



The Personalised Care and Support Planning Programme Training for PCN and ICS Personalised Care Roles

Advanced Training in Personalised Care and Support Planning (PCSP) for Personalised Care roles in PCNs and ICSs.

The **Personalised Care and Support Planning Programme** is an intensive half day, online training programme for members of Personalised Care/Social Prescribing Teams and other healthcare professionals in the Community who may need to use a Personalised Care and Support Planning approach as part of their role.

What is Personalised Care and Support Planning?

Personalised Care and Support Planning is one of the key components of the Personalised Care Curriculum that underpins the introduction of Personalised Care to the NHS and Social Care sector. A detailed Personalised Care Plan is the natural outcome and output from a series of facilitated conversations between patient and clinician. The Plan is unique to the individual and recognises a person's skills and strengths, as well as their experiences and the things that matter the most to them. It addresses the things that aren't working in the person's life and identifies outcomes and actions to resolve these.

PCSP within Primary Care

Within Primary Care, Social Prescribers/Link Workers, Care Coordinators, Health and Wellbeing Coaches and other ARRS roles give people time, focusing on 'What Matters to Me'. Using the principles of Personalised Care, these clinicians and healthcare professionals take a holistic approach to people's health and wellbeing, using PCSP to connect people to community groups and services for practical and emotional support.

PCSP within the Community and Voluntary Sector

Within the wider community, a great many healthcare professionals benefit from being able to use Personalised Care and Support Planning techniques from time to time in their varied and different roles. Whether members of Social Prescribing teams, Community Connectors, Advocates, Mental Health workers, Physiotherapists or Addiction therapists, Personalised Care Planning is a valuable approach when encouraging patients and service users to take greater control over their own health and wellbeing.

The **Personalised Care and Support Planning Programme** provides healthcare professionals with the essential skills and techniques from our Personalised Care Institute (PCI) Accredited **SocialPrescriberPlus™** programme, and adds the 'special to role' skills and approaches needed to conduct effective Care and Support Planning with patients and service users.

Who should attend the **Personalised Care and Support Planning** Programme?

The half day, online Personalised Care and Support Planning course is ideal for:

- Those in Personalised Care roles throughout Primary Care, and for Healthcare Professionals working across the Community.
- Newly recruited members of Personalised Care/Social Prescribing teams taking the course as part of their induction or required training.
- Any healthcare professional who wishes to understand and use a Personalised Care and Support Planning approach in their role.

The Personalised Care and Support Planning Programme

The syllabus of the Personalised Care and Support Planning Programme is applicable to all current and prospective Social Prescribers, Link Workers, Health Coaches and Care Coordinators, whether they are PCN/Practice based or operating in the wider community. The Programme provides practitioners with all the knowledge, skills and confidence to work effectively with vulnerable patients or clients, using Care and Support Planning approaches to help them take greater control over their health and wellbeing.

With the change in working practices driven by COVID, the Programme is delivered through the Zoom online video conferencing platform. The programme also provides extensive guidance on how to address the challenges posed when face to face contact with patients is impractical, and when telephone contact is the only means of holding a consultation or co-producing a Care Plan.

Features of the Personalised Care and Support Planning Programme

- Delivered online through the Zoom video conferencing platform.
- Training customised to the nature, working environment and specific needs and circumstances of the Healthcare Professional.
- An intensive half day workshop and facilitated ongoing networking opportunities.
- Access to a comprehensive and continuously updated media and assets web library containing a recording of the workshop, forms, templates, policies and thought leadership articles.
- Each delegate has access to 24/7 telephone support for 12 months following the training.

Delivery Methods

Our **Personalised Care and Support Planning** programme can be delivered face to face at your choice of venue or via the Zoom online conferencing platform.

The benefits of using Zoom include:

- Access the **Personalised Care and Support Planning** workshops on phone, tablet or desktop.
- No Zoom account needed by participants.
- Every delegate has access to a full video recording of the entire workshop.
- HD Video and HD Voice.
- Zoom's Breakout Rooms allow pairs and group working and coaching skills practice.
- View presenter slides and fellow participant screens at the same time.



The Personalised Care and Support Planning Programme

The **Personalised Care and Support Planning Programme** comprises an intensive half day workshop. The Programme is delivered online via Zoom.

Programme Content: What does the Course Cover?

- **Facilitated Discussions:**
 - Building rapport and trust
 - Active/empathetic listening
 - What Matters to Me
 - Motivational Interviewing/Health
 - Coaching techniques
 - Understanding behaviour change/COM-B model
- **The concept of co-production**
- **Review of available PCSP templates**
- **PCSP for specific areas:**
 - EHCH
 - LTCs
 - Preference sensitive conditions
 - Anxiety/Depression/ Low level MH
- **What to include in a PCSP**
- **Different types of PCSP for different situations/ patient groups – case studies**
- **Recording the Plan**
- **Shared Decision Making (SDM) for preference sensitive conditions**
- **Avoiding relapse/non-compliance with Plan**
- **Reviewing the Plan**

Assessment, Feedback and and Long-Term Support

DNA Insight provides extensive assessment, feedback and support for 12 months following the conclusion of training. This includes:

Assessment – The **Personalised Care and Support Planning Programme** is based upon our Personalised Care Institute Accredited **SocialPrescriberPlus™** programme. Delegates are assessed during the Workshop on their understanding of the skills and techniques and their ability to put them into practice. Successful delegates receive a Certificate of Training that provides evidence for CPD.

Feedback – Delegates are encouraged to complete a feedback form after each module. This allows us to conduct quality assurance and to continually review and improve the programme. Where delegates are part of a wider organisation that has arranged for their attendance, feedback forms can also be provided to the commissioner if required.

Long Term Support – Delegates have access to 24/7 telephone support from their trainer for 12 months following the training. Delegates also have access to a continually updated media and assets web library containing templates, forms, policies, videos and thought leadership articles on PCSP.

Confidentiality

The overarching importance of patient/client confidentiality is taught and practised throughout all aspects of the Programme. All examples and case studies presented during the training are either fictitious, played by actors or are fully anonymised.

DNA Insight is a healthcare training consultancy. We provide guidance and training to GP Practices, PCNs, CCGs, ICSs and voluntary sector organisations in all aspects of Personalised Care, Active Signposting & Care Navigation and Correspondence Management & Workflow Optimisation. Our programmes can be delivered face to face or via the Zoom online conferencing platform.

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