



**PERSONALISED CARE  
TRAINING ACADEMY**

Provided by Pathways CIC

# COMPREHENSIVE HEALTH COACHING

## PERSONALISED CARE IN PRACTICE

### 4 DAY PROGRAMME

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

The Comprehensive Health Coaching training programme equips Health and Wellbeing Coaches with the knowledge and practical skills to support patients to set personalised goals, focusing on what matters most to them, guiding them to increase their self-efficacy, motivation and commitment to make, and sustain, changes to their lifestyle and improve their health and wellbeing.

The training follows and is fully compliant with the NHSE Health and Wellbeing Coaches Workforce Development Framework to enable Health Coaches to deliver the Comprehensive Model of Personalised Care.

### THE PERSONALISED CARE IN PRACTICE – COMPREHENSIVE HEALTH COACHING TRAINING PROGRAMME:

- ✓ Is accredited by the Personalised Care Institute (PCI)
- ✓ Consists of eleven modules delivered across four days
- ✓ Is suitable for prospective or existing Health and Wellbeing Coaches
- ✓ The programme is held over 4 days, the first 3 days are consecutive and the fourth day takes place a month later. Where due to practice/PCN commitments participants are unable to commit to the 3 consecutive days of training, the programme can be undertaken flexibly across an extended time period dependent upon module availability.



✓ 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



**24 CPD HOURS**

## Delivery Methods

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

## Online Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, skills practice and networking opportunities
- ✓ Network with and learn from colleagues across different practices / PCN's



**93.4%**

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



Personalised  
Care Institute  
**ACCREDITED**

*Independent PCI Feedback Rating*

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

93.4%

93.4%

The programme/course has helped further develop existing skills I currently use

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

93.4%



Independent PCI Feedback Rating

Independent PCI Feedback Rating

The Personalised Care in Practice – Comprehensive Health Coaching Training Programme comprises 11 modules

## MODULES

### Module 1 Personalised Care and the NHS long term plan

In this module we will explore the importance and core concepts of personalised care and shared decision making within the context of the NHS Long Term Plan and appreciate the significant shift in approach from 'what's the matter with you' to 'what matters to you'. We will bring clarity to each of the ARRS roles and how they coexist to support patients collaboratively and maximise outcomes. We will also highlight the NHSE workforce development framework.

## Module 2 What is Health Coaching?

This module provides an introduction to the role of the Health and Wellbeing Coach, exploring the basis of coaching and its application within the practice(s)/PCN. Duties of the role, potential priority areas, ongoing personal development needs and support/supervision requirements will be discussed. Understand how a coaching mindset and practice underpins person centred approaches.

## Module 3 Health Literacy and Long Term Health Conditions

In this module we will look at the impact and importance of health literacy and support the development of knowledge of a number of long term health conditions that can be supported by a health and wellbeing coach, including:

- weight management
- stress, mood, low level mental health issues
- diabetes
- cardiovascular disease
- stroke
- hypertension
- pain management

## Module 4 Physical Activity

In this module we will cover the importance and benefits of physical activity and explore the guidelines and recommendations for physical activity within different groups. We will understand how to support people to achieve the guidelines for physical activity and how to reach their own personal goals.

## Module 5 Healthy Eating

In this module we will cover healthy eating guidelines which can be applied to support patients with dietary changes. We will explore the Eatwell Guide and different food groups. Develop your understanding of portion sizes, reading food labels and calorie deficit. Explore sugar, salt and alcohol consumption and its bodily affects.

## Module 6 Models of Behaviour Change

We will explore a range of behaviour change models (including but not limited to; COM-B, transtheoretical model of behaviour change, Stimulus Response theory) in order to build confidence and motivation in others to change and ability to self manage a variety of conditions. Develop proficiency in a range of health coaching tools, techniques and skills in how to have better conversations and support shared goal setting.

## Module 7 Motivational Interviewing

Introduction to motivational interviewing techniques for building rapport and willingness to engage to elicit change talk and behaviour change. Understand how to structure conversations using a coaching approach.

## Module 8 Patient Activation and Working with Resistance

Understand the concept of patient activation and how it can inform a tailored health coaching approach. Explore methods of assessing patient activation and appreciate how people at different levels of activation might be thinking, feeling and behaving and how to work constructively with resistance in a non-judgmental way.

## Module 9 Working in Practice

This module will look at topics such as caseload management, problem solving, record keeping, time management, roles and boundaries, referral generation and how to identify proactive opportunities in practice.

## Module 10 Health Coaching in Groups

In this module we will look at how/when groups can be used within health coaching and how they can support patients. To understand the pros and cons of health coaching in groups.

## Module 11 Bringing it all together

This module will review the tools, techniques and strategies covered in the training so that you are able to apply health coaching approaches with confidence, in a wide range of situations, on a consistent basis to support patients. Consider how we can use health coaching to reduce health inequalities.

### WHAT IS A HEALTH AND WELLBEING COACH?

Health and wellbeing coaches work with people with physical and/or mental health conditions, people with long-term conditions and those at risk of developing them. They focus on improving health related outcomes where lifestyle modification and self-management have a significant impact on outcomes and prognosis, by working with the person to set personalised goals.

They use coaching skills, models of behaviour change and positive psychology to guide people on how to meet their personal health and wellbeing goals. Coaches support people to think through their own challenges and goals, increasing their self-efficacy, motivation and commitment to move forwards to make changes to their lifestyle and improve their health.

Health and wellbeing coaches are an effective intervention for improving self-management, by developing people's motivation, knowledge, skills and confidence around a variety of issues/conditions, including:

- weight
- stress, mood, low level mental health issues
- stroke
- diet
- diabetes
- hypertension
- activity levels
- cardiovascular disease
- end of life care
- persistent pain

*(NHS HEALTH England – Health and Wellbeing Coach)*



### 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 Health Coaching 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 Health Coaching 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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