



# The HOUSE Journal

The newsletter for the Year of Care Community of Practice



Post-event special edition Aug 16

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*“Year of Care - the spiritual home of care and support planning”*

## Welcome to The HOUSE Journal Network Event round up

In this edition of the HOUSE Journal we round-up the Network Event and Trainer’s Update that was held on the 21<sup>st</sup> and 22<sup>nd</sup> June in Newcastle upon Tyne. A huge thank-you to everyone who came along and helped make the event a resounding success. Your enthusiasm, motivation and eagerness to share and learn made for an energetic and inspirational two days.

The Year of Care Partnerships team were delighted to welcome everyone to the event.



### ***‘Building a better house’*** Newcastle upon Tyne, 21<sup>st</sup> and 22nd June 2016

**A key success of the event was sharing. You shared many of your own experiences to help support others in overcoming challenges and celebrating success.**

*“Delivered about 25 Year of Care courses to over 200 people, with positive feedback and lots of lessons learned”*

*“Systemic change to delivery of personal health budgets with Year of Care philosophy. Processes and systems in place to support this”*

*“Multi-morbidity – really good to work across all disease areas”*

*“Integrated co-ordinated care and support planning for housebound /multi-morbidity / frail population across a health community (‘population based person centred care’)”*

*“Patient involvement and feedback about YOC; groups and meetings involving patient’s positive feedback. Changing patients experience of managing their LTC”*

*“Focus group with Year of Care trainers - thinking about how care planning works best, for whom and in what circumstances”*

### **Community of practice virtual steering group**

As a follow-up to the event we are now designing the next steps in how we liaise and share with the community of practice. We would like to invite volunteers to join a virtual steering group to help shape and define the community of practice, making it work for its members.

Please contact [lucy.taylor@nhct.nhs.uk](mailto:lucy.taylor@nhct.nhs.uk) if you would like to join the virtual steering group.

# The HOUSE Journal

## Keynote speakers

Our three keynote speakers are each innovators and leaders in patient centred care and delivered inspiring presentations to our delegates.

Look out for videos of Angela, Graham and Becky's presentations appearing on the secure area of the Year of Care website soon.

### Angela Coulter

*Care and support planning - the time is now!*



### 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)



Coulter A, Entwistle VA, Eccles A, Ryan S, Shepperd S, Perera R. Personalised care planning for adults with chronic or long-term health conditions. Cochrane Database of Systematic Reviews 2015, Issue 3. Art. No.: CD010523. DOI: 10.1002/14651858.CD010523.pub2

### “Conversation not Consultation”

- The conversation changes when the patient is prepared for the consultation
- Not had patients phoning worried about their results – system has been explained by HCAs
- Agenda setting prompts can help quickly identify the patient's priorities
- Time to reflect on results and think why/ how/ what would help me
- Enough time to cover the patient and the HCPs agendas

### Becky Haines

*The Glenpark story – Care and Support Planning in Multi-morbidity*



### Graham Kramer

*Care and Support Planning – the future of Primary care – a Scottish Perspective*



- Disproportionate medical case-management of people with LTCs is insufficient and distracting
- Requires a new method based more on educational rather than clinical theory
- Requires a new community-facing delivery system
- Relational collaborative conversation is a nucleus for integrated transformation



Scotland's House of Care

*“Care and support planning... a new clinical method to deliver patient centred care”*

# The HOUSE Journal

## Meet the team!

In this issue it's  
Nick Lewis-  
Barned



Nick is an Endocrinology and Diabetes Specialist in Northumbria Healthcare. He trained and worked in New Zealand and England. He is a clinician, teacher and researcher, and was Clinical Lead for the North of Tyne Year of Care Pilot.

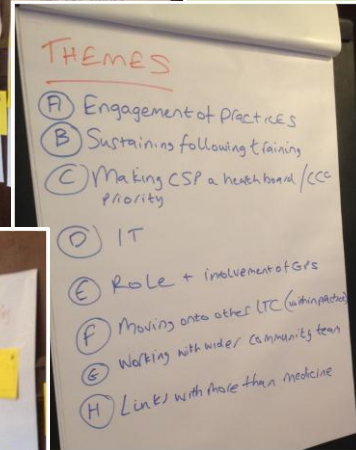
He is on the national training team, and from 2012-2015 was Royal College of Physicians Clinical Fellow for Shared Decision Making / Support for Self-Management. He's passionate about putting people in the driving seat of their care.

*"There were so many positive, enthusiastic people there. I feel reinvigorated"*

## Good news and challenges

We encouraged people to reflect on key successes and capture them on yellow cards. These were posted on a 'Successes and Good News' board. Here you can see Dr Graham Kramer, Dr Robert Westgate and National Trainers Carolyn Forrest and Helen Pearce posting their good news! Some will now be turned into case studies and shared with the Community of Practice.

Participants were also keen to work through some new ideas to overcome local challenges in CSP implementation. We grouped the challenges into 8 main themes and worked as teams to share resolutions.



## Workshops

On the afternoon of the 22<sup>nd</sup> we ran a series of 5 interactive workshops, facilitated by the national training team. Each facilitator has written a summary of the workshops and they are available on the secure website, together with useful hand-outs for you to review locally. Please contact your local trainer or coordinator for copies of tools and resources or the Year of Care team at [enquiries@yearofcare.co.uk](mailto:enquiries@yearofcare.co.uk).

### Having good quality conversations – what makes a difference?

This session focussed on empathy and enablement. We looked at 2 studies from Mercer et al and a powerful video called 'stillface'. We discussed how enablement never occurs without empathy and key skills and challenges in demonstrating empathy.

### How do we know we're doing a good job?

The session used a generic Logic Model for CSP and linked it to evaluation. This allowed generation of local 'in-practice' indicators of how well things are going (*What is my skill mix? How do patients feel about their consultations?*) and externally facing measures of progress towards embedding CSP (*Register in place? Do people get information in advance? A&E attendances / use of 'More than Medicine'?*).

### Moving into multi-morbidity

During this workshop participants shared their experience of implementing care and support planning for people with both single and multiple long term conditions, discussing practical steps and lessons learned.

### Implementation - what makes a difference?

This interactive session introduced the core concepts of Normalisation Process Theory (NPT, see [www.normalizationprocess.org](http://www.normalizationprocess.org)). Attendees were supported to think through how these ideas and associated tools could be used to address the practical challenges they face in the introduction, embedding and sustaining of CSP across a practice or group of practices.

### Care and Support planning in new settings

This session used the CSP process steps to consider how CSP might look in different settings and conditions. The group were able to easily identify how this could work for people living with MSK conditions as well as those living with frailty and in care homes. The core philosophy, skills and steps of CSP are applicable but the tools, particularly around preparation, need to be developed specific to the setting and condition.

# The HOUSE Journal

## Other news...



### Optimising Health Literacy and Access (Ophelia)

Year of Care Partnerships has reached the halfway mark in a project to deliver health literacy improvements through a process of co-production between health care providers and patients. Look out for a future edition of the newsletter with more details of the Ophelia health literacy programme.

## NEW RESOURCES



During day 1 we shared a suite of new materials with the Year of Care trainers at a series of 'resource stations'. The stations showcased the refreshed and updated practice pack, updates to the secure website for trainers and site leads, some brand new games and clips to support training delivery and a subtitled video on CSP for use in waiting rooms.

The practice pack has a wealth of material to support practices in implementation including advice on recalls, sample letters and IT templates, patient leaflets and tools to help practitioners reflect on their conversation and assess progress.

**Please contact your local trainer or coordinator for copies of tools and resources or the Year of Care team at [enquiries@yearofcare.co.uk](mailto:enquiries@yearofcare.co.uk).**

It may be holiday season but the **National Training team** is as busy as ever and looking forward to the month ahead with lots of training development and delivery:

**Facilitator training** in London

**Train the Trainer's course** in the North East

followed by **Quality Assurance sessions**

**Patient focus groups** in Gateshead

**Quality Assurance** in Scotland

**Care and support planning training** in Manchester

We now also provide **Healthcare Assistant Training** and a course for **Practice Managers and Administrators**. Please ask for further details.



### Care and support planning for people with MSK conditions



You may have seen an e-mail from Year of Care Partnerships inviting sites to become involved in a potential feasibility study into CSP for people with MSK conditions. We recently submitted an application for funding for the feasibility study to Arthritis Research and this will be circulated for peer review over the summer.

If successful we will give project updates in future editions of The HOUSE Journal and will directly notify those who expressed an interest on our progress.

*"It's great to be surrounded by colleagues who think the same way and share the same philosophy"*