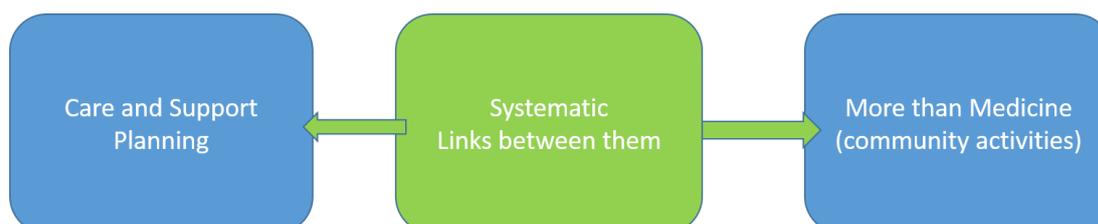


Overview of the Year of Care Programme

The YOC pilot programme sponsored by The Department of Health and Diabetes UK demonstrated how to deliver personalised care for people living with long term conditions (LTCs) using diabetes as an exemplar. Pilot sites developed the Year of Care 'House' as an enabling framework. The lessons about *what* should be in place and *how* to make this part of normal care, *replacing* the current way of working have been replicated with other single and multiple LTCs across a wide range of settings. The YOC programme is a whole system approach with three linked components. The YOC team currently focus their practical support for new teams, practices and health communities on care and support planning (CSP).



Care and Support planning is a systematic process which enables better conversations between people living with LTCs and practitioners that is focussed on what matters to the individual. It puts the person in the driving seat and enables support, services and community activities to be tailored for each individual. It has been adopted by the RCGP and mapped to similar approaches in social care, mental health and learning disabilities.

Impact: Where CSP has become routine *people living with LTCs* report improved experience of care, *practitioners* report improved knowledge, skills and greater job satisfaction and *practices* report better organisation, team work and more efficient use of resources including medication.

“Each time I get a greater understanding of my condition and understand more about how I can go about maintaining and improving it.” Person with a long term condition’

“Care planning has made me look at patients differently. I focus less on the disease and take a more holistic perspective.” Practice Nurse

Year of Care Partnerships provides a comprehensive programme of support, training, resources and quality assured ‘training the trainers’, to help new health and social care communities to introduce, embed and sustain CSP as part of a new way of working.

Supportive community activities (More than Medicine)

A truly personalised and responsive community involves a wide range of commissioned, non-commissioned, statutory and voluntary sector activities. YOCP has produced a guide to the key issues for local commissioners and providers working in this complex environment.

“Thanks for the Petunias – a guide to developing and commissioning non-traditional providers to support the self-management of people with long term conditions”’: 2011

<http://www.yearofcare.co.uk/sites/default/files/pdfs/Thanks%20for%20the%20Petunias.pdf>

Details of the case for change, rationale, key lessons and how to access support, together with key publications and a wealth of supportive material can be found at www.yearofcare.co.uk or from enquiries@yearofcare.co.uk.