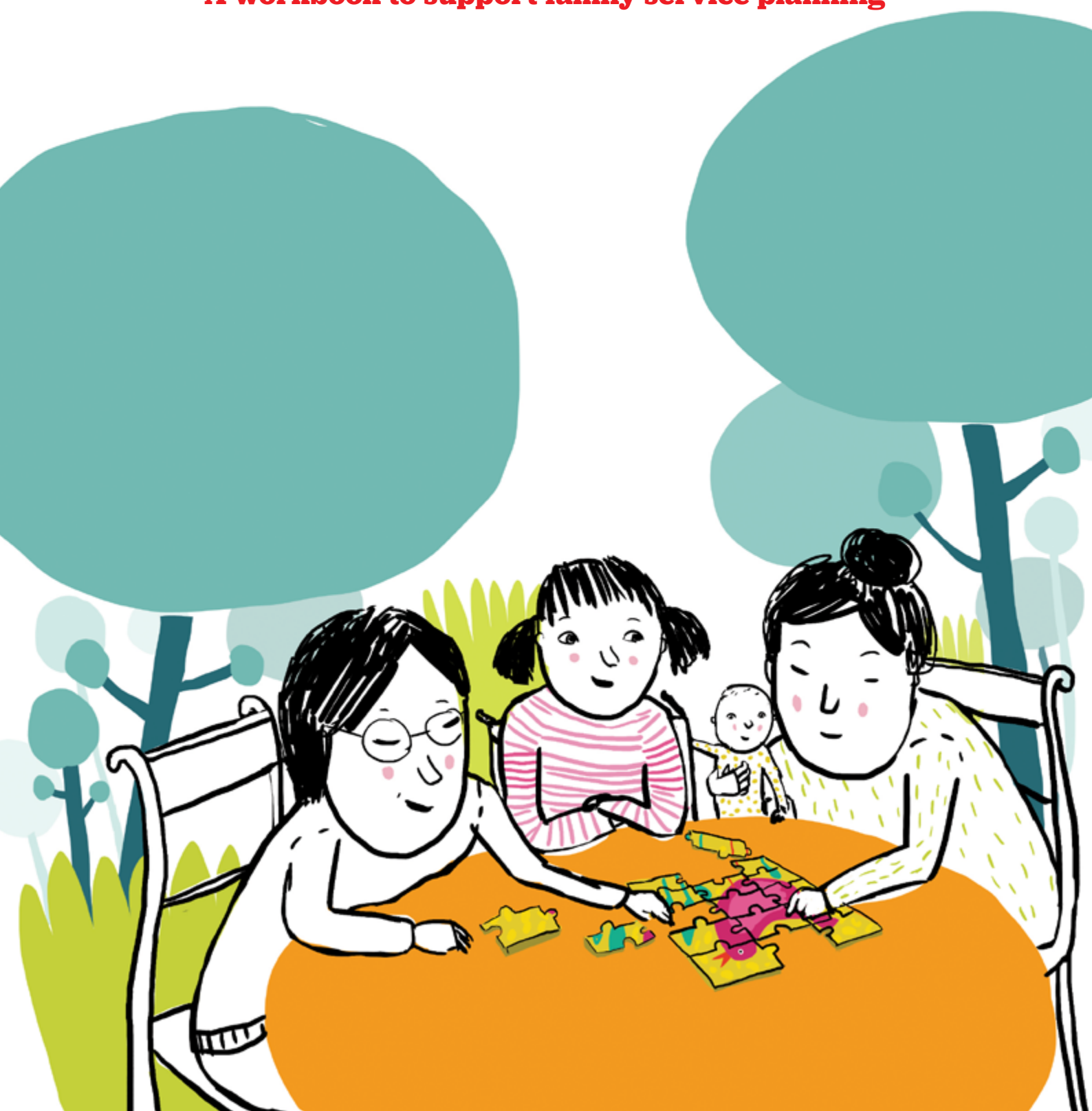


Good Life Puzzle 2.0

A workbook to support family service planning



Vammaisperheyhdistys Jaatinen | www.jaatinen.info

Finnish Association on Intellectual and Developmental Disabilities
Citizenship Unit | Influencing, training, research | www.kehitysvammaliitto.fi

Vamlas Foundation (Foundation for disabled children and youth) | vamlas.fi

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Dear parents!

THE GOOD LIFE PUZZLE workbook was developed in two stages in cooperation with the families of disabled children. The aim was to find the ways how to plan services so that they would support the well-being of the child and family as well as their own good life.

The purpose of this Puzzle workbook is to assist you as you get prepared for drawing up a service plan. Your own preparation for service planning is important because you are the best experts in the matters of your own life and family. Only you know which things are important for you and what kind of life is a good life particularly for your family.

The Good Life Puzzle brings together the views of the entire family on your life situation, needs, wishes, hopes, and goals. If these things are discussed within the whole family, the voice of everyone will be heard. And you may also discover new surprising things!

The first edition of the Good Life Puzzle was published in 2014. Based on the feedback received with regard to the Puzzle, the joint discussion consolidates the family's resources and coping ability. The role of services in the family's life becomes clearer if the support of good life is set as their goal.

You are holding a renewed Puzzle, the format of which is the result of the workshop of the 'I Am Heard' project. The new Puzzle draws special attention to the clarification of the goals and provides more space for drawing up your own plans.

Many thanks to the families and other cooperation partners who participated in the development of the Puzzle!

Have a good time with the renewed Puzzle!

Miina Weckroth

Vammaisperhe-
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Idea of the Puzzle

THE PUZZLE BRINGS together the family's own views about their life situation, their needs, hopes, and goals.

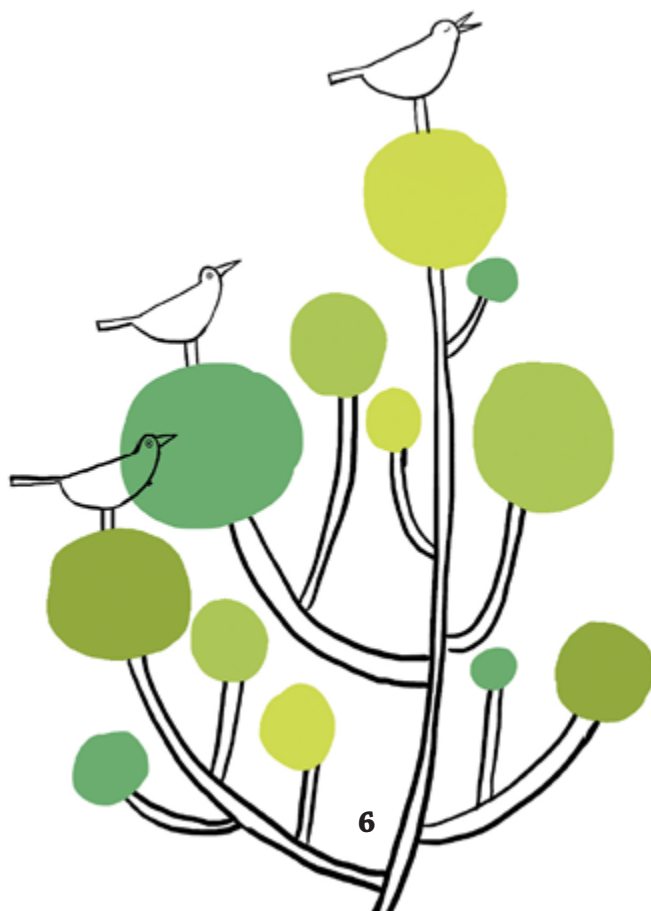
When assembling the Puzzle, the family ponders about who we are, what is important for us. What do we want our life to be like? What do we have to do to have a good life? By pondering over and discussing these questions, it is possible to consolidate the resources of the family and increase the feeling of the ability to cope. With the help of the Puzzle you will also be able to get prepared for drawing up the service plan.

Both the child's and the family's views will be written into the Puzzle pieces one by one. When filling in the Puzzle pieces you can develop your ideas absolutely freely because the Puzzle is intended only for the family's own use. When the Puzzle is finally put together, the life and goals of the family can be perceived as a whole.

To draw up the service plan, a summary of the Puzzle is made, in which the family includes the issues that are important for planning the services.

The service plan is drafted jointly by the family and the service coordinator or social worker. With the help of the summary, the family will bring their own views and goals to service planning, based on which the services can be designed to support a good life for the entire family. The service coordinator or social worker will contribute to the planning activity by inputting their own skills and expertise, knowledge of services and support activities as well knowledge of various options.

The end result of such cooperation will produce a tailored service plan, which will meet the individual needs and goals of the child and family.



Four parts of the Puzzle

PART 1: Our family

This part brings together the presentations and strengths of the family members and then the family discusses what is important for them.

PART 2: Good life now and in the future

The ideas included in this part set the goals and direction for service planning. The services are planned to support family's own good life.

PART 3: Present situation

This part is meant for discussing the present situation of the family. Which things work well and which things does the family want to change?

PART 4: Specification of goals and action plan

This part brings together the family's views about how to move from the present situation to a good life.

Tips for assembling the Puzzle

- Fill in the pieces of the Puzzle one by one.
- Write down the opinion of each family member and common thoughts of the whole family.
- If you run out of writing space, continue on a new piece of paper.
- Choose the way of working that the family feels like their own.
- The most important thing is that different topics are addressed and the ideas related to them are written down.
- Dream and fantasize!

Part 1: Our family

THIS PART BRINGS together the presentations and strengths of the family members and then the family discusses what is important for them.

Who are we?

- Who belong to your family?
- Which strengths does every family member have?
- What strengths do you have as a family?

Each of us has abilities and skills that we can be proud of.



Important people

- Who are the people that are important to your family?
- Important people can be, e.g., relatives, friends, acquaintances, neighbours or other close persons. For example, those who help you in everyday life or support you in any other way.

Important things

- What are the things that make you happy or cheer you up?
- What things are important to each family member?
- What things are important to the entire family?
- Are there any important things that some of your family members have in common, e.g., common hobbies?



Part 2: Good life now and in the future

THIS PART DISCUSSES what a good family life is like now and in the future. This part defines the goals for service planning. A good life defined by the family itself is a goal that services and support activities are planned to support.

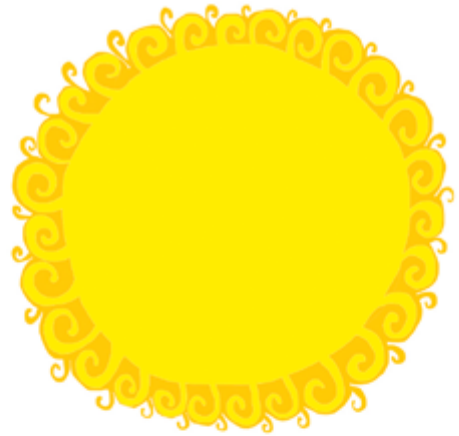
Good life here and now

- What is the family life like when things are going well and you may say that life is good? Which things are present in your everyday life?
- Utilize the previous pieces of the Puzzle. How do the things that are important to your family look like in a good everyday routine and life?
- If you find it difficult to get started, you can try the following further questions:
 - » When you wake up tomorrow morning, everything is fine and your family life is good. Describe what life is like tomorrow.
 - » Think of an ordinary weekday. How does the day go when it goes well?
- Fantasize and dream!



Good life in the future

- What will your family's life be like, say, next year or two years from now when things are fine and life is good?
- What kind of things do you wish for your family and each of its members in the future?
- Are any changes going to happen in your life? For example, your child is going to a day care, school or starting studies? Is the family or any member of the family moving to a new home?
- If you find it difficult to start, you can try the following further questions:
 - » When we wake up one morning next year or in two years, everything will be fine and we will live a good life. What is life like then?
 - » We wake up one morning next year or two years from now and a change that happened in our life (for example, our child is starting school) went really good. How are things now?



Part 3: Present situation

THIS PART CONSIDERS what family life is like at the present moment.

The goal is to form an overall picture of what things in family life are already good and what things the family wants to change.

Present situation

- Discuss how things are with the whole family and its each member.
- How is life going, together and separately?
- What things are already good? Which factors, things or people are already supporting the good life of your family?
 - » You may mark, e.g., with a plus sign (+) the things that are good at the moment.
- What things are not going well? What are the things where you should act somehow differently?
 - » You may mark, e.g., with a minus sign (-) the things that you want to change.





Part 4:

Specification of goals and action plan

NOW THE SIX parts of the Puzzle are complete, and it is time to start drawing up the action plan. First, specify and concretize the goals, and then think how you can reach them. What things can you as a family do yourself to promote things? And for what do you need assistance of others?

To help you figure the things out, use the Puzzle pieces you have already filled in. If you wish, you can remove the pieces and assemble them on the table in the shape of a puzzle. This could help you perceive the whole picture.

Specification of goals

A good life now and in the future – the dreams written in this part give directions and strength for the desired change. It would be helpful to specify and concretize the goals for the action plan. You would also benefit from dividing the goals into smaller partial goals.

- Which goals are the most important now?
- Which partial goals would work?

- What are those particular things that show us that we are living a good life?
- If you find it difficult to start, you can think about the following further question:
 - » What are those particular things from which your close ones would notice that your family is living a good life?

Sometimes it happens that a goal turns out to be difficult to achieve or otherwise impractical. Then it is important to remember that the goals can and should be reviewed again as you progress.

What can we do ourselves?

- What can you as a family do yourself to promote things and achieve the goals?
- What can each family member do?
- What could be the first thing that you would do?
- What have you already done to promote things, maybe even without noticing?



We need help and support

- What are the things with which your family needs support of others?
- Who could help your family?
- With what things can you receive help from your close ones, your friends, acquaintances or other people that are important to you?
- With what things do you need support activities and services?

Small things and actions may have a great impact.

Summary

WHEN YOUR FAMILY is happy with all the pieces of the Puzzle, the Puzzle is complete. Now it's time to prepare a summary.

It is important to prepare a summary because

- when things are presented in a brief, concise and consistent manner, they can be handled more smoothly.
- The family has the right to privacy. Not all matters within your family should be presented to authorities.

When working on the summary, select from the things that have emerged those which you consider important for service planning and which you would like to discuss together with the service coordinator or social worker.



Additional information about service planning

WITH THE HELP of the Puzzle the family will be able to get prepared for drawing up the service plan. The Puzzle brings together the views of the child and family about their life situation, needs, hopes, and goals. Based on that, the services can be planned to support the good life of the entire family.

Various services and support activities are often important for everyday life of the disabled child and his or her parents. The goal of the support activities and services is to support the well-being, social equality and exercising of the rights of the disabled child and his or her parents.

If the services and cooperation parties are many, the family may perceive everyday life as complicated. In this situation the arrangement of things can drain everyday energy resources of the family. Therefore, it is important to prepare a clear service plan. The goal is to achieve a situation where the services and support activities are planned and arranged so well that the child and family can focus on living their own life and the time spent arranging services is kept to a minimum.

This Chapter provides additional information about service planning and preparing a service plan.

Preparation of service plan

A SERVICE PLAN is a statutory document, which has to be prepared for all clients of services for disabled people. The family may also ask itself for the plan to be prepared. However, if the family wishes so, they have the right to reject the preparation of the service plan.

Service plan time limits

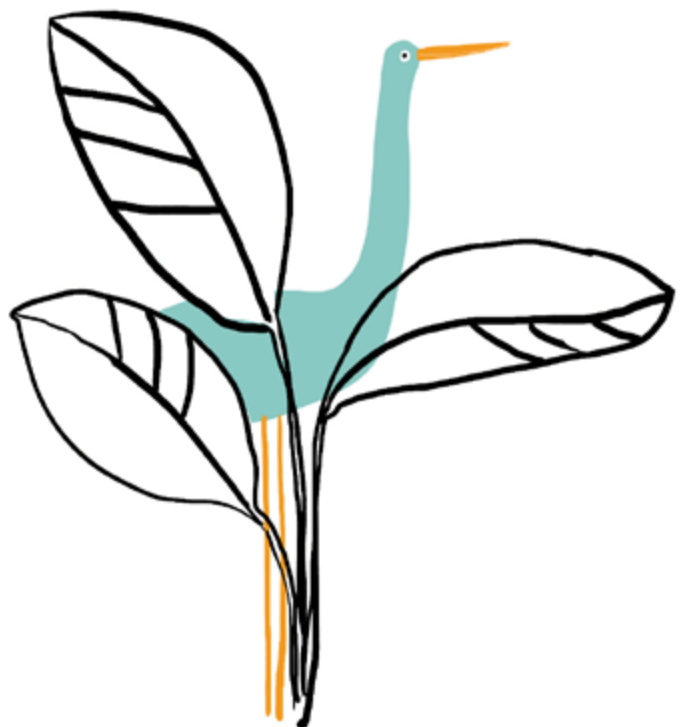
- The identification of the need for services and support activities has to be started on the seventh weekday after the family has contacted the social worker. Under the law, the responsibility for preparing the service plan rests with the municipality of residence of the disabled person, so the social worker usually is the person who often initiates the preparation of the service plan.
- After the plan is prepared, the family applies for the services and support activities agreed upon in the service plan. The social worker must make decisions without unnecessary delay and not later than within three months from the date of application unless extra time is required for clarification due to special reasons.

Participants

- The service plan is prepared in cooperation of the child and his or her family and the social worker. The child and family contribute to the process by providing their experience and expertise of their own life. The social worker brings in his or her skills in preparing service plans and knowledge about various options of services and support activities.
- If necessary, other relevant persons, such as the child's therapist and teacher, can also participate in service planning. The family has the right to decide who will be invited to the meeting.

Listening to opinions

- It is important that the opinion of each family member is heard out.
- Special attention should be paid to hearing out the opinions of the child himself or herself. The UN Convention on the Rights of the Child provides for the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.
- In order for the child to participate in expressing his or her opinions, it would be good to let the social worker know in advance about a potential need to use an interpreter or alternative communication means supporting and compensating the speech.
- The parents should also be given the opportunity to talk to the social worker without the child being present, so that the parents, if they choose so, can speak freely, for example, about how they are coping.
- The opinions and views of all members of the family are included in the service plan. With regard to the child, the manner how the child's opinion was found out is specified.
- When preparing the service plan, the statements of the physician or any other relevant expert are also taken into account.



What is included in the service plan?

A good service plan is a behaviour strategy and cooperation instrument in combining goals, measures and responsible parties into a clear entity. The cooperation between the family and various parties is smooth and everyday life is rolling.

The following is included in the service plan:

- Goals to be achieved by way of arranging services.
- Skills and resources acquired through the family's experience.
- Family's close and support network.
- Background information about the individual situation of the child and family and how it affects the content, way of organisation and scope of services.
- Information about any other possible plans concerning the child or family, such as the child's rehabilitation plan and study plan.
- Needs for assistance and support, also in the case they would not be met at that particular moment. In this way, you let your municipality know that it is necessary to develop services so that they would better meet the needs of the families and to take them into account in the municipality's budget.
- All services and measures that are intended to meet the needs of the child and family.
- Contact persons and responsible parties to promote things.
- Monitoring of the functionality of services and support activities and the date of the service plan update.
- Signatures of the family and social worker.
- Permission of the child and family to share a copy of the plan or any of its parts with persons who are important in relation to the plan, e.g., a psychologist.



Organisation of services

- When preparing the service plan, the family has the right to be informed about the municipal services and support activities as well as about the procedure of applying for them.
- The service plan is not yet a decision about the services and support activities included in the plan, but they should be applied for separately. Nevertheless, it is binding on the municipality. The municipality must provide the services and support activities included in the service plan unless there is a justified reason to do otherwise.
- It would be good to refer in the application for services and support activities, for example, to the statements of the physician, psychologist, therapist, teacher and attach them to the application.

Review of the service plan

- The service plan is reviewed on a regular basis. You should request your social worker to update the service plan if any changes occur in your needs for support or in the circumstances, e.g., start of preschooling or school studies. The social worker will see to the regular review of the service plan either on the agreed upon dates or at least every 2–3 years.
- When reviewing the service plan, the family can together with the social worker assess how well the support and services of the previous service plan met the needs of the child and his or her family.





2. The child and family prepare a service plan together with the social worker. The family may, if they desire so, invite to the meeting other persons who are part of their life and who can contribute to the preparation of service plan. They could be, e.g., grandparents, child's teacher or physiotherapist.

How are things done?

1. Using the Puzzle workbook, the child and his or her family bring together their views about their life situation, good life and required assistance and support.





3. The family applies for the services and support activities according to the service plan, and the social worker makes a decision about providing them.

5. The service plan is updated on the agreed upon dates or the family will contact the social worker if the situation of the family changes.



4. The child with his or her family live their own life supported by the services.



References and additional information

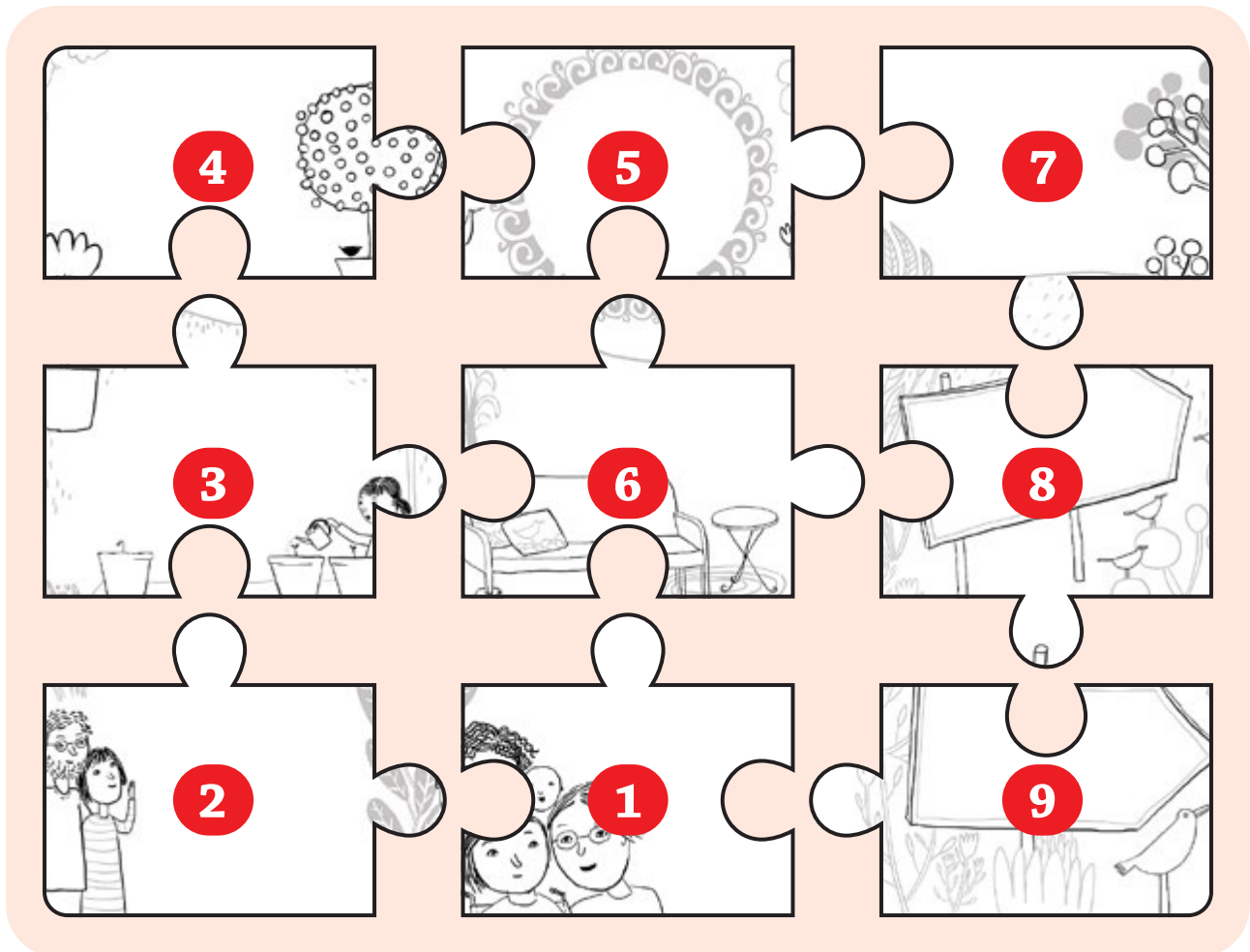
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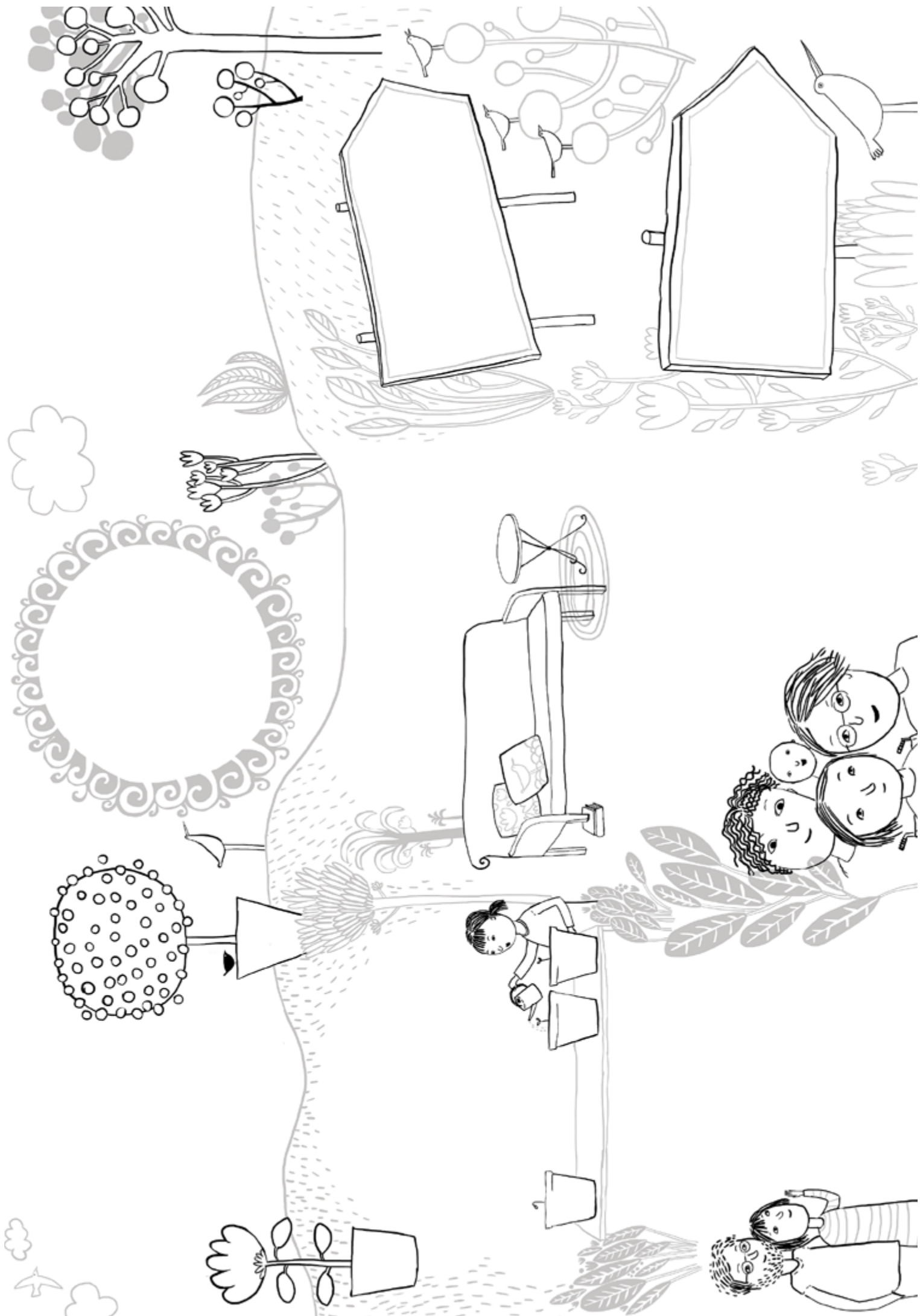
Digital materials

- Updated legislation. Finlex database, **www.finlex.fi**
- Authentic Happiness website, **www.authentichappiness.org**
- In Control website, **www.in-control.org.uk**
- Jaatistietopankki (Jaatinen data bank), a data bank in the matters of disabled children, **www.jaatinen.info/jaatistietopankki**
- Palvelusuunnitelma (Service plan), Kehitysvammaisten Tukiliitto ry, **www.tukiliitto.fi/tuki-ja-neuvot/palveluiden-jarjestaminen/palvelusuunnitelma**
- Vammaispalvelujen käsikirja (Handbook of services for disabled persons), National Institute for Health and Welfare, **thl.fi/fi/web/vammaispalvelujen-kasikirja**
- Vernerinet. National web service of intellectual and developmental disabilities maintained by Finnish Association on Intellectual and Developmental Disabilities, **verneri.net**

Pieces of the Puzzle

- 1.** Who are we?
- 2.** Important people
- 3.** Important things
- 4.** Good life here and now
- 5.** Good life in the future
- 6.** Present situation
- 7.** Specification of goals
- 8.** What can we do ourselves?
- 9.** We need help and support

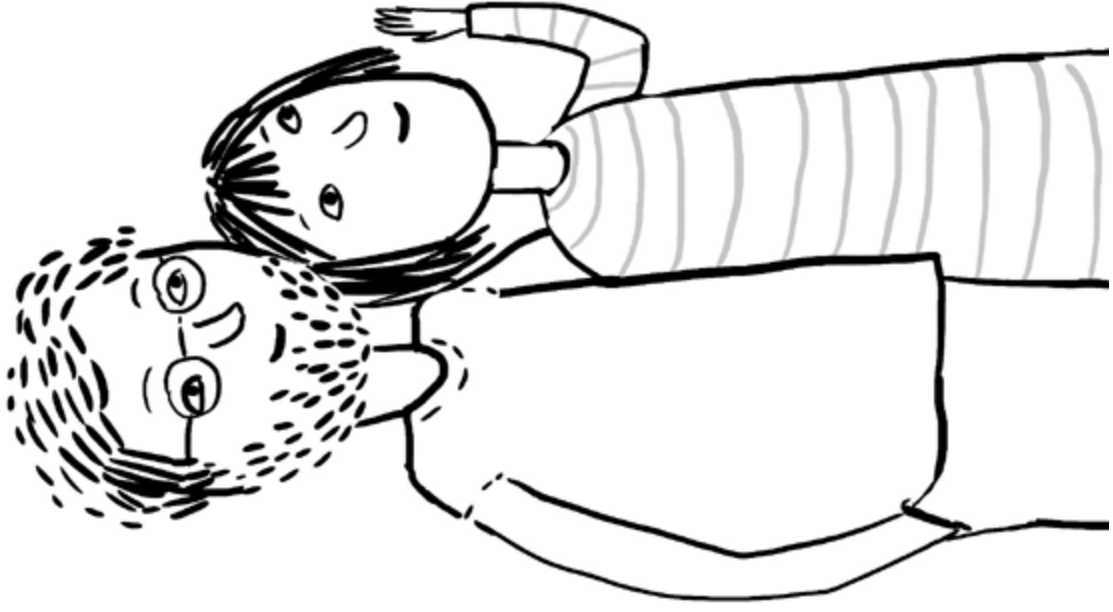




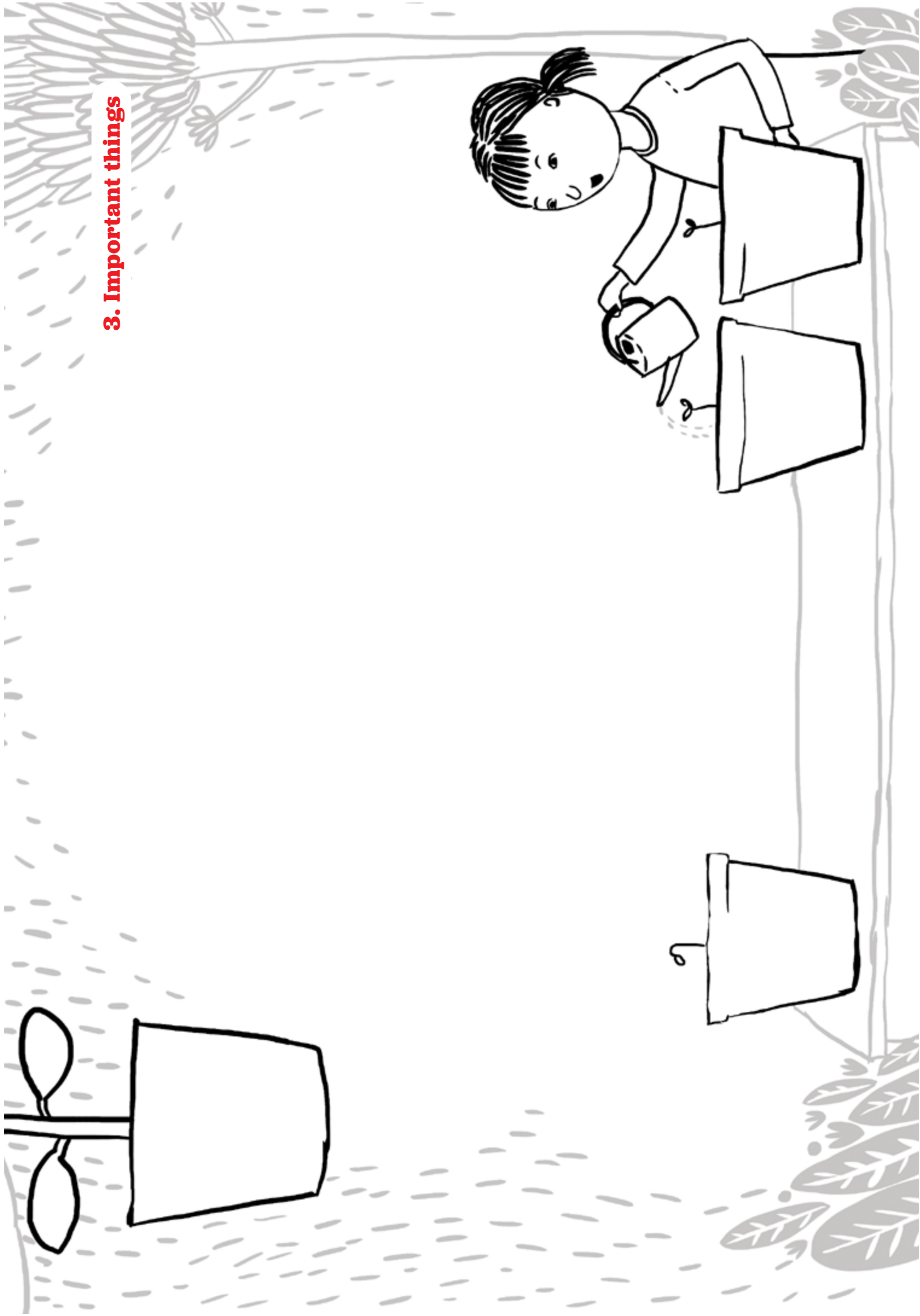
1. Who are we?



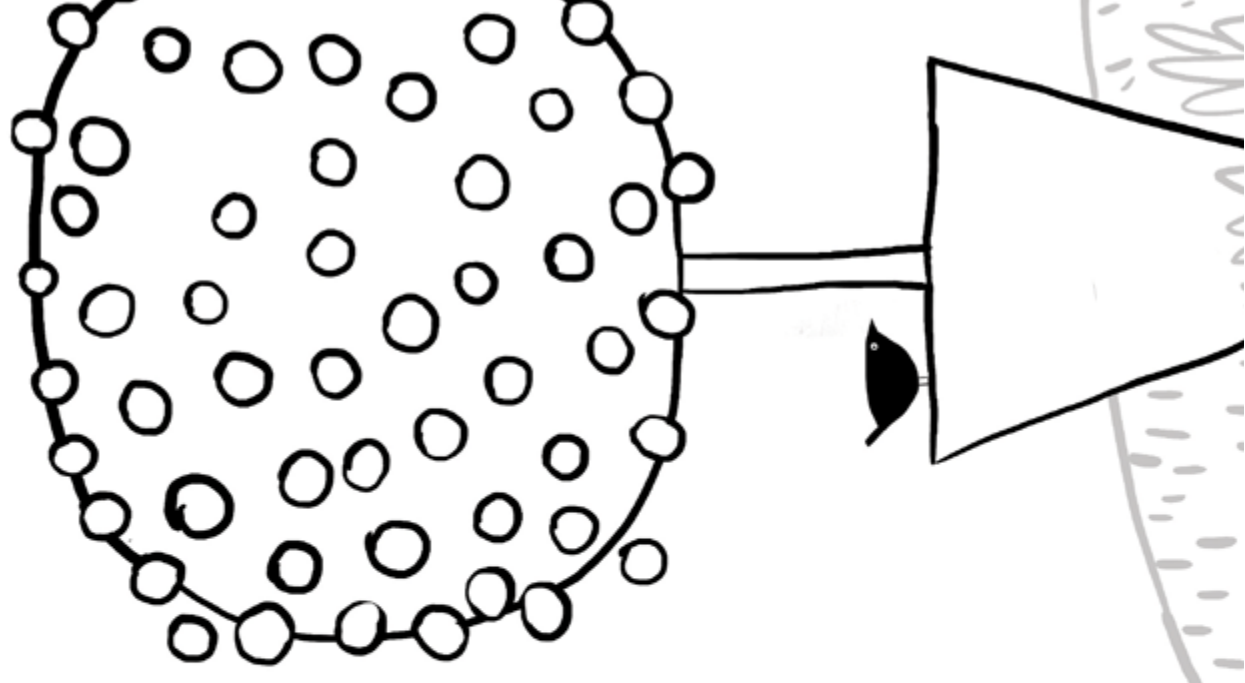
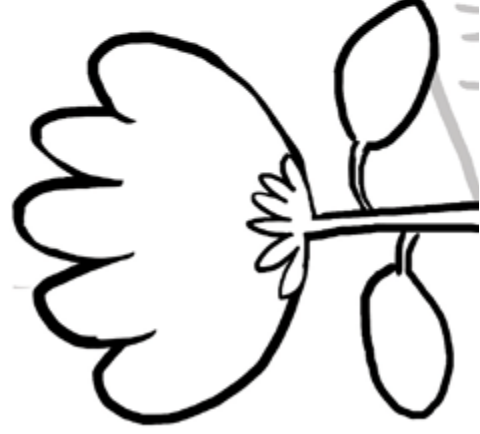
2. Important people



3. Important things



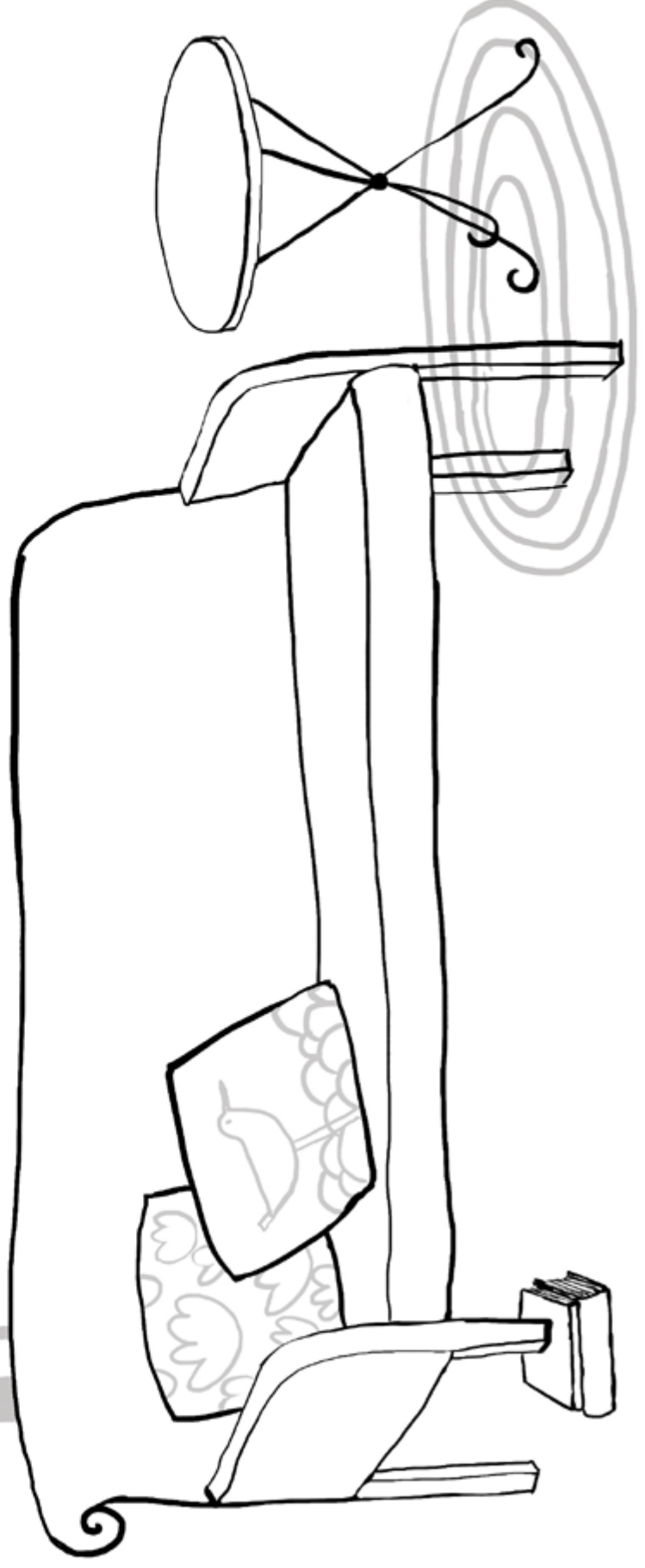
4. Good life here and now



5. Good life in the future



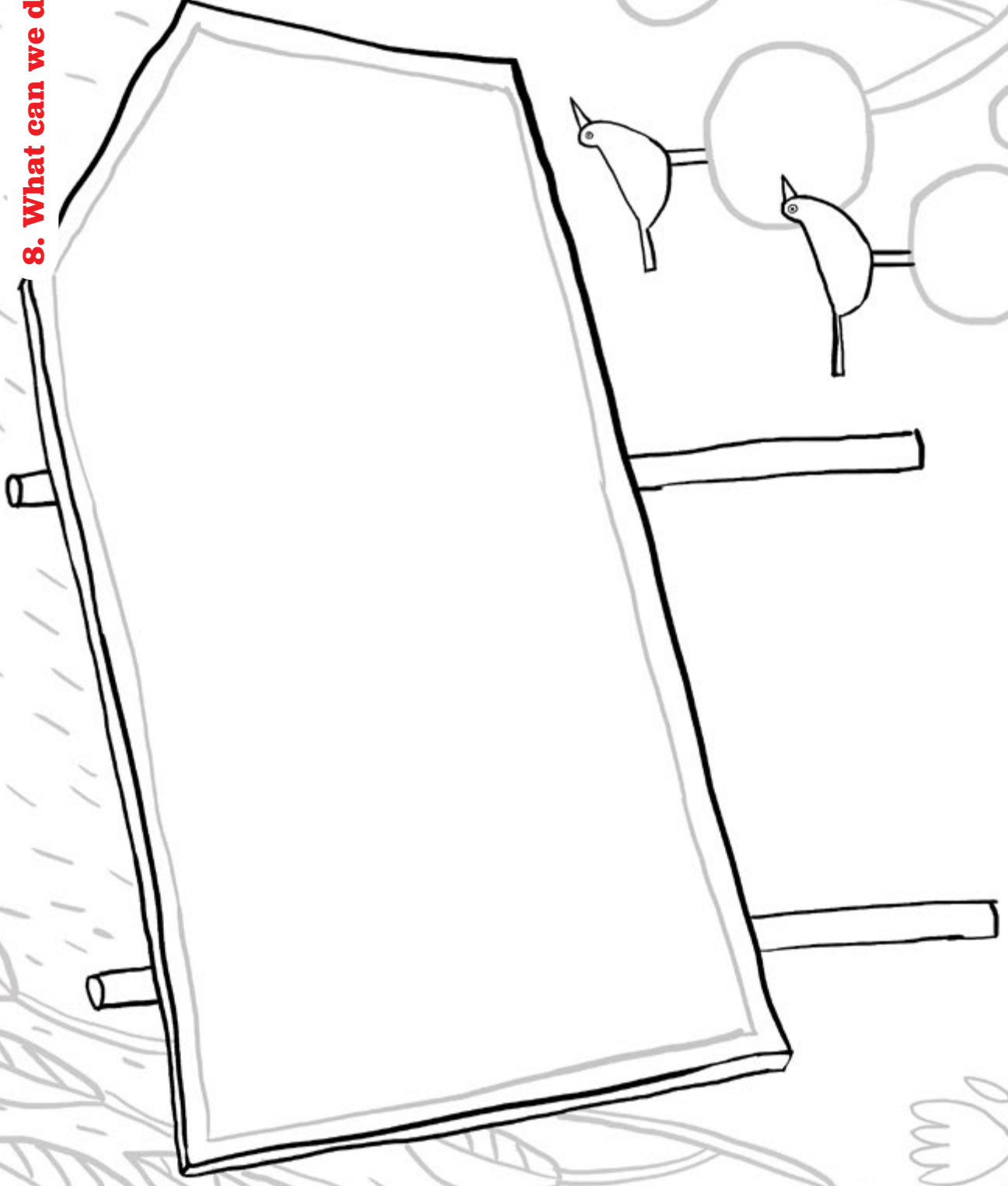
6. Present situation



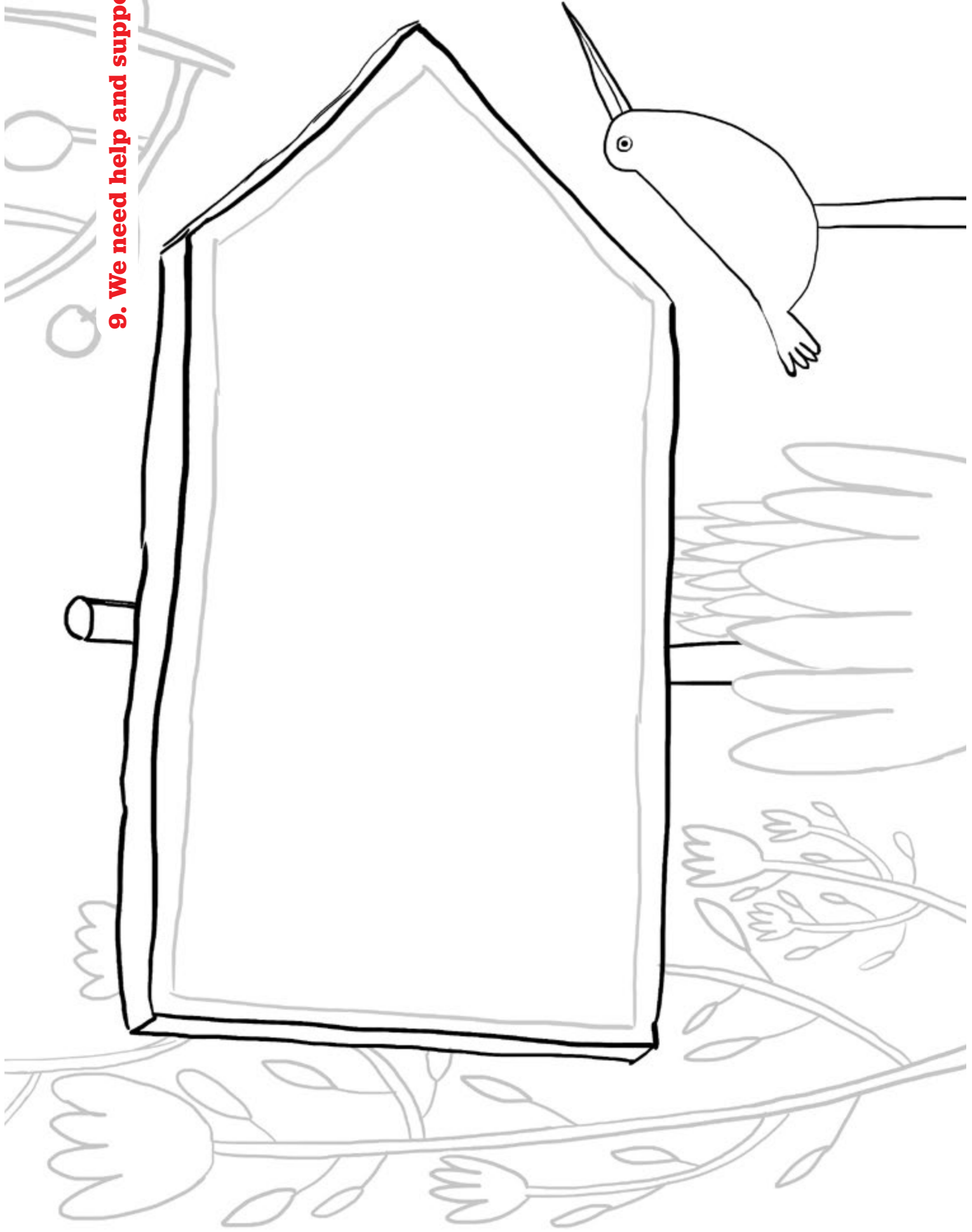
7. Specification of goals

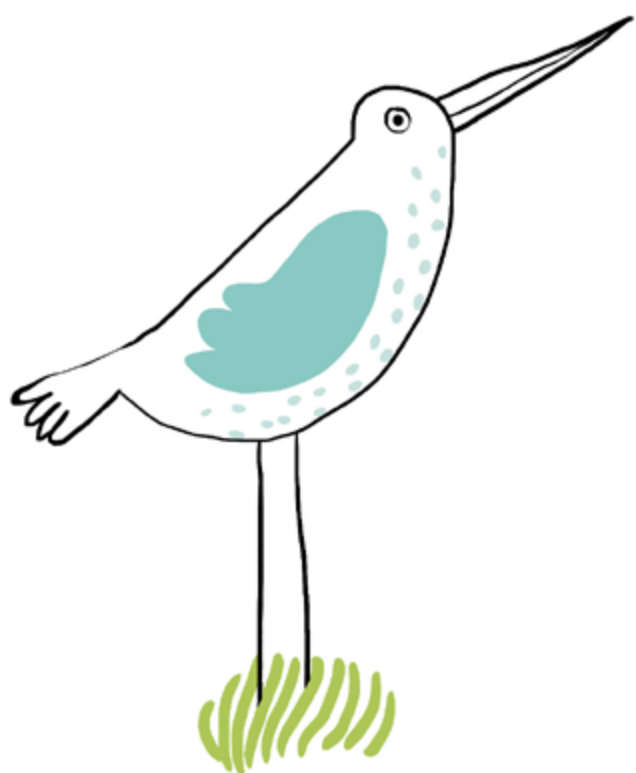


8. What can we do ourselves?



9. We need help and support

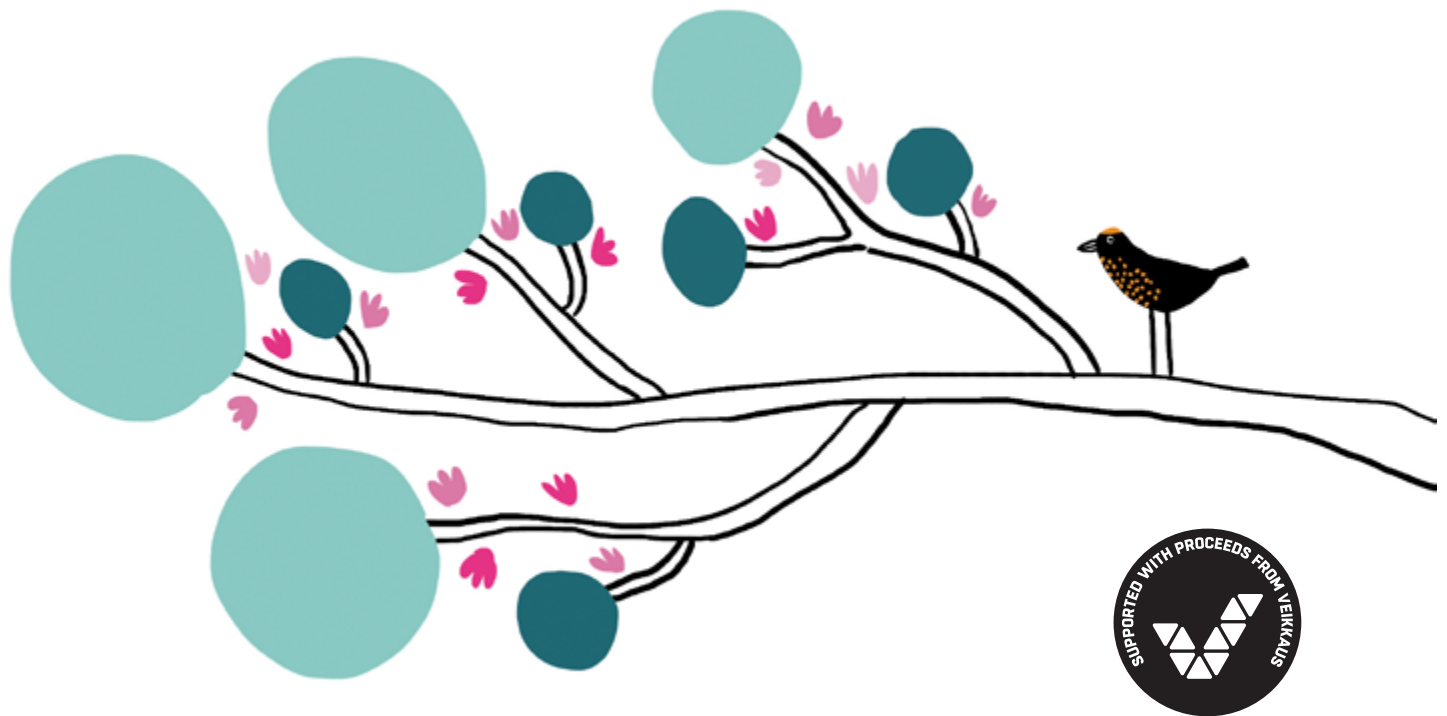




Good Life Puzzle is particularly intended for families with disabled children for support in service planning.

The Puzzle brings together the ideas of the family about their life and needs for assistance and support and helps to get prepared for drawing up a service plan.

The Puzzle is also suitable for other families who need various support activities in their everyday life.



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