One-page Profile – Good Practice Guidelines

This SCIE resource is designed to help you put a one-page profile together. You'll be guided through how to do this, step by step. We suggest you create your own one-page profile first – then, when you know how to do it, you can create as many profiles as you want to, with other people.

It is important to start by gathering as much information as possible. When you have all the information you can start to think about how you want the profile to look.

What's included in a one-page profile?

Photo

Each one-page profile has a current photo of the person.

When you download the one-page profile template you'll see a box where you can add the photo.

Some people like to illustrate their profile with extra photos and images. This is fine, as long as there is still enough room for all the important written information. When people fill the page with images first, or spend time designing a creative page, sometimes there isn't enough room left for the written content. This is why we suggest doing it the other way round. So you start with the text, and add the photo(s) at the end.

What people like and admire

This section lists the positive characteristics, qualities and talents that the person has. It is not a list of accomplishments or awards – it reflects what others value and appreciate about the person. It needs to have strong, positive statements (such as 'Sandeep is very honest.' or 'John is friendly, funny and creative.'). In this section it's better to avoid words like 'fairly', 'usually' or 'sometimes'.

What is important to the person?

This is a bullet list of what really matters to the person from their perspective (even if others do not agree). It is detailed and specific. This section needs to have enough detail so that someone who does not know the person can understand who they are. It is not a list of likes and dislikes – it reflects what and who is most important to the person.

Detail is crucial – one- or two-word bullet points like 'fun' or 'having fun' are not as useful as detailed explanations of what something means to the person. For example, 'I enjoy harmless practical jokes and time to sit and

relax with people over lunch or coffee', tells you much more about the person than the phrase 'having fun'.

This section should not include words like 'regularly' or 'occasionally', as these mean different things to different people. Instead, say specifically how often – daily? – weekly? – monthly? Rather than saying 'friends' or 'family', write people's names.

This section could include:

- The important people in the person's life, and when and how they spend time together
- Important interests and hobbies, and when, where and how often these take place
- Possessions that are important to the person
- Information about the rhythm and pace of life, and any important routines

If the person you are working with has a support plan, take a look at this before you start to complete the one-page profile. A support plan may contain useful information on what is important to the person, so it could give you ideas on what to ask when you start your discussion.

How to support the person

This is a bullet list explaining how to support the person. It is not a list of general hints; it is specific enough so that if you were suddenly in a position where you needed to support the person, you would know the most important things to do. It can include both what is helpful, and what is not.

So, for example, instead of using the short phrase 'stay positive', it is more helpful to say, 'I am a "glass half-full" person and it helps me enormously when people look for solutions and not problems. I find it very draining if I am the only optimist.'

Things to consider when completing a one-page profile with someone else

Use common sense when completing the one-page profile. Do not include any information that might put the person or their property at risk. Don't include information about where valuables are kept, for example, or any other data that puts the person at risk. (See the 'Data protection' section below for more information on this.) The purpose of the one-page profile is to give the reader information that will help them quickly form a rapport with the person and know how best to support them.

Ensure you have a person's consent (agreement) to complete their one-page profile

Under the Data Protection Act 1988, consent must be given freely (without force). It must also be given explicitly (by the person writing or signing a document to say they give consent). A person who has been fully informed about what they are consenting or agreeing to can only give consent. So, you need to explain what a one-page profile is and how the information will be used, before a person can consent to having a one-page profile. You must also be sure that the person has understood your explanation. If you are concerned that the individual is not able to make their own decisions you may want to find out if a mental capacity assessment has taken place.

Store and share one-page profiles appropriately

Make sure you obtain prior written consent (agreement) not only for (a) the creation of the one-page profile, but also (b) the way the profile will be stored and (c) who it will be shared with. A consent form is provided to help you do this. The form can be downloaded from the 'Resources list' (on the 'Resources' tab) and from the 'Resources to help you' column in the 'Create a profile' section.

Data protection

Keep personal data secure

All personal data must be stored as defined in your organisation's data protection policy and procedures. If you don't work for an organisation you must still take steps to ensure that personal data (and 'sensitive personal data') is stored securely. Storing data securely means storing it in a way that allows you to control who has access to it.

What is 'personal data'?

'Personal data' is any information about a person that allows the person to be identified or named. The following are examples of 'personal data': names and addresses, birth dates, bank account details and national insurance numbers.

A one-page profile contains the person's name, but it should not contain other identifiable data of the type listed above.

What is 'sensitive personal data'?

'Sensitive personal data' is information that is defined under the Data Protection Act 1988 as personal information relating to:

- Sex life and sexual orientation
- Race, religion and political beliefs
- Trade union membership
- Medical conditions
- Criminal offences (alleged or proven)

- Punishments received for proven offences

Sensitive personal data must be kept especially secure because revealing this type of data can cause problems for a person in their work or home life. This data must also be kept up to date and not stored for longer than is necessary.

For more information on data protection, see:

The Information Commissioner's Office

www.ico.gov.uk/for_organisations/data_protection.aspx

The Care Leavers' Association

www.careleavers.com/accesstorecords/dataprotection/act

Reviewing one-page profiles

When you create a one-page profile with another person it is essential to keep the information up to date. People's interests and preferences can change over time – particularly when they are unwell. An out-of-date one-page profile with incorrect information could do more harm than good, so review the details with the person on a regular basis to find out whether anything has changed. (If you work for an organisation, talk to your manager and refer to your data protection policy and procedures for guidance on when to review.)