

Year of Care remote training overview

Year of Care (YOC) delivers a package of training; facilitation and support to practices and areas interested in implementing care and support planning (CSP) for people with long term conditions. Our model of delivery is face to face however the COVID-19 pandemic has given us an opportunity to consider how we could continue to support CSP implementation remotely. Our remote package is outlined below and will be delivered via Microsoft Teams or Zoom.

| 'Taster' session | Set up meeting | Training Session 1: CSP – Introductory module | Training Session 2: Principles of CSP | Training Session 3: An overview of the CSP conversation | Training Session 4: Facilitated practice design for CSP | Training Session 5: Consultation skills for the CSP conversation |
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| <p>Introductory session to give local leaders a 'taste' of the overall YOC approach to CSP. Aims to ensure understanding of the aims of CSP, how it works and the commitment needed to undertake changes to implement the approach.</p> <p>This allows practices to decide if they wish to proceed with implementation and training.</p> <p><i>90 mins</i></p> | <p>This allows the YOC team to get to know the practice implementation team and to understand more about the practice and their interest in CSP.</p> <p>We will also plan the practical aspects of training and support and answer questions or queries ahead of training.</p> <p><i>65 mins</i></p> | <p>The aim is to ensure everyone involved in any aspect of CSP understands the YOC approach and how it works.</p> <p>The session focuses on engaging the team in the overall case for change for CSP and outlines the process and key concepts.</p> <p><i>(Not required for those who attend taster session)</i></p> <p><i>90 mins</i></p> | <p>Aims to introduce the participants to the important principles that underpin CSP.</p> <p>To enable people to realise that CSP is more than changing processes; there is an important ethos behind the way of working.</p> <p><i>90-110 mins</i></p> | <p>An opportunity for all participants to observe an entire CSP conversation.</p> <p>Including focussing on the stages and skills of the conversation and reflecting on what is different</p> <p>Seeing the impact of changing processes and preparation on the conversation.</p> <p><i>60 mins</i></p> | <p>The core practice team work through process mapping and create practice action plan for implementation facilitated and supported by a YOC facilitator.</p> <p><i>(Each practice gets an individualised 'visit')</i></p> <p><i>120 mins</i></p> | <p>A deeper dive into the CSP consultation skills, looking at the purpose, task and skills used at each stage of the consultation.</p> <p>Strategies to support those with low levels of confidence and importance.</p> <p><i>180-240 mins</i></p> |
| <p>This session is for those involved in LTC care and key decision makers in the practice</p> | <p>Those who will lead implementation (GP lead, practice manager, lead nurse)</p> | <p>All members of the practice team involved in any aspect of CSP process. (e.g. Practice Nurses, GPs, HCAs, practice manager, admin & reception, link workers, care navigators)</p> | <p>Practitioners having CSP conversations (other team members welcome to join)</p> | <p>Core Implementation group (including clinical lead and administrative lead)</p> | <p>Practitioners having CSP conversations</p> | <p>Practitioners having CSP conversations</p> |