

Personalised Care – making it real for our workforce

*A quick introductory guide on what, why and
how to do it!*

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- How  can support you
- Over to you.....join us dancing on the hill!



What is Personalised Care?

Watch this [video](#) to find out

- Personalised care means people have **choice and control** over the way their care is planned and delivered.
- It is **based on 'what matters' to them** and their individual strengths and needs.
- This happens **within a system that makes the most of the strengths, expertise, capacity and potential of people, families and communities in delivering better outcomes and experiences.**
- It is a **new relationship between people, professionals and the health and care system.**
- It provides a **positive shift in power and decision making** that enables people to have a voice, to be heard and be connected to each other and their communities.

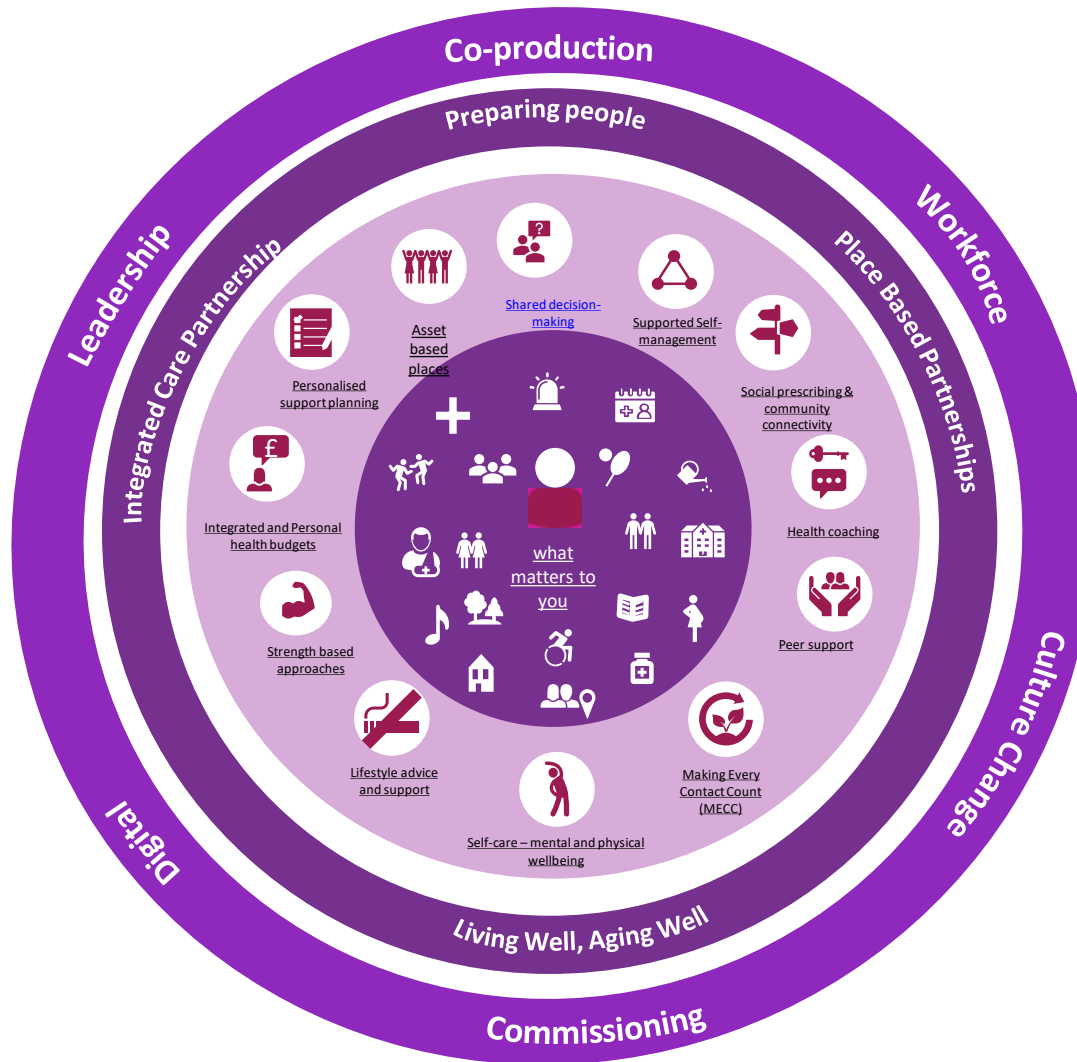
We are doing it because:

- It's what people want!
- A one-size-fits-all health and care system simply cannot meet the increasing complexity of people's needs and expectations.
- The [NHS Long Term Plan](#) states that personalised care will become 'business as usual' across the health and care system. The [Universal personalised care: Implementing the Comprehensive Model](#) confirms the action plan for rolling out personalised care across England



Our vision

To maximise independence, choice, control, good health, and wellbeing throughout peoples lives, focussing on '**what matters to you**'.



Key:

Centre circle = Represents what matters to people and examples of what they want to achieve e.g. to dance, to walk in the woods!

Second ring = How to make what matters to you happen – the key approaches to delivering personalised care

Next ring = Who is responsible for making it happen

Outer ring = Is the enablers that are essential to making it happen

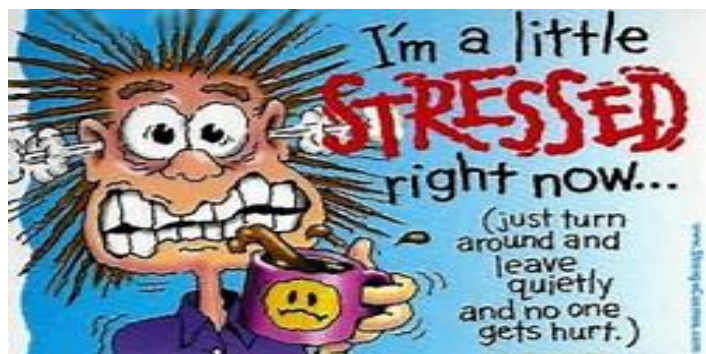
Why is this our vision?

Jacks story

- Jack is 21 years old, he has a twin sister
- He lives with his family
- He likes to be active and enjoys sports
- His care package was limited, lack of flexibility with lots of different agency staff and changes
- Jack's health and social care needs not being fully met
- Regular deterioration in health resulting in hospital admissions



The result for Jack's mum was



Unfortunately, Lesley's is a familiar story for many people who use health and care services, as we provide a one size fits all approach and want them to 'fit in' to what is provided.

Helen describes the impact of this approach for her son Karl:

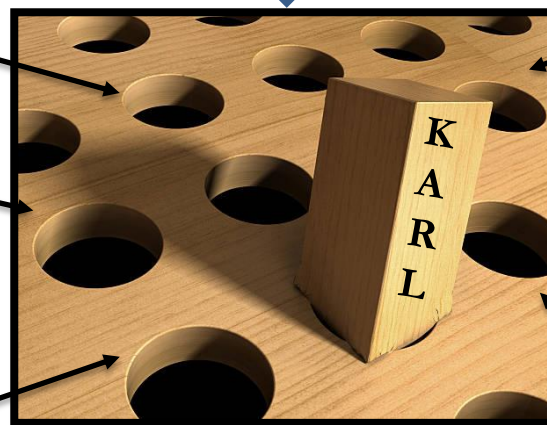
“Why does Karl have to fit in the system? Why can't the system fit him?” Helen



Social Care

Physical
Disability

Agencies



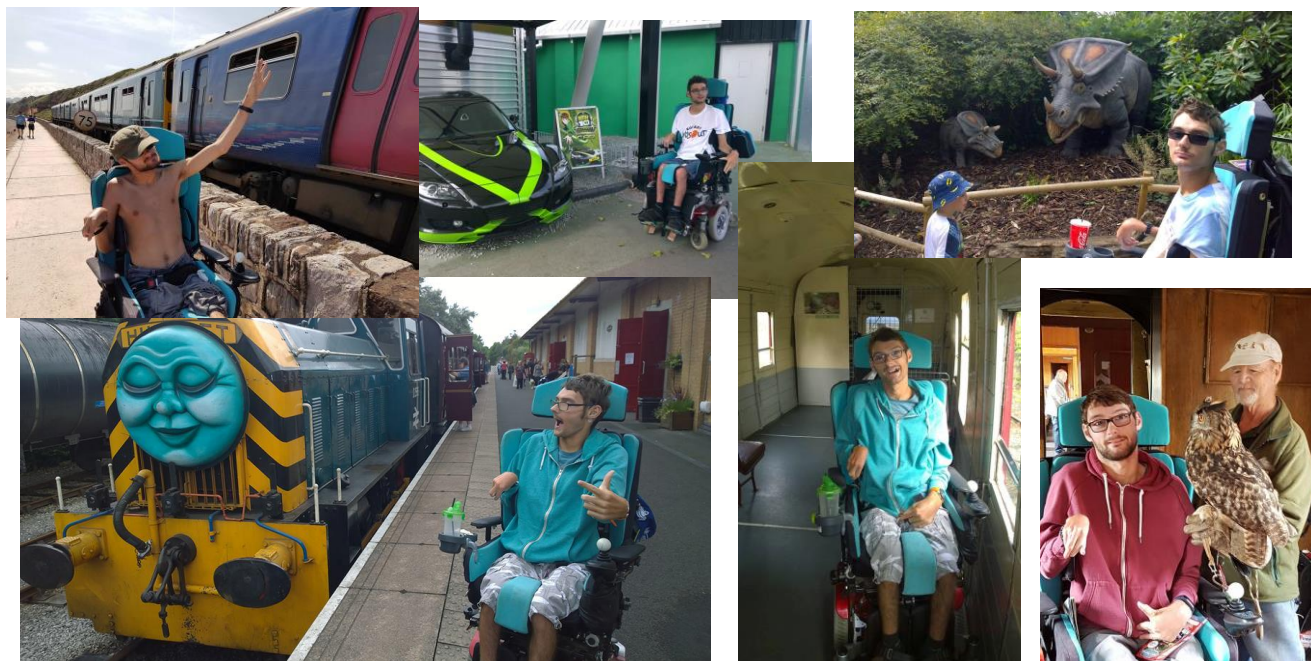
Health

Learning
Disability

Doing it differently

Having a different conversation based on what's matters to Jack, completing a personalised care and support plan and allocating a personal health budget, means Jack can now live his life.....

"Mind-blowing for me and my family, it has given us our lives back." Lesley, Jack's mum



The power of a different conversation for Karl

One page profile

Me
Me

What people like and admire about me...
What people like and admire about me

History
History



Hopes and dreams for the next few months
Hopes and dreams for the next few months

What's important to me...
What's important to me

How best to support me...
How best to support me

What is...

Working and Not Working

IMPORTANT

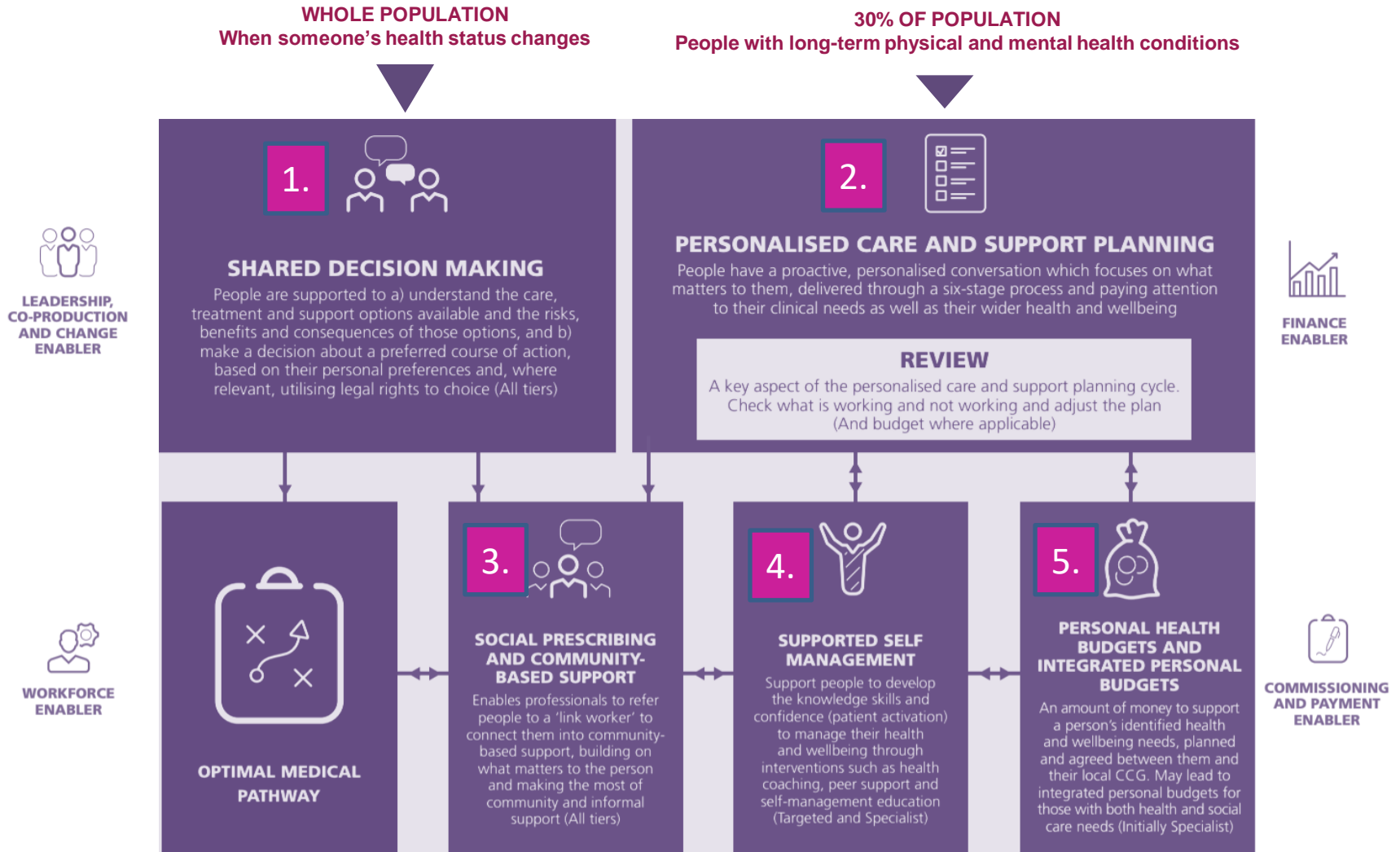


Our NHS operational planning targets which are for all members of the Nottingham and Nottinghamshire family to deliver



Activity Data	Target 2022-2023
Personal health budgets Number of personal health budgets that have been in place, at any point during the financial year to date, per ICS Q: Can a PHB offer support people to achieve their outcomes in your work?	7,250
Personalised Care and Support Plans (PCSPs) Total number of active (new and reviewed) Personalised Care and Support Plans that have been in place in the financial year to date Q: Are we capturing all our plans? Q: How and what are you doing in your work to embed PCSP – a different conversation based on what matters to you	27,000
Total social prescribing link workers	68
Social prescribing link workers referrals	13,612
<u>Personalised Care Institute</u> accredited training Total number of unique people receiving Personalised Care Institute accredited eLearning training	596

KEY MESSAGE: In order to embed our ICS Vision and embed the 5 personalised care approaches our workforce need to receive Personalised Care Institute training

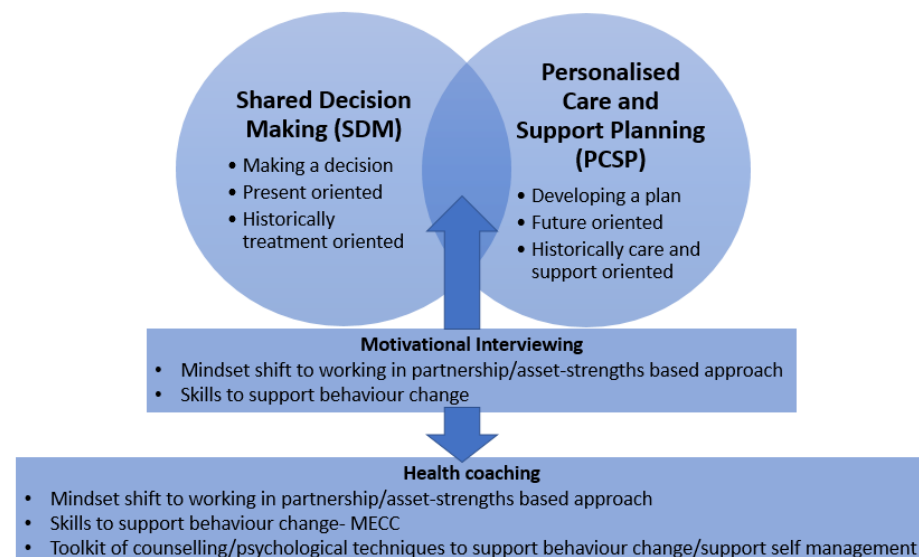


Why the Personalised Care Institute?

Purpose:

It was identified that there were many challenges where personalised care training was concerned:

- Very little training in the core 'mind-set shift' required or in the core heuristics or skills (e.g., negotiated agenda setting);
- No support to help ICS/STPs identify which staff groups need which skills and at what level;
- No consistent quality assurance of training;
- Components need to be seen as interdependent and together form a key skill set and set of tools;
- Lots of e-learning available but it was scattered across numerous platforms and very difficult to access, there were also currency issues.



The PCI was set up to:

- Enable people to have a feeling of equality through being listened to and involved in key decisions, leading to more choice and control.
- Provide the health and care workforce with the knowledge, skills, and confidence to work differently, have better conversations, and explore the wider determinants of health and care.
 - Health and care staff will have access to standardised training and development in personalised care.
- Provide the health and care system a more consistent and coherent approach to training provision. There will be confidence that the training provided is evidence based and quality assured, leading to more straightforward commissioning.
 - Workforce leads are able to commission personalised care training from a nationally recognised body.
 - Ease of access to local training via a list of approved trainers and training providers.

Training mechanisms



Quality-assured personalised care training

Access short modules for free online at the
home of personalised care education

www.personalisedcareinstitute.org.uk



The Personalised Care Institute is a virtual organisation, accountable for setting the standards for evidence-based training in personalised care in England. It is a collaborative organisation with more than forty partners from across health and care, working together to develop, assure and deliver high quality personalised care training and provide the first ever personalised care training hub for all health and care staff to access the very latest in personalised care training and development.

1. Minimum - E-learning for healthcare

E-learning for healthcare

There is a range of quality online resources, as a minimum the ICS expects CCG staff and the wider workforce to complete the relevant modules:

- ✓ Core Skills
- ✓ Leading personalised care as a Junior doctor
- ✓ Shared decision making
- ✓ Personalised care and support planning
- ✓ Personalised care and support planning - Maternity

2. Advanced – Accredited

Personalised Care Institute training

Accredited training

[\(personalisedcareinstitute.org.uk\)](http://personalisedcareinstitute.org.uk)

Health coaching, motivational interviewing, personalised care and support plan face to face training

Clinicians working at key clinical decision points and in specific roles need to be enabled to attend more in-depth face to face training, such as health coaching and motivational interviewing.

Contact [**nnicb-nn.whatmatterstoyou@nhs.net**](mailto:nnicb-nn.whatmatterstoyou@nhs.net)

To request training and book onto courses in the ICS

Call to action

What the Learning and Development group need to do:



- Consider making the PCI eLearning Core Skills training mandatory for all
- Scope out who needs what training to meet the 5 personalised care approaches
- Develop a robust process to agree as a system what PCI training is essential and / or mandatory and for whom
- Consider how personalised care training can be embedded into wider training offers – it needs to be a golden thread
- Commit to PCI training being included in all Training Needs Analysis

Meet the people leading personalised care



Danni Burnett,
Deputy Chief Nurse



Sally Dore,
Assistant Director for Quality
Personalised Care



Rosa Waddingham,
ICS Chief Nurse
ICS SRO for Personalised Care



Debbie Draper,
Senior Personalised Care Manager



Maria Willis,
Head of Social Prescribing
PCN Development
(Matrix works to the team)



Lewis Perkins,
Personalised Care Manager



Catrin Huitson,
Admin Support Officer



Jen Wilson
Personalised Care Support
Officer



Aiden Standen,
Personalised Care Coordinator



Tracy Watson,
Personalised Care Coordinator



Julie Miller,
Personalised Care Support
Officer



Billy Garratt,
Admin Apprentice

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How we can support you

Co-production with My Life Choices is a golden thread

By sharing the art of the possible!

Share Our Stories Booklet, which has lots of examples of what good looks like and the impact

- Support the system to achieve change, share information, good practice, ideas, expertise and knowledge – demonstrate, recognising that the strengths, challenges, and ambitions are different in each programme
- Escalation through the governance structure to help resolve any barriers/challenges faced within programmes to implement any elements of the Universal Personalised Care model.
- Coordination of groups and mechanisms within programmes (whether newly setting up or adapting existing) to enable development of personalised care.
- Workshops and workforce engagement to enable programme staff to deliver personalised care, including building confidence, skills, and knowledge; e-learning, and co-designing face-to-face training through coaching and a collaborative learning network
- Networking and integrated working with other programmes and teams within the Nottinghamshire system
- All about me – one page profile and how to use it in teams and for people using health and care services
- Provide 'how to' tools, information and make links to share good practice and ideas; Commissioning; Contracts; Shared decision making, Personalised care and support plan templates
- The team provides a personal health budget delivery service, from completing care and support plans to personal health budget allocation and set up. If you are looking to expand personal health budgets in your service areas, give us the funding for the resource to do it and we can make it happen!

Meet (some of) the My Life Choices team!

How they can support you



Shelly Laurie



Helen Hassell



Keymn Whervin,
My Life Choices facilitator



Sarah Twiner



- My Life Choices is an independent group of people who use NHS and Social care services with a shared focus on personalised care which is outlined in the NHS Long Term Plan.
- We are a Strategic Co-production group who support and work in partnership with the Nottingham and Nottinghamshire Integrated Care System (ICS).
- We have a clear understanding of universal personalised care and its 6 key components.
- We share our stories to inform others of what good personalised care can look like.
- Read our **Common purpose** to find out more and get in touch with us to support your work in Personalised Care

nnccg.mylifechoices@nhs.net

Very great change starts from very small conversations, held among people who care.”

Margaret J. Wheatley

Now over to you to:

1. Start the conversation to deliver the change
2. Be the change agent and embed personalised care with your workforce
3. Have *“What matters to you and people?”* front and centre of all you do.
4. Make our vision of personalised care real
5. Join the movement and dance on the hill with us! [First Follower: Leadership Lessons from Dancing Guy - YouTube](#)

