**Skills and knowledge development - personalised care and support planning for people with long-term conditions and frailty**

Personalised care and support planning (PCSP) recognises that people who live with long term conditions (LTCs) make most of the decisions that affect their lives, spending relatively little time with a health and/or social care practitioner. PSCP conversations are focused more on the routine management of long-term conditions and usually don’t involve diagnostic decisions.

The conversation is facilitative and does not aim to ‘fix’ everything. PCSP seeks to combine the lived experience of the individual with the skills and expertise of the professional who carries out the PCSP review. Over the course of an individual’s lifetime the nature of these conversations may well change as their overall health changes alongside their needs and priorities.

This document sets out the suggested clinical and psychosocial knowledge and skills of clinicians who deliver PCSP conversations, recognising that within a primary care team some individuals will have more in-depth knowledge of certain conditions than their colleagues. Also, that this knowledge will be acquired over time through formal training and ongoing supervision and learning.

Individual practitioners should recognise the limits of their competence, when to ask for advice and support from other clinicians and when to signpost to other services or support.

* Triage maybe a useful method of initially getting patients to the best clinician for the issues or conditions they have.
* For people with multiple long-term conditions the review may include prioritising issues and identifying a few things that may need more in-depth support from a different professional.
* In some instances, conversations may identify new red flags needing more urgent review.

The red flags and medications listed in this document are not an exhaustive list but indicate the most common in relation to specific long term conditions.

 (\* denotes non QOF conditions)

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| **Condition**  | **Knowledge and skills for clinicians delivering PCSP** |
| PCSP skills  | The ethos, structure and consultations skills of PCSP, including * Setting the scene
* The patient story
* The professional story
* Exploring and discussing
* Goal setting and action planning

Understanding/discussing risk and shared decision making Documenting a patient care and support plan Using IT templates and coding appropriately  |
| Generic components across all LTCs | Understanding of the causes, consequences, treatments and risks associated with individual long-term conditions and able to explain these to individual patients.Interpreting tests and assessments:Interpreting blood results Q-Risk 2 scoring Arranging/undertaking ECG where appropriate Management of blood pressure (monitoring/ targets and treatments)Management of cardiovascular risk and lipids (targets and treatment)Advise people around lifestyle factors:Smoking/vaping cessation Physical activityDiet and lifestyle.Supporting weight management and understanding drug/bariatric treatments Alcohol advice Advise and support people with issues related to low mood/bereavement/psychological issues/substance misuseExplore concerns around activities of daily living (sleep, mobility, work, social isolation, memory, pain) and social issues (holidays/travel/ work/benefits/debt/carers support/social isolation) and signpost to other supportDriving regulations - specific guidance for certain conditions Contraception/sex/ED/relationshipsSignposting to local social prescribing/local specialist services Recognise when approaching end of life and introduce concept of advanced care planning**Identifying red flags such as:** Worsening or new symptoms e.g. pain, breathlessness, unplanned weight loss Pregnancy/planning pregnancy Safeguarding/domestic abuseIntention to self-harm **Medicines review** Identifying and working within own level of competence around medicines and specific drugsAwareness of most common drug side effects/symptoms or interactions e.g. pain medication and constipation, steroids and diabetes controlAwareness of options around contraception, smoking cessation, lipid management and weight management drugs Knowledge of prescription exemption certificateKnowledge of over the counter or non-prescribed medication |
| Cardiovascular  | Hypertension **Specific clinical knowledge and skills**Awareness of risk factors – age, sex, ethnicity, lifestyle, weight , kidney damageCaffeine and salt reduction**Red Flags**High blood pressure with headaches/visual disturbances **Medicines Review** BP medication |
| Coronary Heart Disease (CHD)**Specific clinical knowledge and skills**Cardiac rehab programmes Lipid profile and risk reduction **Red flags**Chest pain/tightness Severe fatigueHeart arrhythmias/palpitationsShortness of breathLeg swelling **Medicines review**Heart medicationsUse of GTN spray |
| Peripheral Arterial Disease (PAD)**Specific clinical knowledge and skills**As above for generic and CHDIdentifying problems– pain, pulses, colour of feet, temperature of feet, nail growth and ulcers and managing symptoms of PADAppropriate referral pathwaysFalls risk**Red flags**Persistent leg pain at rest Numbness, burning in legs and feetNon healing ulcers/wounds on legs/feet Skin on toes/lower limb cold, numb, red/blackLower limb pain **Medicines Review**CV medication |
| Stroke/TIA**Specific clinical knowledge and skills**Functional ability/communication problems (speech, swallowing, mobility, memory, weakness)**Red flags**New symptoms using FAST (weakness of Face, Arms/legs, Speech changes, Time to call emergency services) **Medicines review** CV medication |
| Atrial Fibrillation (AF)**Specific clinical knowledge and skills**As above for generic and CHDManaging pulse rate and reducing risks (stroke and anticoagulation)Reviewing symptoms (breathlessness) and treatment Discuss CHADS2 VASC score/HAS-BLED**Red flags**Increased pulse rateBreathlessness/palpitations/blackouts Bleeding or bruising if on anticoagulants **Medicines review** Rate control drugs e.g. digoxin Anticoagulants Kidney function with some medications  |
| Chronic Kidney Disease(CKD)**Specific clinical knowledge and skills**As above for generic and CHDAwareness of causes of CKD – association with other LTCsAwareness of the 5 stages – discussing progression and prognosisUnderstanding of proteinuria**Red flags**eGFR rapidly declining or below 30**Medicines** CV and kidney disease medications |
| Heart Failure**Specific knowledge and skills to this condition** Interpreting the NYHA classification and exercise grading Managing and identifying exacerbations/progression Reviewing symptoms (breathlessness, swelling) and treatment Weight gain and management When appropriate discuss end of life/advanced care planning **Red flags**Acute worsening of symptoms or deterioration in NYHA classification(Chest Xray or ECG organised)**Medicines review** Heart failure medication |
| Non-alcoholic Fatty Liver Disease \*(NAFLD) | **Specific knowledge and skills to this condition**Understanding and supporting risk management**Red flags**NAFLD score increasing. **Medicines review** Cholesterol lowering medication |
| Non-diabetic hyperglycaemia (NDH) | **Specific knowledge and skills** Awareness of risk factors and risk reductionAwareness NHS prevention program**Red Flags**Increased thirstWeight loss Increased urine outputThrush **Medicines**Weight management medications |
| Diabetes  | **As CVD plus specific to this condition** Structured diabetes education complications of condition /importance of screening/ risk reduction for complications Reviewing symptoms including hypoglycaemia/hyperglycaemiaFoot careSelf-monitoring including use of technology**Red flags** New microalbuminuria eGFR rapidly declining or below 30DKA/hyposExcessive weight loss combined with increasing HbA1c**Medicines review** Appropriate use and timing of glucose lowering medications |
| Thyroid dysfunction \* | **Specific knowledge and skills** Recognising symptoms of hypo and hyperthyroidism **Red flags** Excessive fatigue Slow/fast heart rate**Medicines review**Thyroid medication |
| Respiratory conditions | Asthma **Specific knowledge and skills to this condition** Reviewing and interpreting symptoms (wheeze, breathlessness and cough)Asthma exacerbation (management) planNumber of episodes Trigger avoidance discussionPeak flow monitoring Inhaler technique Asthma control test (ACT)**Red flags**Recent admission(s) for asthma Worsening peak flow/symptoms despite treatment**Medicines review**Inhalers & technique including environmentally friendly inhalersRelieversSteroidsAntibiotics/rescue medications |
| COPD**Specific knowledge and skills to this condition** Understanding of lung conditions – emphysema and chronic bronchitisPulmonary rehab programmes Exacerbation plan Inhaler technique Confidence with rescue pack (when to use and what to do)Advice on breathing techniques /anxiety Awareness of COPD assessment test (CAT/MRC)**Red flags**Worsening of breathlessness Symptoms or signs of a chest infection New reduction in O2 sats (94% or less)**Medicines review** Inhaler technique (for which printed written instructions must be given)Rescue medications Environmentally friendly inhalersOxygen therapy if applicable  |
| MSK conditions  | Rheumatoid arthritis **Specific knowledge and skills to this condition**Understanding of autoimmune disease affects jointsSymptoms – joint swelling, stiffness, tenderness, pain often worse in the morningAble to undertake joint examination Increased risk of CVD **Red flags**Unexplained weight lossFeverNight pain **Medicines review** Awareness of inflammatory joint disease medication and analgesics |
| Osteoporosis (and fragility fractures) **Specific knowledge and skills to this condition** Falls, risk assessment and adviceBone strengthening adviceAwareness of DEXA scan for bone density measurementsAwareness of fragility risk assessments**Red flags**Frequent fallsSudden back painLow BMI**Medicines review**Bone strengthening treatmentVitamin D & calcium  |
| Gout \***Specific knowledge and skills to this condition** Reducing CVD risk and diabetes risk Uric acid levels – healthy eating and diet/foods to avoid Pain, discomfort, swelling and loss of movement **Red flags**Rapid onset of pain and discomfort Signs of infection – fever, generalised illnessSevere inflammation **Medicines review** Gout medication |
| Osteoarthritis\***Specific knowledge and skills to this condition**Reviewing symptomsManaging daily activitiesPain**Red flags**Joint rednessFever**Medicines review**Analgesics  |
| Frailty\*  | **Core clinical knowledge and skills (mild)** Preventative measures for ageing better (healthy lifestyle and self-care)**Core clinical knowledge and skills (moderate and severe)** Understanding of CGAAble to identify cognitive decline.Falls risk assessment and management. Support and signposting around activities of daily living (bathing and hygiene, mobility, keeping warm, hearing, eyesight, continence, etc) Awareness of local frailty services**Red flags (moderate and severe)**Sudden functional declineFalls/unsteady on feet/reduced activity Unable to self-care/ perform activities of daily living Loss of spouse/partner/social supportOnset of incontinence Worsening confusion/deterioration in memory**Medicines review**Risks of polypharmacy/deprescribingHigh risk medications for fallsCommon sensitivity to medication/ side effects in frailty |
| Cancer  | **Specific knowledge and skills to this condition**Awareness of Cancer Care Reviews - clinical, practical, emotional, psychological & financial aspects of careMacmillan resources for practice nurses**Red Flags**New symptoms relating to cancer**Medicines Review**Cancer medication not under specialist services |
| Mental health  | Severe mental health**Specific knowledge and skills to this condition** Knowledge of individual conditions e.g. bipolar disorder, schizophreniaUnderstanding of psychotic symptomsAwareness of physical health problems associated with SMILocal mental health services and psychological therapies**Red flags**Suicidal ideationSigns of deterioration in self careSymptoms of psychosis**Medicines review** Mental health medication |
| Depression**Specific knowledge and skills to this condition**Awareness of the diagnosis of depression and anxietyIdentifying suicidal ideationPsychological therapies**Red flags**Worsening symptomsSuicidal thoughts **Medicines review**Antidepressant medication |
| Dementia **Specific knowledge and skills to this condition**Dementia care plan e.g.:* Different types of dementia
* Memory assessment
* Mood assessment
* Progression of dementia
* Mental Capacity Act

**Red flags**Acute worsening of confusionWeight lossUnsafe social situation**Medicines review**Dementia medication |
| Learning disability  | **Specific knowledge and skills** Awareness of reasonable adjustments Awareness of wider health, education and social care networkKnowledge of transfer of healthcare arrangements for children and young people moving into adult servicesAwareness and able to complete all elements of the annual health check template**Red flag**Safeguarding concerns |
| Epilepsy  | **Specific knowledge and skills to this condition**An understanding of different types of seizureReviewing seizure controlTrigger avoidance**Red flags**Seizures are not controlled or worsening**Medicines review**Anti-epileptic drugs  |
| Gastrointestinal conditions\*  | Coeliac disease\***Specific Knowledge and skills** Awareness of gastrointestinal symptoms Understand need for gluten free diet and where gluten is found in foodsComplications (osteoporosis and bowel cancer)**Red flags** Unintentional weight loss**Medicines review** Potential dietary supplements |
| Inflammatory bowel disease\* (IBD- Crohn’s disease and ulcerative colitis)**Specific knowledge and skills to this condition**Basic understanding of IBD**Red flags**Increased pain/bloody diarrhoea/frequency of stoolsAnaemiaSigns of sepsis/infections **Medicines review** IBD medication |