



Year of Care Partnerships®

TRAINING PROSPECTUS



Website

www.yearofcare.co.uk



Telephone

01670 529268



Email address

enquiries@yearofcare.co.uk



Address

Year of Care Partnerships
Wansbeck General Hospital
Woodhorn Lane
Ashington
NE63 9JJ



Year of Care training is accredited
by the Personalised Care Institute

Year of Care Partnerships training and facilitation

Year of Care Partnerships is a team of nationally recognised clinicians and experts in person-centred care, including personalised care and support planning (PCSP), support for self-management (SSM) and shared decision making (SDM).

We deliver accredited training programmes that support organisations and individuals to introduce the Year of Care (YOC) approach to care, enabling a partnership between patients and practitioners.

YOC training, facilitation and support is carefully crafted to engage participants in the fundamental ethos and philosophy of personalised care, alongside the communication skills and practical organisational changes to implement in practice.

Training multi-disciplinary teams combined with process mapping and facilitation supports systematic implementation of change and integration into routine care.

YOC has developed an extensive range of resources to support implementation which are shared during training.

Our training offers include:

- Personalised care and support planning
- Shared decision making
- Developmental sessions for personalised care/YOC leads
- Event and bespoke sessions focusing on personalised care approaches

Training can be delivered remotely or face to face, and usually includes the following components:

- A robust 'case for change' to engage clinical teams in the need for personalised care.
- Activities to encourage debate on the underpinning ethos and philosophical approach.
- A tested clinical method which can be integrated into practice.
- Demonstration of the core communication skills using exemplar materials alongside practise and reflection.
- Developing personal and team action plans to deliver in practice.
- High-quality resources and tools to aid implementation, with facilitation and process mapping.
- A community of practice to share updates, news and resources.

We would be happy to work with you to develop a training and support package tailored to the requirements of your organisation.



PCSP training programme for primary care teams

An introduction to PCSP

Usually a 1½ to 2 hour event

A taster session to ensure practice teams understand the YOC approach to PCSP and it's benefits before they decide to progress to implementation and attend the core YOC training below.

We focus on engaging teams in the rationale of PCSP and outline changes to clinical pathways and the activities necessary for implementation in practice.

PCSP training for primary care teams

1½ days training plus a 2-hour practice-based facilitation visit

YOC training focuses on the underpinning values and consultation skills used to deliver a PCSP approach, and brings whole teams together with a view to thinking through all aspects of implementation including modifications to care processes. The training package includes practical tools needed to support this.

Alongside sharing of learning amongst practices during training, each practice will be offered an individual facilitation visit to engage wider members of the team and to work together to develop a plan for implementation.

Following implementation of PCSP additional modules can be delivered to increase the scope of PCSP and support staff new into practice teams:

PCSP training for new practice staff

One day of training which can be delivered as 2 x ½ day sessions

Moving on to multiple long-term conditions

½ day workshop for those wishing to explore extending the scope of PCSP

Shared decision making training

2 x ½ day sessions

This training focuses on the policy and legal frameworks related to shared decision making (SDM), alongside the underpinning values and consultation skills needed to implement the approach.

This training was designed by the YOC clinical lead - the former RCP clinical fellow for SDM and support for self-management.

Training highlights the importance of SDM aids in supporting individuals to make decisions collaboratively with health care practitioners, as well as the conversation skills used in this collaborative approach.

We have delivered this training in a variety of clinical settings e.g. medicine, maternity, proactive care, pharmacy etc.



Personalised Care Approaches and Consultation Skills

PCSP (generic approaches) – focusing on the conversation

1½ days of interactive training – delivered as 3 modules

PCSP in specific settings - ‘Getting the conversation right’

1½ days of interactive training – delivered as 3 modules

(Mental Health, Anticipatory Care, Personal Health Budgets (PHB), Maternity)

Bespoke Development Sessions, Workshops or Events

An introduction to personalised care approaches

Mentorship sessions for personalised/YOC site leads

Events, webinars and workshops

These can be delivered remotely or in-person

Year of Care Resources

(available via training)

Materials for patients

- A video of the PCSP process
- Information about PCSP (sample letters, posters and leaflets)
- Preparation materials including agenda setting prompts and results letters including personalised care plans
- Easy read materials

Materials for healthcare professionals

- Case studies and newsletters
- Factsheets, reports, publications and summaries (some of which are freely available via the YOC website)
- Interactive activities to engage professionals in personalised care approaches

- Practice checklists and quality marks
- Resources to use to gain feedback from patients
- Reflective tools for individual practitioners
- Materials for GP trainers (in practices with established PCSP)

Materials for local steering groups and coordinators

- Coordinator and steering group guidance
- Evaluation guidance
- Quality marks and implementation tools

Trainers and facilitators

- Facilitator toolkits
- Training manuals and all associated resources to deliver training including consultation clips, workbooks etc

