



**PERSONALISED CARE
TRAINING ACADEMY**

Provided by Pathways CIC



INTRODUCTION TO CARE COORDINATION

PERSONALISED CARE IN PRACTICE

1 DAY PROGRAMME

A training programme which provides a solid foundation for Care Coordinators working in primary care to deliver Personalised Care.

The Introduction to 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 – INTRODUCTION TO CARE COORDINATION TRAINING PROGRAMME:

- ✓ Consists of six modules delivered over one day plus an optional half-day follow up peer support session
- ✓ Is suitable for prospective or existing Care Coordinators, Social Prescribing Link Workers and Health and Wellbeing Coaches
- ✓ Has been developed with direct experience of recruiting, hosting and training people within ARRS (Additional Roles Reimbursement Scheme) posts



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✓ 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



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



94.2%

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

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

93%

94.2%

The programme/course will have a positive impact in my day to day practice

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

94.8%

The Personalised Care in Practice – Introduction to Care Coordination Training Programme comprises 6 modules.

MODULES

Module 1

An Introduction to the NHS Long Term Plan. A brief introduction to Personalised Care

This module provides a contextualised introduction to Personalised Care. Participants will appreciate the significant shift in approach from ‘what’s the matter with you’ to ‘what matters to you’.

Module 2

What are Long Term Health conditions?

This module looks at the definition of long term health conditions, the risks to the patient and the impact on the NHS of LTHCs. The role of the care coordinator will be introduced and demonstrate how the role can support patients with long term health conditions within the context of the NHS Core20plus5 model.

Module 3

The Role of the Care Coordinator

This module provides an introduction to the role of the Care Coordinator and the potential that lies within the role, exploring where the role fits within the practice(s)/PCN and how the role works alongside the Social Prescribing Link Worker(s) and Health and Wellbeing Coach(es).

Module 4

Responsibilities of the Care Coordinator

This module defines and explores the varying responsibilities of the Care Coordinator including but not limited to completing a Personalised Care Support Plan, understanding the role they play as part of a MDT (multi-disciplinary team).

Module 5

Personal Health Budgets

This module provides an introduction to Personal Health Budgets within the role of the Care Coordinator.

Module 6

Promoting the role of Care Coordinator

This module provides a learning environment to share ideas and knowledge regarding how the role of Care Coordinator can be promoted within health care settings.

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

“ Completing the PCI training was a big achievement for me as this is a new role within the PCN, the training had a lot of good information and guidance for what I was doing, it explained how to deal with different patients in different situations and it looked at all aspects of a person’s condition and what would matter to them ”

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 – Introduction to Care Coordination 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 Introduction to Care Coordination 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:



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