



Personalised Care and Support Planning (PCSP)

A half day workshop for all patient-facing Health, Social Care, VCSE staff and volunteers in West Yorkshire, who may need to use Personalised Care Planning as part of their role

Personalised Care & Support Planning

A half day training programme for all Healthcare Professionals in West Yorkshire who may need to create Personalised Care Plans as part of their role.

Commissioned and funded by the West Yorkshire Health and Care Partnership (WYHCP), and delivered by DNA Insight, the leading Healthcare Training Consultancy, **Personalised Care & Support Planning** is an intensive half day online training programme. The course is designed to provide WYHCP based healthcare professionals in Primary Care with the knowledge, skills and confidence to create a wide range of Care Plans with and for their patients.

A wide selection of Programme dates and times throughout 2023 offers healthcare professionals a choice of when to take the training, which is delivered via the Zoom Video Conferencing platform.

About Personalised Care and Support Planning (PCSP)

A key part of the wider Personalised Care agenda, Personalised Care & Support Planning is the natural conclusion of a Personalised Care consultation with a patient. 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.

Whether a simple verbal agreement with the patient to consider what has been discussed, or the co-creation of a detailed and comprehensive Care Plan for a Care Home resident, Personalised Care and Support Planning captures what has been discussed and agreed and formalises it for use by the patient, the clinician and relevant stakeholders. The Programme covers the following areas:

- An introduction to Personalised Care
- How to hold a facilitated discussion with a patient
- Understanding behaviour change and the concept of patient activation

- Telephone based consultations – building trust and rapport with patients
- Personalised Care as it relates to community health and wellbeing
- Co-producing a Personalised Care and Support Plan

Who should attend The Personalised Care & Support Planning Programme?

Personalised Care and Support Planning is an essential skill for every healthcare professional and clinician in a patient facing role. Taking a Personalised Care Planning approach to all your patient consultations allows you to focus on the co-production of a Care Plan as an essential outcome of your consultations - supporting your patients to take greater control over their health and wellbeing.

Appropriate for every healthcare professional, at every level within WYHCP, the Personalised Care and Support Planning Programme provides you with the knowledge, skills and confidence to build Personalised Care Planning into every aspect of your practice.

The Personalised Care & Support Planning Programme - Syllabus

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

How to Book a Place on the Personalised Care & Support Planning Programme

1. Please review the Course dates and times below and identify the Programme number you wish to attend.
2. Visit the Course Booking page at <https://www.eventbrite.co.uk/e/west-yorkshire-hcp-personalised-care-and-support-planning-workshops-tickets-560191597147> Click on the 'Reserve a Spot' button and then select the corresponding Ticket to the Programme number you have selected.
3. You will need to provide your name, role, location, email address and contact number, as well as the Programme number you wish to attend.
4. The workshop is funded by West Yorkshire HCP so is free of charge, and you will receive instant confirmation of your booking as well as an email from Eventbrite containing the Zoom link.

5. A few days before the date of the course you will receive another email containing attendee information and a reminder of the date, time and link to join the workshop.

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Programme Dates

Serial	Programme Number	Dates	Times
1	Programme SP1	Monday 17 th April 2023	09.30 – 12.30pm
2	Programme SP2	Wednesday 3 rd May 2023	1.30 – 4.30pm
3	Programme SP3	Tuesday 16 th May 2023	09.30 – 12.30pm
4	Programme SP4	Friday 9 th June 2023	1pm – 4pm
5	Programme SP5	Wednesday 28 th June 2023	9am – 12 midday
6	Programme SP6	Wednesday 19 th July 2023	1.30 – 4.30pm
7	Programme SP7	Tuesday 8 th August 2023	9.30 – 12.30pm
8	Programme SP8	Tuesday 5 th September 2023	9.30 – 12.30pm
9	Programme SP9	Monday 25 th September 2023	1.30 – 4.30pm
10	Programme SP10	Thursday 19 th October 2023	9am – 12 midday