



**PERSONALISED CARE  
TRAINING ACADEMY**

Provided by Pathways CIC

# COMPREHENSIVE CARE COORDINATOR

## PERSONALISED CARE IN PRACTICE

### 2 DAY PROGRAMME

A Personalised Care Institute (PCI) accredited training programme which provides a comprehensive programme for Care Coordinators working in primary care to deliver Personalised Care.

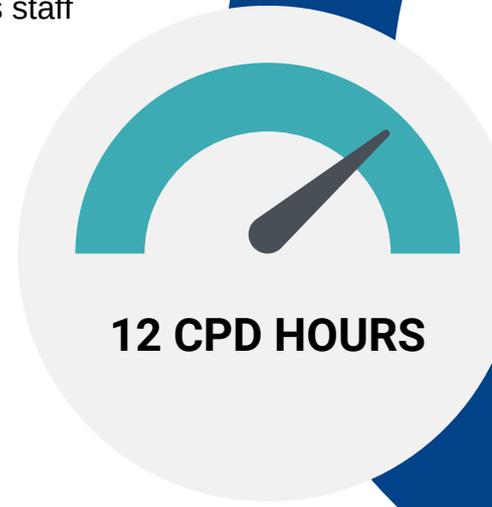
The Comprehensive Care Coordination training programme equips Care Coordinators with the knowledge and practical skills to deliver safe and effective care coordination. The training follows NHSE Care Coordinator Workforce Development Framework guidelines to enable Care Coordinators to deliver the Comprehensive Model of Personalised Care.

### THE PERSONALISED CARE IN PRACTICE – COMPREHENSIVE CARE COORDINATOR TRAINING PROGRAMME:

- ✓ Is accredited by the Personalised Care Institute (PCI)
- ✓ Consists of seven modules delivered across two days
- ✓ Is suitable for prospective or existing Care Coordinators, Social Prescribing Link Workers and Health and Wellbeing Coaches
- ✓ Where, due to PCN/Practice demands/commitments participants are unable to commit to 2 consecutive days of training, the programme can be undertaken flexibly across an extended time period dependent upon module availability.



- ✓ Consists of individually PCI accredited modules enabling training programmes to be tailored to meet commissioning requirements
- ✓ Has been developed with direct experience of recruiting, hosting and training people within ARRS (Additional Roles Reimbursement Scheme) posts
- ✓ Has been developed in collaboration with subject matter experts, a peer review group of service users with respect to what matters to them and Pathways staff currently delivering personalised care
- ✓ Is overseen by a GP Lead
- ✓ Is continuously improved following participants' feedback
- ✓ Results in a PCI branded training certificate which can be used as evidence of training in the Comprehensive Model of Personalised Care



## Delivery Methods

- ✓ Sessions are currently delivered online via Microsoft Teams however delivery face to face at your choice of venue are also available to suit demand

## Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, and skills practice
- ✓ View presenter slides and fellow participant screens at the same time



To what extent did the programme/course meet your expectations and learning objectives?

**93%**



94.2%

Thinking about all aspects of the programme/course, how would you rate the provision of training?

How likely would you be to recommend this course to other professionals?

94.8%



Personalised  
Care Institute  
ACCREDITED

*Independent PCI Feedback Rating*

The Personalised Care in Practice – Comprehensive Care Coordinator Training Programme comprises 7 modules

## MODULES

### Module 1

#### **An Introduction to Personalised Care**

Begin your journey into the world of personalised care with this insightful, context-rich module. You'll explore the purpose and power of Personalised Care Support Plans and uncover the meaningful shift from asking "What's the matter with you?" to "What matters to you?". Discover how this approach places people at the heart of their care, fostering stronger relationships, better outcomes, and truly person-centred support.

### Module 2

#### **Understanding the Role: Care Coordinators, Social Prescribers & Health and Wellbeing Coaches**

Gain a clear introduction to the vital role of the Care Coordinator and how it fits within general practice and Primary Care Networks (PCN's). This module explores how Care Coordinators collaborate with Social Prescribing Link Workers and Health and Wellbeing Coaches to deliver truly personalised, joined-up care. You'll delve into the core responsibilities of the role, key priority areas, and the importance of ongoing professional development, supervision, and support. We'll also spotlight the NHS England Workforce Development Framework and how it underpins effective, person-centred care across the system.

## Module 3

### **Patient Engagement**

Explore the art of meaningful patient engagement in this thoughtful and practical module. You'll gain insight into the common barriers people face when accessing support and discover proven models, strategies, and guidance for engaging with patients in a safe, effective, and person-centred way.

This module takes a deep dive into the diversity of patient experiences - recognising cultural, social, and individual needs and highlights inclusive approaches that foster trust and accessibility. You'll also learn about the essential policies and procedures that ensure both you and your patients remain safe, supported, and compliant within the healthcare setting.

## Module 4

### **Communication**

Master the art of effective communication in this module designed to help you build trust and rapport with patients while managing expectations and maintaining professional boundaries. Explore different communication styles and learn how to adapt your approach to meet the unique needs of diverse patient groups. You'll also discover practical strategies for navigating virtual consultations and remote interactions, ensuring you can connect confidently and compassionately in any setting.

## Module 5

### **Health Awareness**

Dive into the heart of community health with this insightful module that explores local health needs and the wider factors shaping wellbeing. You'll gain a deeper understanding of health inequalities and the social determinants that impact individuals and communities.

Discover how promoting self-efficacy and supporting behaviour change through brief, strengths-based interventions can empower people to take charge of their health. Plus, explore the role of Personal Health Budgets (PHB's) in enabling personalised, impactful care.

## Module 6

### **Management - Caseload and Referrals**

Step confidently into the world of referral management and caseload coordination with this empowering module. Learn the essential skills needed to effectively generate referrals and manage your caseload while navigating common challenges with resilience. Explore strategies for self-care and personal wellbeing, discover the value of support and supervision, and uncover opportunities to drive continuous quality improvement in your practice. This module equips you to thrive while making a real difference in patient care.

## Module 7

### Programme Review

Take a comprehensive look at the essential competencies of the Care Coordinator role and how they align with the core capabilities and principles of Personalised Care. This module delves into the expectations placed on Care Coordinators, as well as the common challenges and barriers they may encounter. You'll explore practical strategies to overcome these obstacles and learn where to find the support and resources you need to succeed. Empower yourself to navigate your role with confidence and make a meaningful impact in personalised care delivery.

### WHAT IS A CARE COORDINATOR?

The role of Care Coordinators along with other roles such as Social Prescribing Link Workers and Health and Wellbeing Coaches have been created to meet the non-clinical needs of patients within primary care. Care Coordinators co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's ongoing needs.

Care Coordinators provide extra time, capacity and expertise to support patients to get the most out of clinical consultations, reducing the need for follow-ups and increasing capacity for choice and shared decision making.

They will work closely with the GPs and other primary care professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers and ensuring that their changing needs are addressed. They focus on delivery of the Comprehensive Model for Personalised Care to reflect local priorities, health inequalities or population health management risk stratification (*NHS HEALTH England – Care Coordinator*).



### COURSE FEEDBACK

“ I still cant thank you enough for such an amazing, engaging program - real skills gained from the training that I am already putting into practice! ”

## ABOUT US

The Personalised Care Training Academy is part of Pathways CIC, an award winning, forward thinking, innovative Social Enterprise operating since 2006.

Pathways CIC delivers a range of pioneering health, work and wellbeing programmes designed to create sustainable change for individuals and for local communities, with a focus on enabling people to live happier and healthier lives.

Pathways CIC has direct experience of recruiting, training and hosting staff under the NHS Additional Role Reimbursement Scheme (ARRS) and has staff supporting behaviour change through health coaching techniques on a wide variety of public sector contracts. This experience has informed the development of the Personalised Care in Practice – Comprehensive Care Coordinator training programme.

Pathways CIC is an ISO 9001 accredited organisation, therefore the PCTA seeks to continuously improve and gain feedback relating to each training module from participants to facilitate the continuous improvement of the training programme. Regular reviews will be undertaken to review the impact and effectiveness of training provided.

## RESERVING A PLACE

To reserve a place on our Comprehensive Care Coordinator Training Programme please click on the link on our website training page which will divert you to our EventBrite booking page.

If you'd like further information or are interested in commissioning a tailored programme please contact us using the details below:



**0161 974 73 73**



**[info@Personalisedcaretrainingacademy.co.uk](mailto:info@Personalisedcaretrainingacademy.co.uk)**



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