

# Year of Care Partnerships® Training

## PERSONALISED CARE AND SUPPORT PLANNING PROGRAMME FOR PRIMARY CARE TEAMS – PCI ACCREDITED

Training modules	Aims	Delivery	Audience
<p><b>Taster sessions</b></p> <p><b>An introduction to personalised care and support planning</b></p>	<p>Taster sessions ensure practice teams understand the Year of Care approach to personalised care and support planning and it's benefits before they decide to attend the core Year of Care training below.</p> <p>We focus on engaging teams in the rationale of personalised care and support planning and outline changes to clinical pathways and the activities necessary for implementation in practice.</p>	<p>Usually a <b>1 ½ to 2 hour</b> event delivered remotely or in-person</p>	<p>Large audiences or smaller groups of the primary care teams who will make the decision about implementation (practice managers, GPs, nurses and patient representatives)</p> <p><b>10-60 attendees</b></p>
<p><b>Personalised care and support planning training for primary care teams</b></p>	<p>Core Year of Care training focuses on the underpinning values and consultation skills used to deliver a personalised care and support planning approach, and brings whole teams together with a view to thinking through all aspects of implementation including modifications to care processes. The training package includes practical tools needed to support this.</p> <p>Alongside sharing of learning between practices during training, each practice will be offered an individual facilitation visit to engage wider members of the team and to work together to develop a process map and plan for implementation.</p>	<p><b>1 ½ days</b> training plus a 2-hour practice-based facilitation visit</p> <p>Remotely or in-person (remote sessions will run across several weeks and be shorter sessions than in-person training)</p>	<p>Members of the primary care team who will be implementing and delivering personalised care and support planning</p> <p><b>Up to 20 attendees or smaller groups for remote sessions</b></p>
<p><i>Following implementation of PCSP these additional modules can be delivered to increase the scope of PCSP and support staff new into practice teams</i></p>			
<p><b>Personalised care and support planning training for new practice staff</b></p>	<p>This training is specifically designed for practices where the Year of Care approach to PCSP is widely in use, but where new staff would benefit from learning the rationale behind the approach and the consultation skills involved in personalised care and support planning conversations.</p>	<p><b>1 day of training</b> (can be delivered as 2 x ½ day sessions) remotely or in-person</p>	<p>Clinicians or admin team members new to the practice who haven't attended Year of Care core training</p>
<p><b>Moving on to multiple long-term conditions</b></p>	<p>This workshop is specifically designed for practices who initially implemented personalised care and support planning for people with single conditions and are now ready to increase the scope to include more single conditions and/or a unified process for people who live with multiple long-term conditions.</p>	<p><b>½ day</b> workshop delivered remotely or in-person</p>	<p>Practice teams already involved in delivering PCSP who have been to core Year of Care training and wish to extend the scope of the approach</p>

## PERSONALISED CARE APPROACHES AND CONSULTATION SKILLS

Training Module	Aims	Delivery	Audience
<b>Personalised care and support planning – focusing on the conversation</b>	<p>This training is designed for groups of practitioners who will be using personalised care and support planning routinely in their role.</p> <p>This module supports individual learners to understand the framework and consultation skills that support a personalised care and support planning approach, and how to ensure care plans are personalised and based on what matters to the patient.</p>	<b>1 ½ days</b> of interactive training – delivered as 3 modules (can also be delivered as ½ days remotely or in-person)	<p>Practitioners who are routinely involved in personalised care and support planning consultations within their role</p> <p><b>Up to 20 attendees</b></p>

Training Module	Aims	Delivery	Audience
<b>Personalised care and support planning for Personal Health Budgets (PHB) - 'Getting the conversation right'</b>	<p>This training aims to support participants to consider the overarching process and personalised care and support planning conversations that support individuals and their carers making decisions about personalised health care and personal health budgets.</p> <p>It supports individuals to understand the consultation skills and framework that support a personalised care and support planning approach.</p>	<b>1 ½ days</b> of interactive training – delivered as 3 modules which can be delivered as ½ days remotely or in-person	<p>Care teams who are implementing personal health budgets and who are developing the PHB care plan</p> <p><b>Up to 20 attendees</b></p>

Training module	Aims	Delivery	Audience
<b>Shared decision making</b>	<p>This training focuses on the policy and legal issues related to shared decision making, alongside the underpinning values and consultation skills needed to implement the approach.</p> <p>This training was designed by Year of Care's clinical lead who was the RCP clinical fellow for shared decision making and support for self-management.</p> <p>It highlights the importance of preparation and shared decision making aids in supporting individuals to make decisions collaboratively with health care practitioners.</p>	<p><b>2 x ½ day sessions</b> remotely or in-person</p> <p>Additional support is available to develop local materials/advise on care pathway development</p>	<p>Clinicians and clinical teams who routinely support patients to make decisions about tests, treatments and support packages</p> <p><b>Up to 15 attendees</b></p>

## **BESPOKE DEVELOPMENT SESSIONS, WORKSHOP OR EVENTS**

Year of Care can also develop training which is bespoke to local programmes including specialist teams, advocates or ‘navigators’, practice-based sessions, steering group training pathway design sessions for ‘new’ patient groups, for example:

Training modules	Aims	Delivery	Audience
<b>An introduction to personalised care approaches</b>	Tutorials that can be provided to support individuals in personalised care leadership roles to develop their knowledge around the policy, theoretical components and delivery of personalised care, including developing a local training and/or implementation approach.	Flexible sessions tailored to the needs of the individual delivered remotely  <b>2 x 2 hour sessions</b>	Clinical and operational leads in personalised care roles
<b>Mentorship sessions for Year of Care site leads</b>	Sessions developed as part of the Year of Care pilot programme to support operational leads who are working within a local steering group to actively implement the Year of Care approach to personalised care and support planning (PCSP) at scale.	These can be arranged as needed with a mixture of formal teaching and informal supervision  <b>Series of 1-2 hour sessions dependant on need</b>	Operational leads responsible for the implementation of PCSP
<b>Events, webinars and workshops</b>	Year of Care can draw on our extensive experience, expertise and resources to develop and deliver interactive and engaging networking events, webinars and workshops delivered at either a local, regional or national level. These can be whole day events or individual workshops and webinars in support of the implementation of personalised care approaches.  We meticulously plan the details of each event and create a balance between presentation, interactive workshops, networking and work in teams.	Webinars delivered remotely  Workshop and events in-person	Leadership groups, managers, clinicians and support teams

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