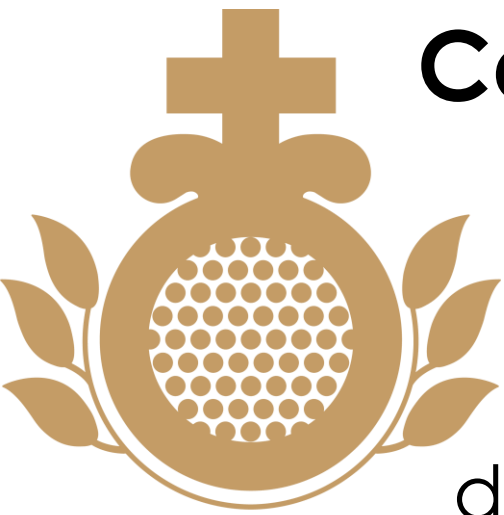




Can Accessible Technology Help Person-Centred Planning

Aine Walsh
Alan Byrne
Dr John Owuor
Sarah Gavra Boland

Saint John of God's Annual Research Day, Dublin, 12 November 2019

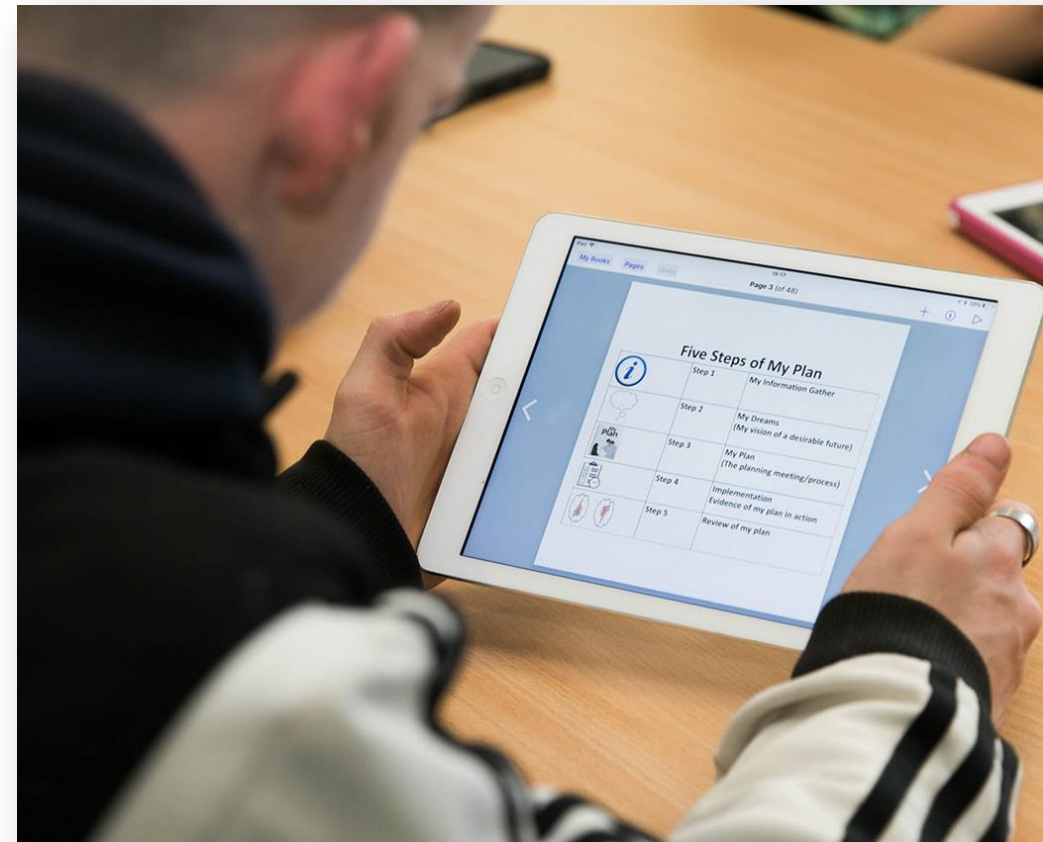


Can Accessible Technology help Person Centered Planning?

Exploring the role of an ICT solution to evidence value in service delivery for people with intellectual disabilities (ID)

Saint John of God
Community Services clg.
Liffey Services

Aine Walsh
Alan Byrne
Dr John Owuor
Sarah Gavra Boland





Living in a house or apartment is a positive healthy step towards being part of the community.



**PERSON CENTRED PLANNING
2005
NDA**

Person-centred planning underpins movement of people with disabilities from congregated settings into the community.

**TIME TO MOVE ON
2009-2011**

These guidelines promote an individualised approach to support people to access services in their local community.



**NEW DIRECTIONS
2012**

Service providers are aiming to support, and actively engage with, people with disabilities to participate in person-centred, community based day services.

These standards and regulations guide us and hold us accountable to ensure that we deliver an efficient and quality service.



**HIQA STANDARDS
2013**

A framework for all residential services, across disability sectors in Ireland, to develop person-centred care for all people with disabilities and promote services that facilitate a good quality of life.

2018



The United Nations Convention on the Rights of People with Disabilities

What does it mean for you?



Article 9.
Accessibility. Making sure disabled people have better access to things in all areas of life.



Article 21.
Saying what you want and access to information.



National Framework for Person-Centred Planning in Services for Persons with a Disability



Personal Plans

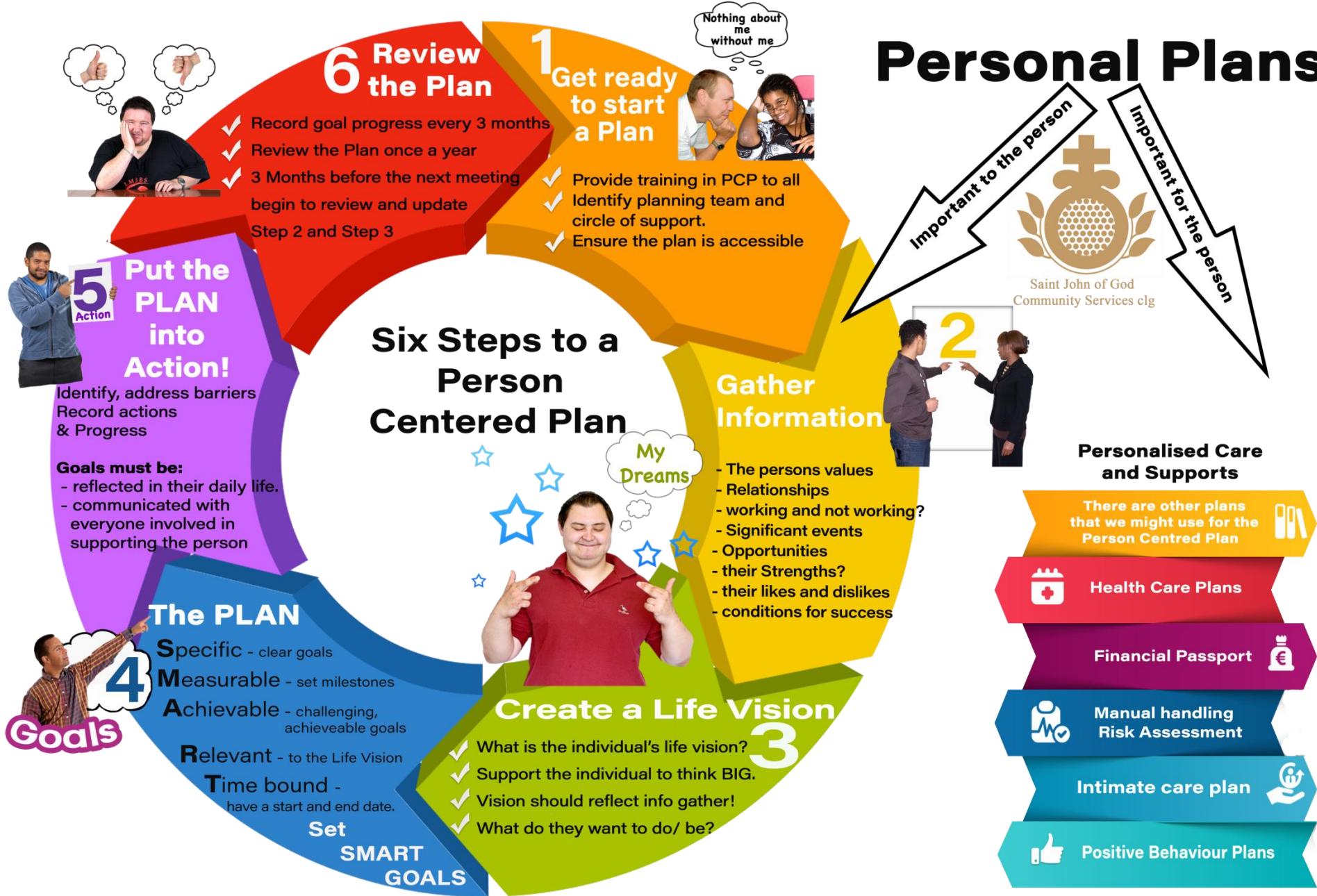


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Important to the person

Important for the person

Six Steps to a Person Centered Plan



1 Get ready to start a Plan

Nothing about me without me

- ✓ Provide training in PCP to all
- ✓ Identify planning team and circle of support.
- ✓ Ensure the plan is accessible

2

Gather Information

- The persons values
- Relationships
- working and not working?
- Significant events
- Opportunities
- their Strengths?
- their likes and dislikes
- conditions for success

My Dreams

3 Create a Life Vision

- ✓ What is the individual's life vision?
- ✓ Support the individual to think BIG.
- ✓ Vision should reflect info gather!
- ✓ What do they want to do/ be?

4 The PLAN

Goals

- S**pecific - clear goals
- M**easurable - set milestones
- A**chievable - challenging, achievable goals
- R**elevant - to the Life Vision
- T**ime bound - have a start and end date.

Set **SMART GOALS**

5 Put the PLAN into Action!

Identify, address barriers
Record actions & Progress

- Goals must be:**
- reflected in their daily life.
 - communicated with everyone involved in supporting the person

6 Review the Plan

- ✓ Record goal progress every 3 months
- ✓ Review the Plan once a year
- ✓ 3 Months before the next meeting begin to review and update Step 2 and Step 3

Personalised Care and Supports

- There are other plans that we might use for the Person Centred Plan
- Health Care Plans
- Financial Passport
- Manual handling Risk Assessment
- Intimate care plan
- Positive Behaviour Plans

Current Personal Plans



- Multimedia Advocacy
- Mobile device
- Ebook publisher (Book Creator)

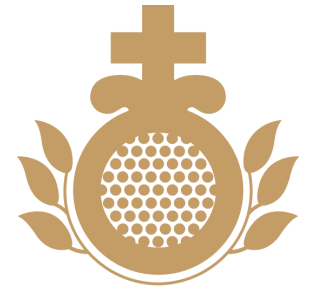


Digital Cloud Solution

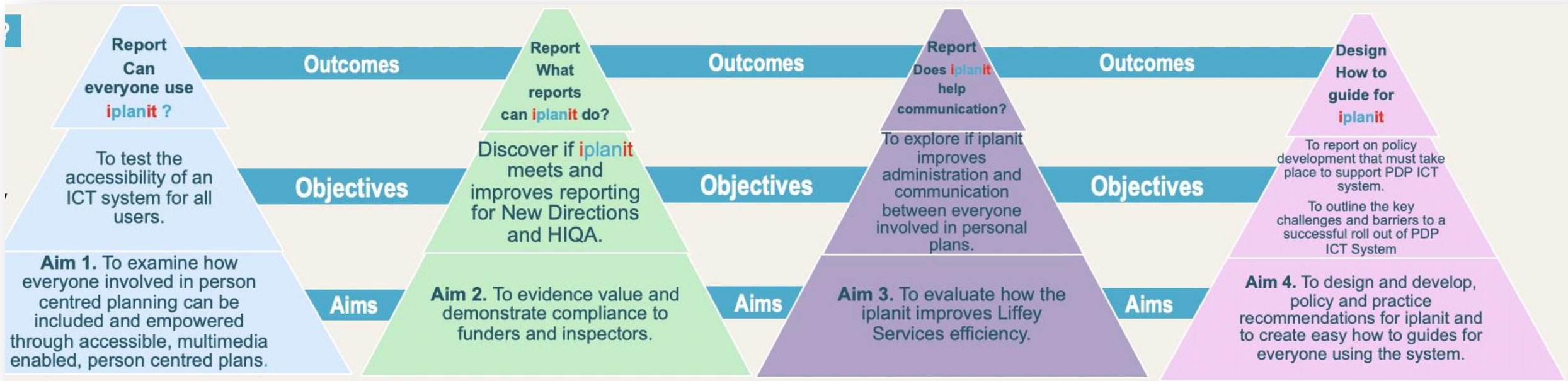


The screenshot displays the iplanit web application interface. At the top left, there is a user profile for 'Mary' with a 'Logout' button. To the right, there are navigation tabs for 'My Plan', 'Action Plan', and 'Messages'. A 'Change font size and colours' button is visible in the top right corner. The main content area is titled '« Back to My Plan' and contains two columns of content. The left column is titled 'Understanding PDP' and features a circular diagram with the text 'Click to View a Video'. The right column is titled 'PDP Policy Guidelines' and features a document icon with a green checkmark and the text 'Click to View a Video'. Below these columns is a blue bar titled 'Getting Ready' and a section titled 'How to Talk to Me' with a small image of people.

Aims and Objectives



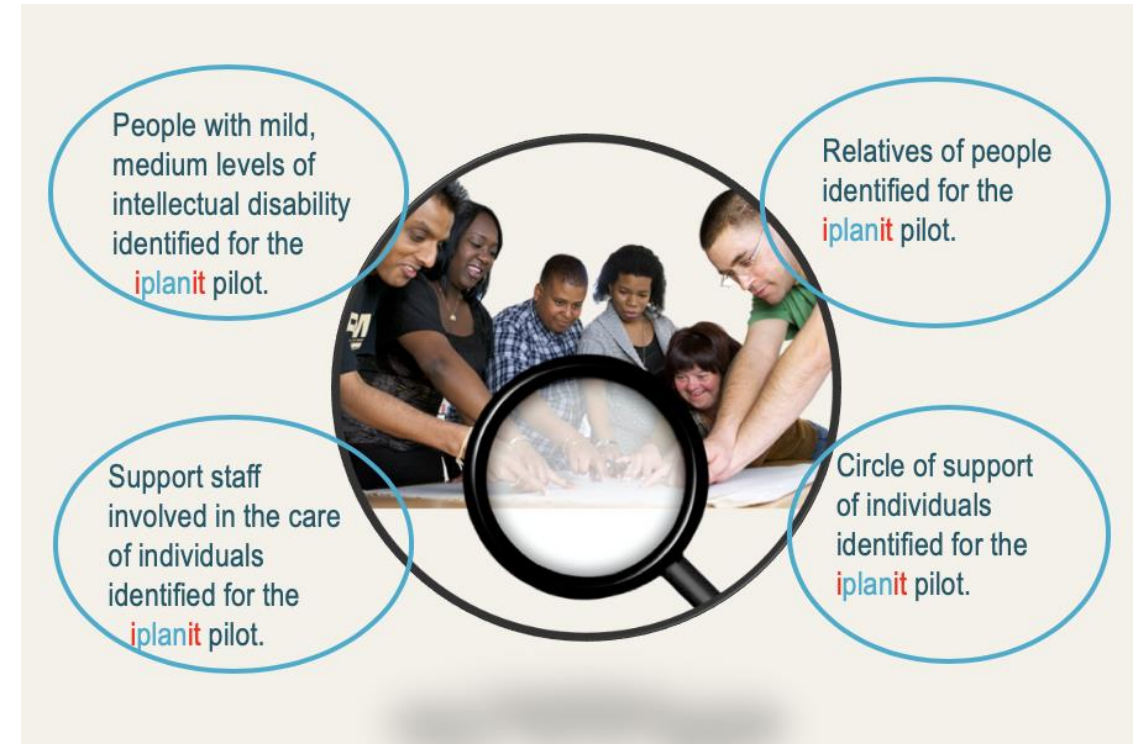
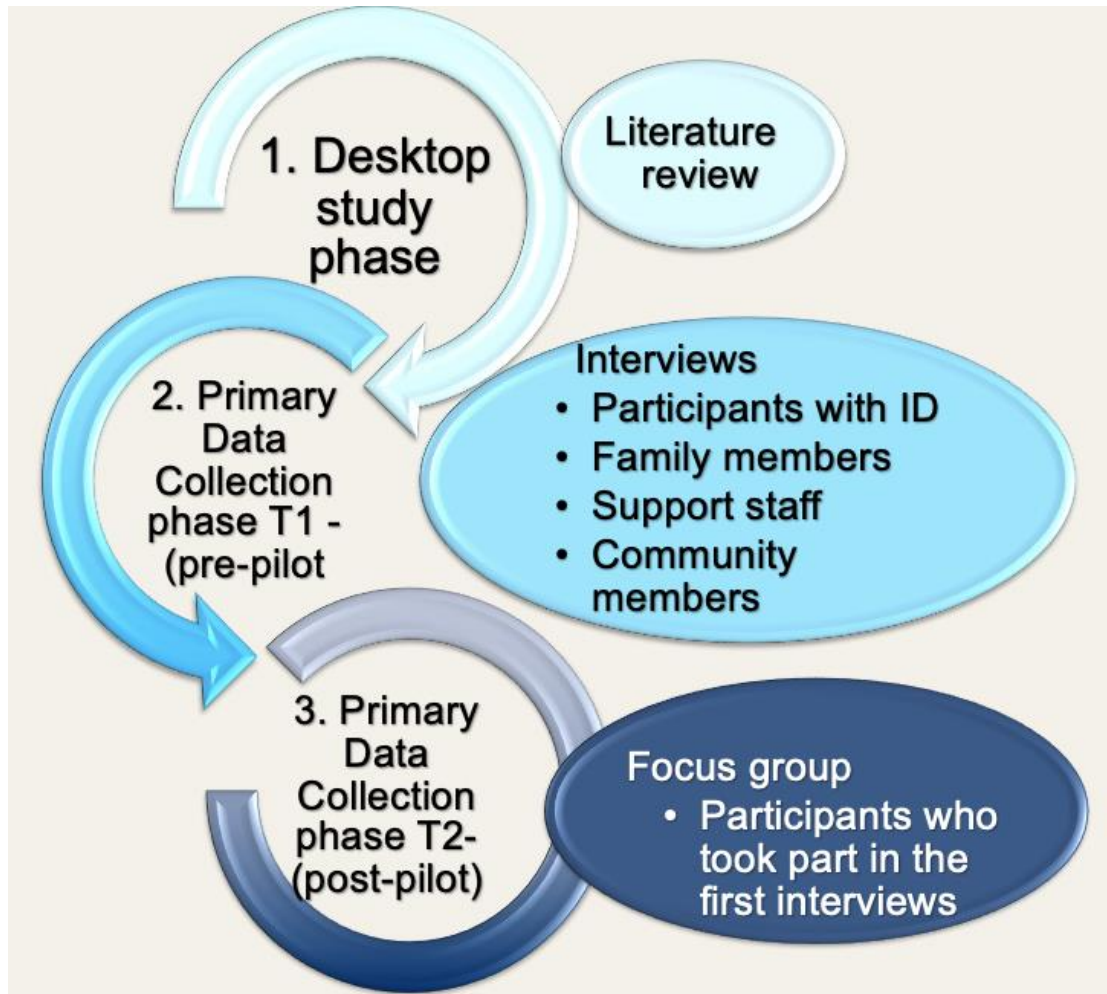
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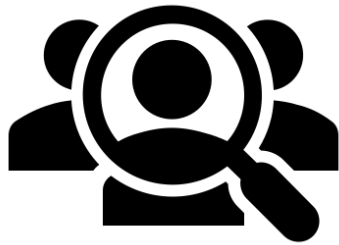


Method



Grounded Theory approach - Strauss and Corbin's underpinned by symbolic interactionism





Research study participants

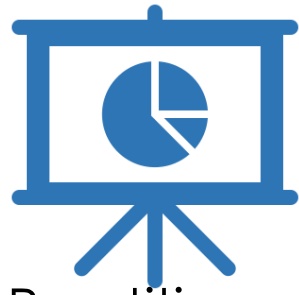
Study Group: A: Plan owners	Study Group: B: Families	Study Group: C: Circle of Support	Study Group: D: Support Staff
Interviews/ focus	Interview/ Focus Group	Interview/ Focus Group	Interview/ focus
Number of Participants	Number of Participants	Number of Participants	Number of Participants
10	4	4	6

Study phase and methods	Time 1, pre-pilot (face to face individual interviews)	Time 2, post-pilot (Focus group discussions – after 6 months of usage)
Participants	a. 10 Plan owners	6 Plan owners
	b. 4 Family members	Two focus group sessions involving a mix of participants from the three groups (b, c & d)
	c. 4 Circle of support	
	d. 6 Support staff	

Co Researcher



Key Results:



- Tension between Policy / Practitioner language used and the lack of understanding by the plan owners.
- Plan owners demonstrated more autonomy over their digital plans
- Improved accessibility to relevant information for all stakeholders
- Use of accessible multimedia gave them opportunity to understand the plan better
- Encourages Co-Creation of plans
- For Service providers, the system provides an accessible platform to evidence how outcomes are reached within the service and shared with regulators
- It supports the move to community service provision.
- There was also evidence of improved information sharing and access between relevant stakeholders - potential for integrating care

Conclusion:



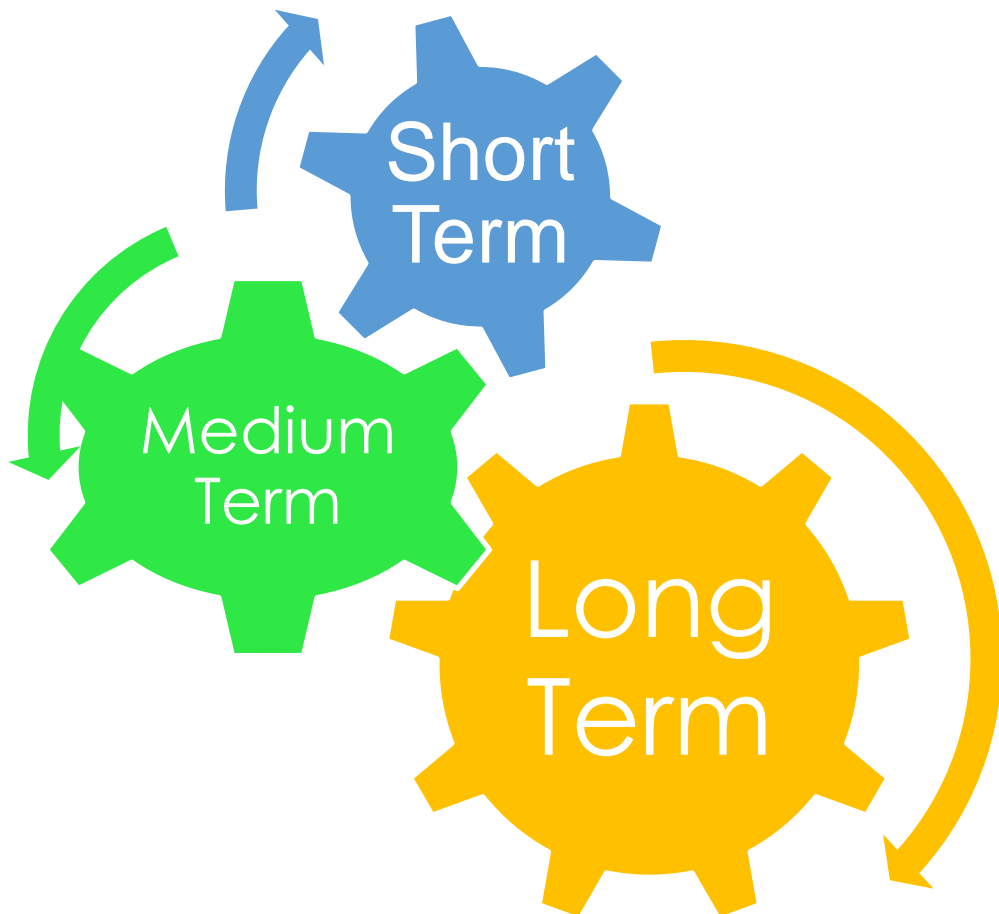
- Management must play the leading role in the use of digital PCP systems.
- Accessible digital solutions can support person-centred planning and improve service efficiency and effectiveness if the solutions are co-designed with relevant stakeholders.
- Technology developers can be reluctant to provide the necessary built-in assistive technology needed to ensure that all stakeholder involvement.
- Issues of IP and public good versus profitability can be difficult to manage in design process of digital solutions for person centred planning.
- Further research is required to explore the context in which digital solutions can best support person centred planning for individuals with different levels of ID.

Limitations & Challenges



- Pilot syndrome related to funding limitations
- Improved ICT Infrastructure investment is essential
- Organizational Culture **TTWWADI**
- ICT skills shortage among support and management staff
- Turnover of staff

Key Implications



iplanit was received positively by almost all stakeholders

Provide more transparency and access to plan information for plan owners

Integrated digital healthcare /socialcare system that are interoperable and are led by Plan owners

Indicative References



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