



**We are Helen Sanderson Associates and Petrea Fagan Partnerships working together with people with lived experience to deliver personalised care and support planning. Our team has extensive experience supporting the change in conversation between people and practitioner, through coproduction, workforce and system re-design.**

**At individual level this enables successful self-management, robust shared decision-making and effective use of health and/or social care personal budgets. We take an asset-based, outcome-focused approach. We know that connecting people to their communities is key to better health and well-being. We have experience developing multidisciplinary workforce skills, confidence and capability, achieving shifts in culture, attitudes and beliefs.**

# **TOGETHER**

**FOR PERSONALISED CARE AND SUPPORT PLANNING**

## Working nationally

We have collaborated with The Health Foundation to identify the key elements of person centred practices which need to be in place to deliver the House of Care. This was informed by the work of Co-creating Health, Diabetes Year of Care and the Magic Programme. [You can see a visual summary of our approach here.](#)

We also work at a national level, with colleagues in the Coalition for Collaborative Care; with Think Local Act Personal, and the Department of Health, to develop best practice and produce practice guidance. Over the last year this has included guidance to transferring statements to Education, Health and Care plans in partnership with Preparing for Adulthood for the Department of Education; guidance on Personalised Care and Support Planning for TLAP, and currently working with the Coalition for Collaborative Care, TLAP, the Year of Care, National Voices and the Department of Health around pathways to deliver personalised care and support planning. We also work with Macmillan and the Alzheimer's Society around self-management support and personalised care and support planning.

## The team

**Helen Sanderson** Working with Integrated Personal Commissioning sites to develop their personalised care and support planning strategies

**Petrea Fagan** Clinical communications specialist, extensive experience self-management support, service improvement and behaviour change

**Jo Harvey** Former nurse, with extensive experience working with Personal Health Budgets

**Andy Walker** Member of Think Local Act Personal Coproduction group, motivational speaker, has a personal health budget

**Sue Denmark** Member of the Coalition for Collaborative Care Coproduction group and former social work manager

**Michelle Livesley** Social care and provider manager, experienced change manager

## What can we offer you?

We will co-design a programme of support to deliver the change you want to achieve. After an initial phone conversation, we will arrange a design day with you, where you bring together key people and we co-design your programme for change.

This could include, for example blended learning, pathway re-design, or coproduction support. We co-deliver our training programmes with people with lived experience, and seek to train colleagues from health, social care and the third sector together, sharing their learning, wherever possible. This can include work around outcomes and quality improvement, communication, and building capacity. Here are some examples of components that can be combined together in a programmed of support:

### Skills training for workforces

including clinical communication skills, key enablers of collaborative agenda setting, SMARTER action planning, person-centred practices, goal setting and follow up, exploring ambivalence and understanding activation. We also use elements of motivational interviewing using a coaching approach. Our aim is to develop workforces who are committed to and skilled in self-management support enabling and building confidence and resilience. All colleagues need to be confident and competent at co-production at every level. This can include face to face training, e-learning, on site coaching and webinars.

**Communication for change and co-design** local resources We can work with you to deliver a communication strategy to ensure that everyone knows what personalised care and support planning is, and what it means for your role. An example is the work we did with people with long term conditions from the co-production groups from the Coalition of Collaborative Care and TLAP to develop 10 statements about 'what good looks like' for personalised

care and support planning. We can create graphic posters and other approaches like animates to help share information as part. One example is creating a graphic process as a poster, as well as a short animate to describe this to people. Here is an example: <http://www.youtube.com/watch?v=WHJmNnozFL8&sns=em>

**Building capacity, training trainers and co-developing an e-learning resource** to be able to provide training to colleagues at scale.

**Large group events** on Personalised Care and Support Planning for a range of stakeholders, with practical workshops. We are designing and delivering these with the Coalition for Collaborative Care at the moment. This involves and design day, developing a detailed plan for the day from this, and facilitating the event.

Here is an example for 5 CCGs in Cheshire: <http://youtu.be/IYA3qBWBKq>

**Developing detailed pathways** As well as supporting you to build your competence and capacity around personalised care and support planning, we can also work with you to develop detailed pathways. We are currently working with TLAP, the Coalition for Collaborative Care and the Department of Health to develop pathways around priority groups of people. We can also support you to deliver this locally.

## What next?

**If you are interested in talking to us about this, please contact Helen Sanderson or Michelle Livesley on 0161 442 8271 or email [Helen@helensandersonassociates.co.uk](mailto:Helen@helensandersonassociates.co.uk)**



