

Care and support planning: useful policy and related documents

Care and support planning (CSP) and the principles that underpin it have become important components of UK health policy and are mentioned in numerous documents including *Our health, our care, our say 2006: High Quality of Care for all: NHS Next Stage review (Darzi) 2008: Operating frameworks for the NHS 2009 - 2012* and *'Liberating the NHS - No decision about me without me': Lansley 2010*.

More recent documents which are useful to reference include:

Care planning – Improving the lives of people with long-term conditions: RCGP 2011

This key document which led CSP to become a policy directive for the RCGP describes the case for change and uses the House of Care (HOC) to demonstrate how CSP can be introduced into general practice.

Transforming Participation in Health and Care: 'The NHS belongs to us': NHSE 2013

This guidance which includes the House of Care describes how NHSE will work in partnership with CCGs to fulfil their statutory duties to involve patients and the public effectively and systematically: *'to ensure that every person with a long-term condition or disability has a personalised care plan supporting them to develop the knowledge, skills and confidence to manage their own health.'*

A narrative for person-centred coordinated care (the 'I' statements): National Voices 2013

This seminal piece of work sets out what matters most to patients and service users from their perspective.

The Mandate from the Government to the NHS Commissioning Board: 2013 to 2015

Chapter 2 (Enhancing quality of life for people with long-term conditions) includes a detailed description of what needs to be achieved to **empower and support** the increasing number of people living with long-term conditions. These themes lead through to the shorter financially focused ***The Government's mandate to NHS England for 2016-17***.

The Care Act: 2014

The Act introduces a duty on councils to ensure that everybody eligible has a CSP plan and personal budget. Statutory guidance describes in detail how this should work to put people in control and enable a more holistic approach, meeting needs and promoting wellbeing.

Five Year Forward View: NHSE 2014

Chapter 2 of this key current document emphasises a new relationship with patients and communities, based around new models of care. A People and Communities Board, set up to give practical support to 'vanguards' sites have set out 'six principles' as the basis of good person-centred, community focused health and care in which CSP is a key component.

Diabetes in adults. Nice Quality Standard. Update: 2015

This standard now contains a specific Quality Statement (number 3) advocating care planning for adults living with diabetes.

What are the Role of voluntary, community and social enterprise (VCSE) organisations in care and support planning? A discussion paper. National Voices: 2016

This paper describes some of the current involvement of VCSE in CSP related activities and is full of ideas on how this could be increased. 2 Policy and supporting documents - Building a Better House Event Version June 2016.

Useful policy and related documents from Scotland

'Gau'n Yersel!' The self-management strategy for long-term conditions in Scotland: 2008

'The partnership with the individual is central to the self-management agenda.'

'I am the leading partner in the management of my own health.'

Healthcare Quality Strategy for NHS Scotland and Scottish Government 2020 vision: 2011

'Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity and clear communication and shared decision making.'

'We will have a healthcare system where we have integrated health and social care, a focus on prevention, anticipation and supported self-management.'

The Christie Commission on the Future Delivery of Public Services: 2011

'To ensure public services are built around people and communities, their needs, aspirations, capacities and skills, and work to build up their autonomy and resilience.'

Many conditions, one life: living well with multiple conditions. Joint Improvement Team: 2014

'The HOC has a strong evidence base and is a simple visual model for the elements needed to position and sustain person-centred care and support planning. Using the model helps patients, carers, professionals and managers work together and become more aware of the contribution people can make towards managing their own long-term conditions. It also encourages GP practices to develop better links with community supports, for example peer support groups, lunch clubs and walking groups.'

'Making it Easy': A Health Literacy Action Plan for Scotland. Scottish Government: 2014

'We want Scotland to be a health literate society which enables all of us to have sufficient confidence, knowledge understanding and skills, to live well, on our own terms, and with any health condition we may have.'

'A Blueprint for Scottish General Practice. RCGP Scotland: 2015

'There is widespread agreement that CSP – led by teams of professionals working with patients and their carers in the community – is effective in helping people to take more control over their health and to stay well. The current ongoing work on the House of Care model is an excellent example of this.'

Realistic Medicine. CMO Report 2014/2015: (published 2016)

In this influential document which uses the Scottish HOC prominently Dr Catherine Calderwood 'encourages medics to further involve and discuss with their patients what is important for them as individuals.'

'Developing a Culture of Health'. Alliance: 2016

The report calls for signposting to be regarded as part of a long-term, whole system approach rather than a one-off project. Initiatives can only be sustained if they are co-produced with local people/groups and integrated with hubs such as local public services, GP practices, libraries, voluntary and third sector groups. 3 Policy and supporting documents - Building a Better House Event Version June 2016.

Recent Publications and support tools

Tools and publications where Year of Care Partnerships (YOCP) has been involved or is consistent with care and support planning (CSP) linked with activities in a supportive community; or help the development of CSP in new settings.

Tools

Care and support planning guide for people living with LTCs and service users. National Voices: 2014

This interactive tool designed for people living with long-terms conditions or disabilities to understand what CSP should mean for them is an excellent introduction to what CSP should look like.

Personalised care and support planning – Supporting integrated care for people with health and social care needs. TLAP (Think Local Act Personal): 2015

YOCP worked with TLAP and Helen Sanderson Associates to develop this interactive tool which demonstrates how the YOCP steps for CSP are generic to and match with the recommended approaches for people with multi morbidity, mental health needs, disability and special educational needs as part of the extensive suite of resources that TLAP has sponsored in support of the Care Act.

References in the peer reviewed journals

Cochrane review of care planning:

Coulter A, Entwistle VA, Eccles A, Ryan S, Shepperd S, Perera R. **Personalised care planning for adults with chronic or long-term health conditions.** Cochrane Database Syst Rev 2015; 3CD010523. doi: 0.1002/14651858.DC010523.pub2.

Others:

Coulter A, Roberts S, Dixon A. **Delivering better services for people with long term conditions. Building the house of care.** http://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/delivering-better-services-for-people-with-long-term-conditions.pdf

Eaton S, Roberts S, Turner B. **Delivering person-centred care in long-term conditions.** *BMJ* 2015;350:h181 doi: 10.1136/bmj.h181

Batalden M, Batalden P, Margolis P, Seid M, Armstrong G, Opiari-Arrigan L, Hartung H. **Co-production of healthcare service:** *BMJ Quality & Safety Online First*, published on as 10.1136/bmjqs-2015-004315

Coulter A, Kramer G, Warren T, Salisbury C. **Building the House of Care for people with long-term conditions: the foundation of the house of care framework.** *Br J Gen Pract Apr* 2016, 66 (645) e288 - 290; DOI: 10.3399/bjgp16X684745

Royal College of Physicians (RCP) Future hospitals programme. Person-Centred Care Special Issue:

Coulter A, Oldham J. **Person-centred care: what is it and how do we get there?** *Future Hospital Journal* 2016 Vol 3, No 2: 114–6

Eaton S. **Delivering person-centred care in long-term conditions.** *Future Hospital Journal* 2016 Vol 3, No 2: 128–31

Lewis-Barned N. **Shared decision making and support for self-management: a rationale for change.** *Future Hospital Journal* 2016 Vol 3, No 2: 117–20