

Introduction to person-centred care

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Patient Centred Care

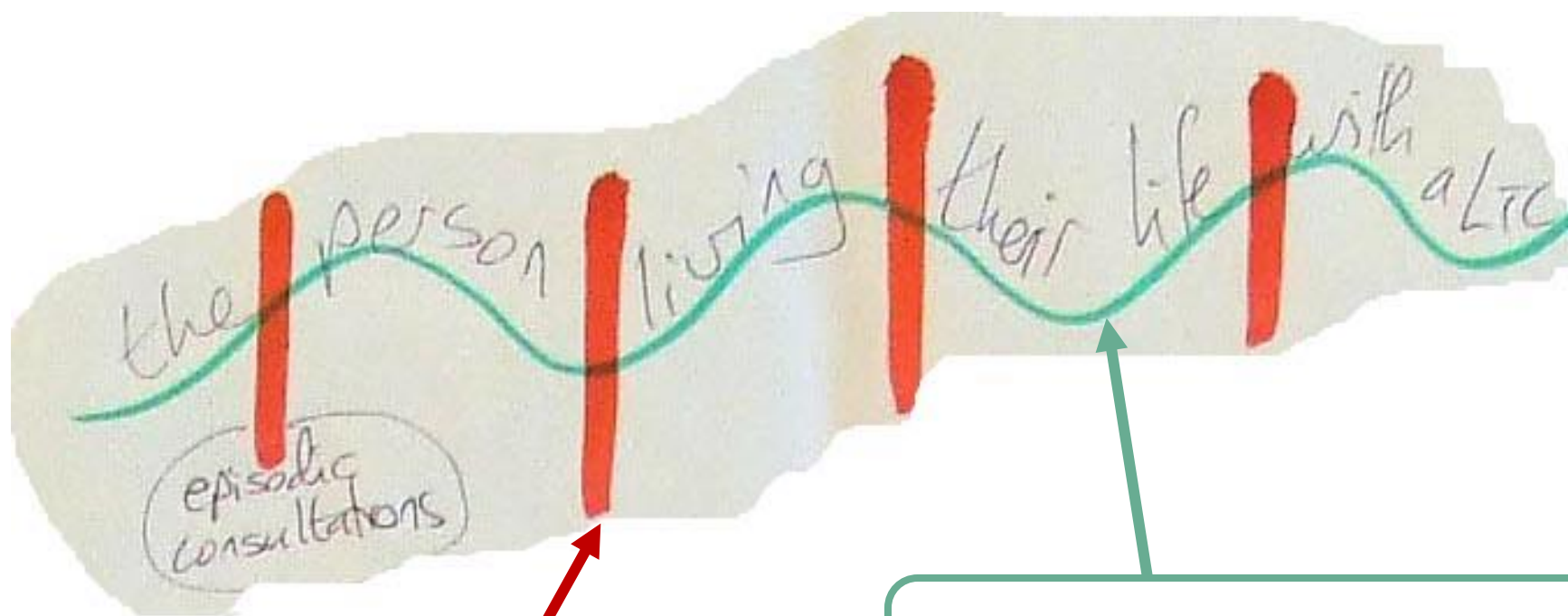
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The four principles of person-centred care



The *individual's* perspective

.....making better use of NHS contact time
.....to Support Self Management (SSM)



**Hours with NHS
professional = 3 in a
year**

**Self care / management
= 8757 in a year**

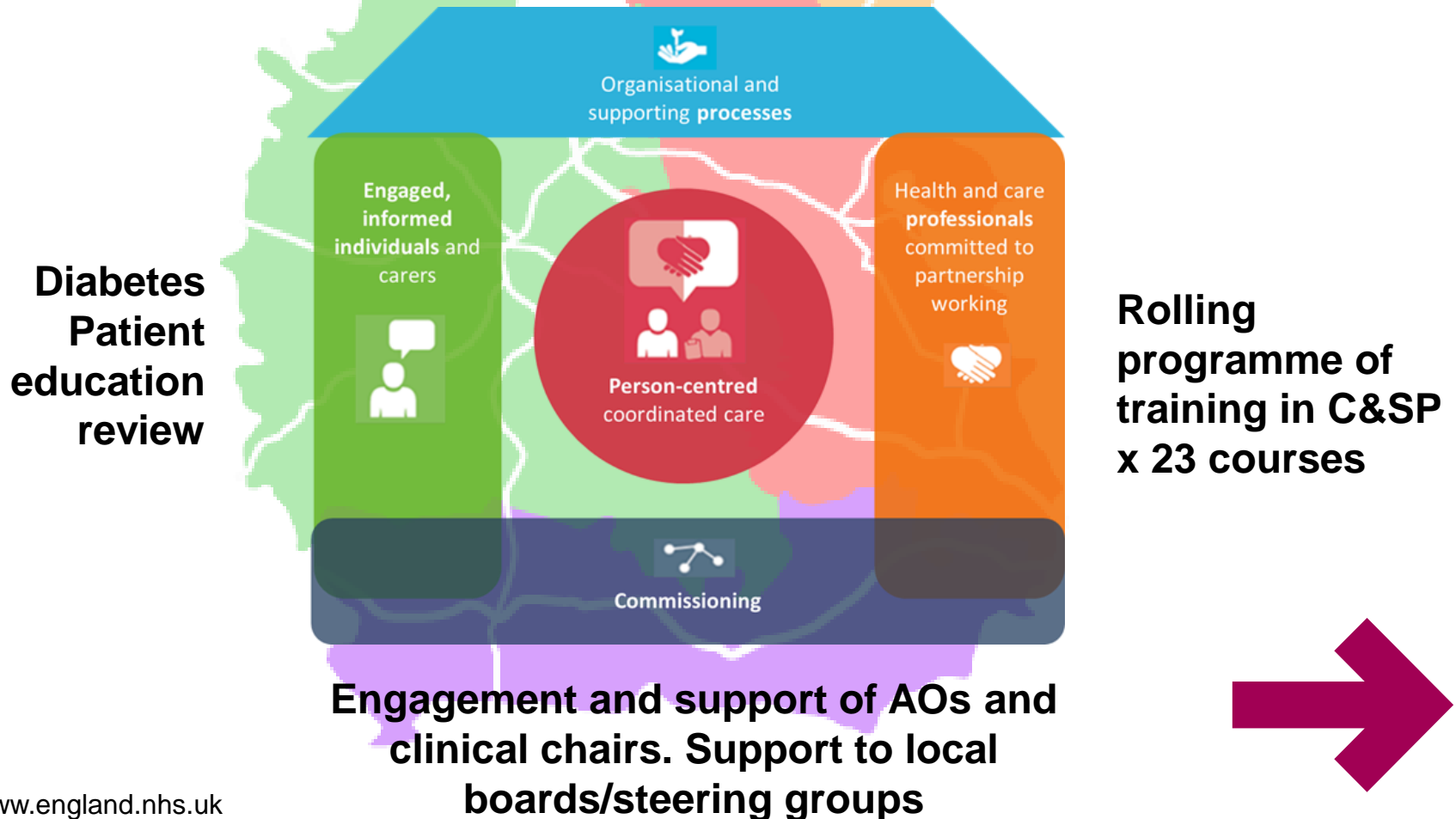
Care and Support Planning

- CSP seeks to transform the brief contact that does occur into a meaningful and useful discussion,
 - enabled by “preparation”
 - and with a focus on looking forward and planning.
- The aim is for CSP to become the usual approach to normal care,
 - being understood as a continuous process, not a one off event,
 - supporting continuity and planning to meet the changing needs of people.



Care and Support Planning based on the House of Care

Support at grassroots level to implement change



Thames Valley December 2016- number of practices trained

MK 8%
building on previous training

Oxon 15%
Emerging plans for expansion in 2017

Bucks
Aylesbury Vale 95%
Chiltern 94%

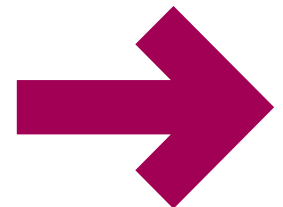
Berks West >90%
Newbury & District 81%
South Reading 60%
North West Reading 100%
Wokingham 46%

Berkshire East
Bracknell and Ascot 100%
Slough 56%
Windsor, Ascot and Maidenhead 60%
Expansion planned for 2017



Current focus

- Long term sustainability;
CCGs investing in local infrastructure for implementation and sustainability long term
- Effectiveness;
CCGs have plans for evaluation of impact and effectiveness

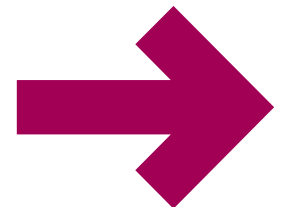


Personalised Care Planning: the Evidence

In 19 trials involving 10,856 participants, use has led to:

- Better physical health (blood glucose, blood pressure)
- Better emotional health (depression)
- No difference in subjective health status (multiple measures)
- Better capabilities for self-management (self-efficacy)

Cochrane review 2015 (Angela Coulter et al)



Personalised care will only happen when statutory services recognise that patients' own life goals are what count;

that services need to support families, carers and communities;

that promoting well-being and independence need to be the key outcomes of care;

and that patients, their families and carers are often 'experts by experience'.

NHS Five Year Forward View 2014