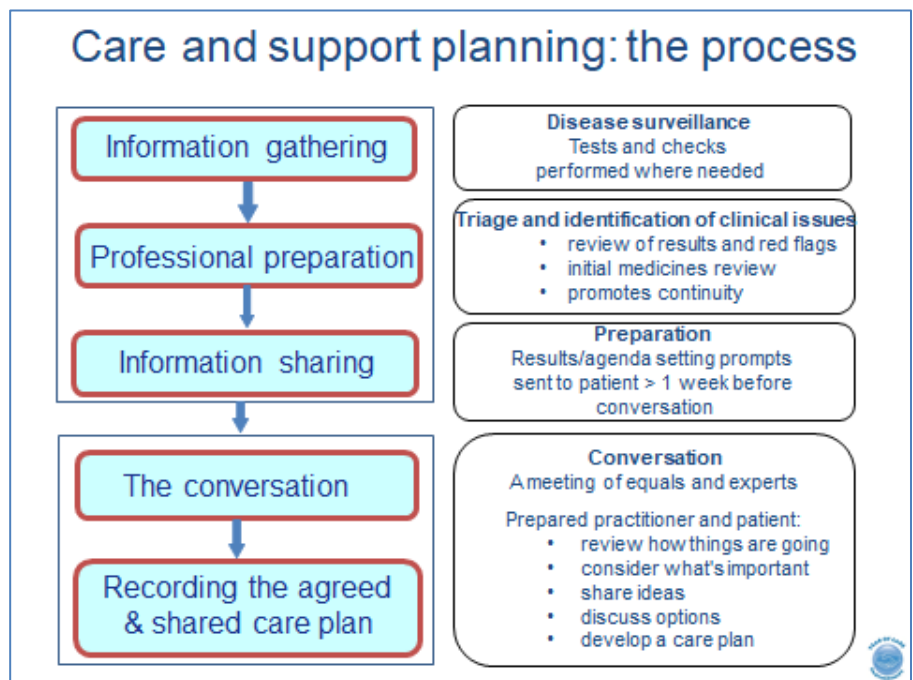


Long term conditions: Using the Year of Care approach to provide care and support for self-management in a post COVID era

During the COVID-19 pandemic long term condition (LTC) care has been paused as other areas take priority, however there is a need to consider how practice teams restart LTC care and find new ways of working, both to limit one to one contact with the practice *and* support people to manage the conditions they live with.

The principles, systems and resources developed by the Year of Care team to replace current disease-specific 'siloed' annual reviews with a single care and support planning (CSP) process have been adapted to include more elements of remote working as well as using the approach for people with single and multiple long term conditions. The approach has potential to provide:

- A **single information gathering appointment** which ensures all disease surveillance associated with any condition a person lives with is completed at a single information gathering appointment with a health care assistant (limiting visits to the practice)
- **Structured medication reviews** incorporated into the process involving the person in how they will manage medicines (including frailty and falls)
- **Patient preparation:** sharing information with people ahead of their CSP conversation



(agenda setting prompts and routine results) so that individuals are enabled to understand and participate more fully in decision making and planning around their self-care

- A holistic '**remote or face to face consultation**' using a person-centred, solution focused approach including the development of a personalised care plan
- Strong links to **social prescribing** ensuring 'more than medicine' activities and links to additional roles within the locality are effectively integrated with LTC management

The principles can also be applied to all planned care 'across a lifetime' from single condition and multiple long term conditions through to anticipatory and end of life.

The Year of Care team has worked with a number of areas, GP practices and supporting organisations with a view to supporting implementation of this approach. They have adapted the model to include remote consultations and developed a tried and tested support and training package which can now be delivered remotely to single/groups of practices.

Support to design pathways, build on existing work, modify resources and provide training, mentorship and practice facilitation are available from Year of Care Partnerships¹ at Northumbria Healthcare NHS Trust.

¹ Year of Care website: www.yearofcare.co.uk and also see '[The Year of Care approach: developing a model and delivery programme for care and support planning in long term conditions](#)'. Contact Lindsay.oliver@nhct.nhs.uk.