



Year of Care Partnerships

How can we help support the local delivery of care and support planning?

Year of Care Partnerships is an NHS organisation, based within Northumbria Healthcare NHS Foundation Trust, set up to offer commissioners and providers expertise, practical support and training to put collaborative and personalised care and support planning into routine practice for people with long term conditions (LTCs) as part of a whole system approach.

The team were instrumental in the delivery of the initial Year of Care (YOC) Programme and have over a decade of experience of developing training and support to organisations in order to embed the organisational and cultural changes needed to support care and support planning (CSP).

The YOC programme demonstrated what was needed to introduce CSP into routine care, developed the House of Care as a key enabler and has a community (30 plus sites) who have used this unique experience to understand both what needs to be in place and also how to put it in place, brought together in a 'gold standard' training and support programme with a quality assured training the trainers programme.

We have a national network of quality assured trainers and our team have worked with a number of Year of Care sites to implement CSP for both single conditions such as Diabetes and COPD and those with multi-morbidity. YOCP is developing a strengthened community of practice/network including trained trainers, clinical champions and exemplars to share learning about the approach.

Our delivery model is aimed at supporting early adopters and creating local capacity by offering local training to teams and practices and then training local trainers/facilitators to deliver on our behalf. We usually work closely with a local steering group to develop a local plan which includes planning for early implementation and ongoing support and sustainability.

We can provide

- Advice and support for organisations to build a strong local delivery system and pathway/processes which have CSP as a central component
- Tried and tested resources and the opportunity to develop local bespoke resources which can be incorporated within training programmes
- Engagement and training for health professionals to develop the skills and culture change required to support CSP
- The development of local clinical champions, trainers and facilitators via our quality assured 'training the trainers' programme which provides the opportunity to develop local capacity and sustainability whilst assuring consistency and quality
- Access to our Year of Care network of sites and patient/practice resources



Year of Care Partnerships provides the following resources and courses/modules which fit into 3 core phases of delivery:

Set up phase (developing a local plan and coherence around the approach)

- Introducing CSP and building the House of Care – for local steering group planning teams
- Site lead and programme management set up support
- Awareness training (engagement) including case for change for grassroots /practice teams (taster events/preparation events)

Implementation phase (focused on training and supporting early adopters to create local learning)

- Core CSP training and resources to enable local teams to start CSP using the House of Care approach (a day and a half – details on our website)
- Refresher training for those who have previously attended training
- Health Care Assistant CSP training - half day (does not involve clinical skills)
- Administrator awareness training – half day session for practice administration teams
- Practice facilitation sessions for early adopters to create coherence around the approach and ensure the team are aware of what is required to implement the approach
- Facilitator training – 2 days of training to develop local practitioners who can support local delivery at a grassroots level
- Training the trainers and associated quality assurance – 3 days and local supervision and assessment of locally delivered courses
- Practice resources (including practice planner, patient resources and IT guidance, sample letters for information sharing, prompts and awareness raising)

Maintenance phase (spreading the adoption of the approach whilst maintaining fidelity and supporting ongoing skills development)

- Checklists, quality marker tools and evaluation frameworks for practice teams/local steering group
- Advanced consultation skills for practice nurses
- Evaluation framework and toolkit

For more information about the team visit our website www.yearofcare.co.uk or make an enquiry at enquiries@yearofcare.co.uk.

“Working with Year of Care was a game changer for us” (CCG lead)