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# Person-Centred Planning for Care and Support Services Training Course

14 – 18 June 2027
Vienna

# Person-Centred Planning for Care and Support Services Training Course

**Ref:** 3243_123466 **Date:** 14 – 18 June 2027 **Location:** Vienna **Fees:** 5900 GBP

Person-Centred Planning for Care and Support Services is a 1-week training course for care coordinators, social care managers and support planners, built around one work product: a person-centred support plan agreed with the individual and their circle. Services face rising expectations of choice, dignity and measurable outcomes, so plans written about people rather than with them no longer hold up. Jupiter Prime Training runs this course on person-centred planning.

## Why Person-Centred Planning Matters Now

Three pressures shape person-centred planning today. Individuals and families expect a real voice in decisions about daily life, housing, work and health. Commissioners and inspectors increasingly judge services on outcomes the person values rather than on tasks completed. A service that plans well sees fewer crises, steadier relationships and better use of community assets; one that plans poorly drifts into routines that suit rotas instead of people. The course rests on established person-centred thinking tools and outcome-focused support planning practice.

## Who Gains Most from Person-Centred Planning

- Practitioners who lead planning conversations with individuals, families and advocates
- Coordinators who turn agreed goals into support schedules across several providers
- Managers who sign off plans and allocate staff and budgets against them
- Reviewers who check whether support is delivering the outcomes the person chose
- Specialists who advise on capacity, positive risk taking and safeguarding within plans

A service team gains most when its coordinators, front-line leads and manager attend together and agree one shared planning approach.

## Person-Centred Planning Capabilities

Participants practise the listening and coordination skills that move a plan into daily support.

- Facilitate planning conversations that capture what matters to the person — individuals and families
- Build one-page profiles and communication charts staff can act on — front-line carers
- Translate aspirations into outcome statements with clear support actions — coordinators and providers
- Weigh choice against risk through positive risk agreements — managers and safeguarding leads
- Coordinate circles of support and community resources around a plan — multi-agency partners
- Assess progress at reviews using the person's own measures of a good life — commissioners and families

## Key Person-Centred Planning Terms

- One-page profile — a short summary of what people appreciate about someone, what matters to them and how best to support them.
- Circle of support — the family members, friends and community contacts who help a person plan and achieve their goals.
- Important to and important for — the balance between what a person values and what keeps them healthy and safe.
- Outcome statement — a sentence describing a change the person wants, written in their words and checked at review.
- Positive risk taking — weighing possible harms against the benefits of a chosen activity and agreeing safeguards rather than refusing it.
- Person-centred review — a meeting led around the individual that asks what is working, what is not and what should change.

## Person-Centred Planning Day by Day

### Day 1: Values and the Planning Landscape

- Person-Centred Values and Rights — Shifting Control from Services to People
- Service-Led Versus Person-Led Plans — Spotting Routines That Suit Rotas
- Important To and Important For Balance — Framing Health, Safety and Choice
- Mental Capacity and Supported Decision Making — Who Decides and How
- Stakeholder Map of Families, Advocates and Providers — Clarifying Planning Roles

### Day 2: Listening and Person-Centred Thinking Tools

- Planning Conversation Techniques — Hearing Aspirations Behind Everyday Requests
- One-Page Profile Drafting — Giving New Staff a Usable First Picture
- Communication Charts — Reading Non-Verbal Signals and Responses Reliably
- Good Day and Bad Day Analysis — Identifying Triggers and Supportive Routines
- Relationship Circles — Finding Natural Supports Beyond Paid Staff

### Day 3: From Aspirations to Coordinated Support

- Outcome Statement Writing — Turning Wishes into Measurable Personal Goals
- Support Action Planning — Assigning Who Does What, When and Where
- Community Asset Mapping — Linking Plans to Local Groups and Services
- Personal Budget and Resource Allocation — Matching Hours to Priorities
- Multi-Agency Coordination Meetings — Aligning Health, Housing and Social Care Inputs

### Day 4: Risk, Choice and Reviewing Outcomes

- Positive Risk Agreements — Weighing Benefits Against Possible Harm
- Safeguarding Within Person-Centred Plans — Escalating Concerns Without Losing Voice
- Person-Centred Review Structure — Testing What Works and What Does Not
- Progress Evidence and Personal Measures — Showing Change the Person Recognises
- Plan Quality Audit Checklist — Raising Standards Across a Caseload

## Day 5: Practising the Person-Centred Support Plan

- Case Study Planning Conversation — Applying Listening Tools to a Real Scenario
- Profile and Outcome Integration — Joining Day Two and Day Three Outputs
- Risk Agreement Rehearsal — Negotiating Choice with Family Members and Staff
- Peer Review of Draft Plans — Applying the Quality Audit Checklist
- Person-Centred Support Plan Completion — Final Plan Ready for Sign-Off

## Applying Person-Centred Planning After the Course

- Lead a one-page profile refresh for three people on your caseload with their circles of support.
- Run one person-centred review using the outcome statements and personal measures practised on the course.

## Person-Centred Planning Questions FAQ

### What is person-centred planning and why does it matter now?

Person-centred planning is a way of designing support around what matters to the individual rather than around service routines. It matters now because families, commissioners and inspectors judge care and support services on the outcomes people value.

### Which roles gain most from person-centred planning training?

Care coordinators, support planners and social care managers gain most. Reviewers and safeguarding specialists also benefit from seeing choice and risk handled in one plan.

### How does person-centred planning differ from a general care management course?

Person-centred planning centres on the individual's voice and goals, while a care management course usually covers staffing, compliance and operations. You practise listening tools, outcome writing and positive risk agreements rather than rota design or service budgeting.

### What do you bring back from person-centred planning training?

You bring back a completed person-centred support plan for a case study, a set of thinking tools such as profiles and communication charts, and a quality checklist you can use to audit plans across your service.

## Person-Centred Planning: The Way Forward

The person-centred support plan built on the final day first informs how staff hours and community resources are allocated around one individual. Coordinators, front-line leads and families all use it to guide daily support. After its first review, revisit the balance between what is important to the person and what is important for them, as that balance shifts over time.