



Year of Care Partnerships® remote training overview

Year of Care (YOC) delivers a package of training; facilitation and support to practices and areas interested in implementing personalised care and support planning (PCSP) 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 PCSP 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 PCSP	Training Session 3: An overview of the PCSP conversation	Training Session 4: Facilitated practice design for PCSP	Training Session 5: Consultation skills for the PCSP conversation
<p>Introductory session to give local leaders a 'taste' of the overall YOC approach to PCSP.</p> <p>Aims to ensure understanding of the aims of PCSP, 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>1hr 30 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 PCSP.</p> <p>We will also plan the practical aspects of training and support and answer questions or queries ahead of training.</p> <p><i>1 hour</i></p>	<p>The aim is to ensure everyone involved in any aspect of PCSP understands the YOC approach and how it works.</p> <p>The session focuses on engaging the team in the overall case for change for PCSP and outlines the process and key concepts.</p> <p><i>(Not required for those who attend taster session)</i></p> <p><i>1hr 30 mins</i></p>	<p>Aims to introduce the participants to the important principles that underpin PCSP.</p> <p>To enable people to realise that PCSP is more than changing processes; there is an important ethos behind the way of working.</p> <p><i>1hr 45 mins</i></p>	<p>An opportunity for all participants to observe an entire PCSP 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>1hr 30 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>2 hours</i></p>	<p>A deeper dive into the PCSP 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>4 hours</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 PCSP process. (e.g. practice nurses, GP's, HCA, practice manager, admin & reception, link workers, care navigators)</p>	<p>Practitioners having PCSP conversations (other team members welcome to join)</p>	<p>Core implementation group (including clinical lead and administrative lead)</p>	<p>Practitioners having PCSP conversations</p>	<p>Practitioners having PCSP conversations</p>

*Please note - some of these sessions can be pulled together and delivered as a full afternoon