



Care Inspectorate:

Guide for Providers on Personal Planning



<https://hub.careinspectorate.com/media/4665/personal-plans-guide-adults-final-05112021.pdf>

Mental Welfare Commission for Scotland:

Person Centred Care Plans Good Practice Guide



https://www.mwscot.org.uk/sites/default/files/2019-08/PersonCentredCarePlans_GoodPracticeGuide_August2019_0.pdf

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011



<https://www.legislation.gov.uk/ssi/2011/210/regulation/5/made>

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What is a Support Plan?

A support plan is a documented plan that details the assessed needs and outcomes of a person, and how the support will be provided to meet those needs and outcomes. This is agreed in writing between the person and the service.

This plan does not belong to the service but to the person that receives the support and is designed to enable the person to take more control of their lives when receiving support.

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Why is a Support Plan important?

In accordance with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, it is a legal requirement that every person who receives support from us has a support plan that ensures that they get the right support at the right time. People are entitled to a record of their own support needs, goals and outcomes and whether those needs, goals and outcomes are being met or achieved, through being involved in the development and reviewing of their own support plan.

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Who has or needs a Support Plan?

Any person who receives any of the following support from us will need a support plan.

- Residential care, whether permanent or temporary (such as respite)
- Day care
- Support at Home
- Home Help/Domestic Care
- Meals on Wheels

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What is included in a Support Plan?

Within a support plan, we hold sensitive data in line with the General Data Protection Regulation (GDPR). This can include basic information such as the person's name and date of birth, to more personal information about how their health, welfare and safety needs are to be met.

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How often is a Support Plan updated?

A support plan is continuously updated, evolving over time with the person it belongs to. A support plan will also be updated following reviews that take place six weeks and six months after the start of the support, as well as regular biannual or annual reviews.

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Who uses a Support Plan?

A support plan is used by the staff that deliver the person's support, by informing the staff how to support the person safely and effectively. The person has a right to access their own plan as well, and with permission from the person, the plan can also be shared with other medical professionals and family members.

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Where is a Support Plan kept?

People should have access to their support plan in a format that they choose, which will be agreed between themselves and the service. Examples of where their support plan could be kept is; in their homes or their room, kept with the staff team, in digital format, or in large print format.

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When is a Support Plan created?

A support plan will be put in place within 4 weeks of the start of the support that a person receives. A support plan is developed following a formal Understanding You assessment. The support plan is used to implement action plans to meet the outcomes outlined in the assessment.

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Who creates and updates a Support Plan?

Key workers are responsible for creating and updating a person's support plan. Every person who receives support from us will be allocated a key worker, who is a social care professional with a main role in the ongoing co-ordination of the person's care and being a main point of contact for the person and their family. The key worker's colleagues and seniors will help them in keeping the support plan updated.

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When is a Support Plan used?

In residential care, a support plan is used multiple times a day to ensure staff are knowledgeable about the person's wants and needs, to record information and to update it on a regular basis.

For support at home – including home help and meals on wheels services – a support plan is used prior to or at the point of every visit to ensure staff are knowledgeable about the person's wants and needs. Any changes are then updated in the support plan after each visit.