



## Person Centred Planning

### What is person centred planning

Person centred planning (PCP) is a process of life planning to ensure that you are central to any decisions.

Person centred planning (PCP) is about how we work with you to ensure that you have as much choice and control as you require in deciding the care and services you receive from us.

This will mean that we will be able to help you:

- plan your life and future
- choose how, when and where you receive support
- choose who supports you
- identify what you can do for yourself
- identify support systems

### How will the process work

PCP involves a number of documents known as tools, which are used to find out about you and your needs.

You will be encouraged and helped to match your support and needs. We will work closely with you, your carers and our partners including volunteers and the wider community, e.g. the NHS in order to make a difference to your life.

The completion of these documents will help people see you as you are, including your preferences and choices, personality and characteristics rather than simply as a service user, patient or disabled person.

If you are in the process of, or are considering Self Directed Support through Dorset County Council, PCP can help you consider the questions and what you hope to achieve through the process.

If you are not eligible for funded support through Dorset County Council, PCP can help to plan your own support.



The documents are yours to keep, however Dorset County Council may wish to keep copies to ensure we know you well.

### **For further information**

If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

If you currently receive a service from us, please contact your social care local office.

### **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

### **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)

