your attentions on your own Personal Plans, especially if you are expecting an inspection in the near future.

Service in Practice

In our Service in Practice section, we were lucky enough to speak with Directors at MACS, an out of school care provider with 14 projects in the West of Scotland. They gave us an insight to their Personal Plan process, which is resulting in positive outcomes for their children.

Condensed Guidance

Lastly, we share our condensed version of the Care Inspectorate's *Guide for Providers on Personal Planning: Early Learning and Childcare*. We have picked out the information we think services need access to quickly, until you get a chance to properly go through the whole document.

Inspection Round-Up

In Care Inspectorate inspection reports, you'll see Personal Plans discussed under:

Key Question 1: How good is our play, care and learning?

Quality Indicator 1.1: Nurturing care and support

For services receiving higher grades in this area, typical comments included:

- Children, parents/carers, keyworkers and support staff were all involved in the creation and review processes of the children's Personal Plans.
- Personal Plans included information that measured SHANARRI wellbeing indicators, additional support needs and evidence of what services were doing to support such needs.
- Personal Plans were reviewed every 6 months or when there was a change in circumstances.

Don't have time to read?

Click the play button to listen to Inspection Round Up in the background



For services receiving lower grades in this area, typical comments included:

- Key information highlighted in Personal Plans was not being shared with staff. This meant staff did not have the required knowledge on individual children to inform their practice. This led to children's specific needs being neglected, resulting in negative outcomes for the children.
- All About Me forms were not in place. This meant staff did not have thorough knowledge of children's likes and dislikes, routines, etc.
- Personal Plans were not being reviewed at least every 6 months or upon changes in circumstances.

Service in Practice

This month, we had the pleasure of speaking with Paula and Linda, Directors at Mearns After-School Care Service (MACS). They took time from their busy schedule to tell us about the fantastic Personal Plan practice taking place at MACS projects across East Renfrewshire and Glasgow.

For some, the Personal Plan process begins with observations at nurseries and school settings to assist with transitions. For others, it begins with the registration form and the initial information gathering, such as personal details, parent/carer contact details, etc.

Within 28 days of every child starting at one their 14 projects, a staff member will dedicate time to complete a *Personal Journal* with each child. This helped staff learn about children's likes and dislikes, goals and achievements and the things that matter to them.

Linda explained that although the process can be time consuming, the value of this process cannot be underestimated and the results speak for themselves.

Initially, there was some reluctance from their older children to complete a *Personal Journal* as they felt the front cover was too babyish. To combat this, with the help of the children, they designed a new front cover, and now have two versions. One for younger children and one for older children.

Additionally, where required, children would have *Chronology of Events*, detailing significant events in the child's life, that may have an impact positively or negatively.

If necessary, another form called a *Care Plan* was completed. This included details of ASNs, medical or wellbeing support which highlights what this mean for the child and how best MACS can support their needs.

Lastly, a *Placement Assessment Team Report* was completed if required, used as a more in-depth version of the *Care Plan*.

All parts of the process included input from children, parents, other professional agencies and the MACS management team and key staff. Personal Plans are reviewed every 3 months or where a change is required.

Paula reiterated that the purpose of Personal Plans was children's outcomes. By learning about the children, the teams could cater and develop practice to ensure they provided the best support, increasing the chance of positive outcomes for children's overall wellbeing needs.





Personal Plan Tool-kit, which includes:

- Customisable document templates to include in your Personal Plans
- Video tutorials on how to make the most of the templates
- Self-evaluation tool to help you identify areas of development in your Personal Plan practice

If you think your service is doing great things and would like to be featured in Practice Focus, please contact:

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Scottish Charity Number: SC020520

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