



## Criteria for Year of Care trainers and training teams

### The training team

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 prior 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 in 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 practice 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:-

- participated in Year of Care personalised care and support planning training
- credibility with their training audience (which will include GPs and senior leadership)
- worked within the clinical setting or have sufficient knowledge of the clinical setting where personalised care and support planning is being implemented
- experience of implementing personalised care and support planning and of using these consultation skills within their current role



- 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 health care 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
- 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.

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