

Year of Care Partnerships – Training Overview

Training Programme	Overall Aims	How it's delivered?	Audience	Delivered by
Taster sessions Preparing for personalised care and support planning	<p>The overall purpose of this session is to win hearts and minds around the implementation of personalised care and support planning at practice level and to highlight the practicalities involved in implementing the programme.</p> <p>The key aim is to recruit practices for training who will then follow through with implementation creating some local early adopters/exemplars.</p>	<p>As part of an existing local event or an event designed to specifically fit with local House of Care work.</p> <p>Can be delivered to large audiences or smaller groups of more interested practices/teams.</p> <p>Usually a 2-hour event – delivery formats will depend on the number of attendees at the event.</p>	<p>Any member of the workforce who will be involved in organising and delivering personalised care and support planning and House of Care activities e.g. practice managers, GP's, nurses, HCA and service users.</p> <p>20-60 attendees</p>	<p>Year of Care Partnerships and local champions.</p> <p>Can be delivered by local trainers once they are trained.</p>
Personalised care and support planning training	<p>The core training aims to ensure that participants understand the Year of Care approach to personalised care and support planning.</p> <p>The training not only focuses on the attitudes and consultation skills to deliver a collaborative personalised care and support planning consultation but also shares tools and resources to aid the practical implementation.</p>	<p>The training is delivered to local teams using interactive methods which include:</p> <ul style="list-style-type: none"> – sharing of resources and personalised care and support planning tools – modelling and observation of personalised care and support planning – reviewing strategies to support individuals with low levels of confidence and motivation – practicing using new skills and developing own action plans to deliver this in practice. <p>One and a half days of interactive training – delivered 4-6 weeks apart.</p>	<p>Specifically designed for clinicians who will be delivering personalised care and support planning (GP's, nurses and HCA) but can include other members of the team and should always include potential trainers.</p> <p>Attendees should come in teams and should include those who have the authority to go back to practice and implement changes to care pathways and processes.</p> <p>This training can be delivered to both primary care teams and integrated/proactive care teams.</p> <p>Up to 20 attendees</p>	<p>Year of Care Partnerships and local trainers once they are trained via Train the Trainers programme.</p> <p>Ideally the local coordinator should be present to 'field' local issues and relay identified issues to the local steering group.</p>

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<p>Personalised care and support planning for Personal Health Budgets (PHB)</p> <p>(‘Getting the conversation right’)</p>	<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>In particular it supports individuals to understand the consultation skills and the consultation framework that support a personalised care and support planning approach.</p>	<p>The training is delivered to local teams using interactive methods which include:</p> <ul style="list-style-type: none"> – sharing of resources and personalised care and support planning tools – Modelling and observation of personalised care and support planning – practicing using new skills and developing own action plans to deliver this in practice – considering processes to enable production of a local process to developing PHB personalised care plans – Developing strategies to use in difficult situations <p>One and a half days of interactive training – delivered 2- 4 weeks apart.</p>	<p>Care teams who are implementing personal health budgets and who are developing the PHB care plan.</p> <p>Often integrated care teams.</p> <p>Up to 20 attendees</p>	<p>Year of Care Partnerships and local trainers once they are trained via Train the Trainers programme.</p>
<p>Administrator and practice manager awareness session</p>	<p>The aim of this session is to create a broad understanding of the personalised care and support planning process and in particular:</p> <ul style="list-style-type: none"> – to understand the benefits of personalised care and support planning to the practice and the patient – to understand what is meant by the term personalised care and support planning – to understand how the practice administration team supports the personalised care and support planning process. 	<p>The training is delivered to members of the practice support team and it is an interactive session with small group work built in.</p> <p>2 hour session</p>	<p>Practice managers, receptionists, administrators.</p> <p>Up to 20 attendees</p>	<p>Year of Care Partnerships and local trainers once they are trained via Train the Trainers programme.</p>

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Healthcare Assistant (support worker) training	The overall purpose is to help HCA understand and consider their role within the personalised care and support planning process. Including how they can support individuals and carers through the process to enable them to manage their long-term conditions.	This training is delivered locally to HCA Interactive session lasting 2 hours . (Does not include clinical skills training)	Healthcare assistants and support workers. Up to 20 attendees	Year of Care Partnerships and local trainers once they are trained via Train the Trainers programme
Train the Trainers	The Train the Trainers programme enables new organisations to identify and train local individuals to deliver quality assured training themselves. This provides a sustainable method of rolling out care and support planning across a health community, and provides support to local practices as they work to make personalised care and support planning routine.	The process of becoming a trainer involves: <ul style="list-style-type: none"> - taking part in the one-and-a-half-day year of care training - attending the three day Train the Trainers training (usually not delivered locally) - peer review while delivering local Year of Care training - quality assured while delivering local Year of Care training 	Identified local trainers (usually working in trios) who are expecting to deliver local training afterwards – criteria exist and should be adhered to when selecting trainers*** - in particular experience of primary care and being committed to the ethos of personalised care and support planning are particularly important for trainers.	Year of Care Partnerships
Facilitation training	This training will enable facilitators and local coordinators to understand the philosophy, processes and skills involved in implementing Year of Care, personalised care and support planning and will equip them with practical resources and ideas to handle support sessions delivered to practice teams.	Delivered locally or nationally (dependant on need). Interactive session with a small amount of pre-reading and preparation. 2 days	Local facilitators and coordinators who are going to work alongside practice teams who are implementing personalised care and support planning. Up to 15 attendees	Year of Care Partnerships

Extended consultation skills for clinical staff	<p>The core aim of this training is to enable practitioners who are conducting personalised care and support planning to consider strategies for some of the more difficult or tricky conversations. In particular it focuses on:</p> <ul style="list-style-type: none"> – ambivalence/low confidence around self-management – how to help individuals increase their understanding of their condition – the impact of emotions on self-care 	<p>Interactive sessions delivered to local teams.</p> <p>Half days or full days – dependant on need</p>	<p>Clinicians who have been through personalised care and support planning training and who would like to develop their consultation skills further.</p> <p>Up to 15 attendees</p>	<p>Year of Care Partnerships or an equivalent locally developed programme. Reflective tools are available to assess need.</p>
<p>Other training can be developed which is bespoke to a local programme – for example, specialist teams, for advocates or ‘navigators’, practice-based sessions, steering group training, pathway design sessions for ‘new’ patient groups.</p>				

Other training considerations
<p>Healthcare assistant *</p> <p>As healthcare assistants and support workers take on new tasks within their role, it is usually helpful if the locality provides training to support the development of competence in these new areas of work – for example foot screening training.</p>
<p>Clinical skills</p> <p>In the same way that HCA may need additional training, it is possible that nursing staff may benefit from additional training. This is particularly the case if multimorbidity clinics are to be set up – especially if nursing roles have become specialised. In a personalised care and support planning conversation an individual may highlight issues such as low mood or topics not traditionally viewed as health such as housing/benefits. Having access to information or a local ‘directory’ can be helpful.</p>
<p>Developing consultation skills</p> <p>Personalised care and support planning training can identify that some clinicians have not received a great deal of consultation skills training, particularly when it comes to some of the more challenging conversations. Personalised care and support planning training gives people the opportunity to reflect on their skills and providing local opportunities for further development could strengthen local delivery.</p>

***Criteria for trainers and training teams

The training teams

It is suggested that groups of three trainers should be identified and consideration given to the blend of skills and experience they offer as a team. The training process is critical to ensuring that people have a good understanding of personalised care and support planning and what is involved in its delivery. As training is owned by Year of Care, trainers will be made aware that they will be asked to sign a contract stating they will not change any aspect of the training without the permission of Year of Care.

- As a minimum two trainers should have a clinical background and one of these should be a GP.
- At least one of these trainers should be experienced in the relevant setting e.g. primary care/LTC care (the context into which the training is to be delivered).
- All should have experience and be committed to the implementation of personalised care and support planning, or be starting to implement it within their own workplace.
- All trainers should be experienced in delivering interactive training to groups of health and care professionals.
- One could be a non-clinician but have a dedicated role in implementing the programme at a practice based level or have experience of delivering training on consultation skills.

In our experience careful selection of trainers is more likely to result in individuals successfully completing quality assurance processes and becoming registered trainers.

Criteria for trainers

Trainers should have:-

- Attended and participated in the Year of Care, personalised care and support planning training delivered over a day and a half.
- Credibility with their training audience who will include GPs and may include senior CCG/health board leads.
- Worked within the clinical setting or have sufficient knowledge of the clinical setting where personalised care and support planning is being implemented.
- Experience of personalised care and support planning consultations or within their current role be using the consultation skills associated with personalised care and support planning.
- An interest in personalisation, communication and consultation skills and an ability to teach these to others.
- Engaged with the philosophy and principles of the Year of Care programme and personalised care and support planning.

- Experience of training healthcare professionals or running structured patient education in group settings using adult education principles.
- The support of a local team, who are committed to embedding this approach across a geographical area (e.g. CCG, health board).
- Dedicated time allocated and agreement from their line manager to:
 - attend Train the Trainers (a 3 day course)
 - prepare for/deliver the training
 - provide local mentorship/facilitation
 - undergo Year of Care Quality Assurance
- Dedicated time to undergo Peer Review and Quality Assurance, including reflecting on training and receiving feedback from experienced Year of Care trainers, in order to improve and develop personalised care and support planning training skills.
- Dedicated time to deliver training on a regular basis to maintain skills.