

## What do I need to do?

The first thing to do is to think about how you could be ready and prepared for your first personalised care and support planning appointment

- What you would like to ask about?
- What matters to you?
- What do you want to get out of your appointment?

### Some of the things you could discuss:

<i>Bathing and hygiene</i>	<i>My current care</i>	<i>Supporting my family/ carers</i>	<i>Feeling lonely</i>
<i>Finances</i>	<i>Lack of control</i>	<i>Feeling hopeless</i>	<i>Pain</i>
<i>Feeling low or stressed</i>	<i>Feeling scared</i>	<i>Eating and drinking</i>	<i>Mobility</i>
<i>Taking medication</i>	<i>My future health</i>	<i>Alcohol</i>	<i>Physical activity</i>
<i>Keeping warm</i>	<i>My memory</i>	<i>Hearing</i>	<i>Smoking</i>
<i>Staying steady</i>	<i>My weight</i>	<i>Slowing down</i>	<i>My sight</i>

### Local contact details:

## Personalised Care and Support Planning

### How can it help?



## What is Personalised Care and Support Planning?

This is a term used to describe the way care is organised and delivered. It creates an opportunity for people to work with those delivering their care to make joint decisions and agree how their health will be managed.

Personalised care and support planning is about you working with your health care team to think about:

- What is important to you
- Things you can do to live well and stay well
- What care and support you might need from others

## So what does this mean for me?

You live with your condition and/or disability every day and make decisions about how to manage it. Over time, you learn what works best for you, what information, personalised care and support you need and how it fits into your life.

The professional or supporter you work with has skills and knowledge to help you understand your condition or disability and the choices for monitoring, treatment and available support.

Personalised care and support planning makes the best use of your and your professional or supporter's expertise and the time you spend together.

## Personalised Care and Support Planning should have four stages

**Preparation** – getting ready for the care and support planning discussion.

- Feeling clear about the purpose and what you want to get out of the conversation
- Getting any useful and important information before the discussion
- Taking time to think and talk to other people
- Thinking about what matters most to you

**Discussion** – having a better conversation helps you to

- Be listened to and understood – your thoughts are important
- Feel like you are working together with your care professional
- Have the chance to ask questions and discuss options
- Identify what you can do for yourself and what care and support you might need from other people
- Come away with a clear plan

**Planning and writing it down** – making a record of the key decisions made in the discussion in a ***personalised care and support plan***

- Writing down all the main points that you have talked about
- Making sure that the plan is easy for you to understand and use

**Review** – having a chance to check on how things are going

- Seeing how you are getting on
- Reviewing your plan with the person who helped you make it

## What if I don't like this way of receiving my care?

We hope that this way of delivering your care will give you the chance to be more involved in making decisions. It can take a bit of getting used to.

If you have any concerns or feel unsure about the way your appointment is happening it is important that you discuss this with someone where you get your health care.