

# Manchester City Council - Personalised care planning training and practitioner development



## Overview of demonstrator site

One of Manchester's current priorities is to implement integrated care on a large scale. Multi-disciplinary teams are already operating out of 38 GP practices in local areas across the city. A positive outcome of this is that people are being linked to specialist services in a more timely and appropriate way. The integrated team in North Manchester (NMINC) identified self care as a core objective. Consequently, the Health & Wellbeing Service, in partnership with Manchester City Council, designed and delivered a one day Enabling Self Care Course.

The half day course on personalised care planning was developed from a request from GP's who were concerned about the effectiveness of the care plans they were developing. The course was informed by key principles of self care and it is the focus of this Integrated Care Demonstrator site project.

## Aims of the personalised care planning training

The training request from GP's was an opportunity to support professionals to implement the most recent guidance on personalised care and support planning from NHS England and The Coalition for Collaborative Care (December 2014). The aim of this project was to enhance training capacity to develop the skills of the existing workforce and to develop new ways of working. As with the self care development it would focus on training, peer support and reflection on learning.

The focus of the training was:

- An introduction to personalised care planning with people with long term conditions
- Developing a collaborative agenda for managing one or more long term conditions
- Using core skills to guide a care planning conversation
- Exploring best practice models and how they could work in practice
- Recording outcomes in care plans

## The Training

Total number of sessions; 3 courses citywide  
Numbers of attendees; 51

Themes from training feedback:

- A reminder to be more person centred
- Exploring both what is 'important to' the person and what is 'important for' the person
- An opportunity to reflect on tools and techniques

## Training outcomes: What they have applied in practice and found helpful

A number of tools and techniques were identified as particularly useful in their work:

These included:

- The use of shared agenda setting template as a basis for care planning conversations
- More focussed discussions with patients about their needs and wishes
- Leaving the care plan with the person
- More frequent reviews
- Practical approaches to working with people with significant communication needs / difficulties
- A focus on achieving behaviour through motivational interviewing techniques

## Learning and Recommendations

- Review clinical governance and risk management approaches to ensure they are in keeping with the vision for personalised care planning and self care.
- Develop/identify and implement an approach that supports creativity and innovation in practice that supports the development of the self care agenda
- Communications with the public and people with Long Term Conditions about the self care agenda using approaches and experience that is able to support and illicit behaviour change across that population
- Work with commissioners to include commissioning training and workforce development that supports service improvement
- Explore how to change the IT systems to support more person centered data collection
- Explore changes to policies and procedures to ensure that they support person centered approaches.
- Consider developing and implementing a 'Gold' Standard/ best practice personalised care plan that can be used by all people with long term conditions and that is usable by all team members/professionals
- Ensure staff have the tools to help people move on when they are not ready to take control of their health needs. This could include developing motivational interviewing skills across a wider staff base