

## Personalised Care and Support Planning Policy (England)

The government's **10 Year Health Plan** (2025) includes a focus on care that is person centred and coordinated delivered by integrated neighbourhood teams which is both proactive and preventative. Personalised Care and Support planning (PCSP) and the principles that underpin it continue to offer a systematic approach to meeting the requirements of health policy, and its relevance dates to early references including ***Liberating the NHS – “No decision about me without me”*: Lansley 2010**.

### ***Universal Personalised Care – Implementing the Comprehensive Model (2019)***

This guidance includes the operating model and design principles for the implementation of the comprehensive model for personalised care. This includes personalised care and support planning, shared decision making and social prescribing described as key evidence-based components of the delivery model.

### ***NHS Long term Plan (2019)***

This looks at how the NHS can improve care for people over the next 10 years with an ambition that personalised care will become ‘business as usual’ across the health care system. The plan includes giving people more choice and control, more collaboration between primary care and community services and a focus on preventing illness and tackling health inequalities.

### ***What is the role of voluntary, community and social enterprise (VCSE) organisations in care and support planning? A discussion Paper. National Voices (2016)***

This paper describes some of the current involvement of VCSE in PCSP related activities and is full of ideas on how this could be increased.

### ***Diabetes in adults. Nice Quality Standard. Update (2015)***

This standard contains a specific Quality Statement (number 3) advocating care planning for adults living with diabetes.

### ***Five Year Forward View: NHSE (2014)***

Chapter 2 emphasises the importance of relationships with patients and communities based around new models of care. A People and Communities Board set up to give practical support to vanguard sites sets out six principles as the basis of good person centred, community focused health and care in which PCSP is a key component.

### ***The Care Act (2014)***

The Act introduced a duty on councils to ensure that everybody eligible has a PCSP plan and personal budget. Statutory guidance describes in detail how this should put people in control and enable a more holistic approach, meeting needs and promoting wellbeing.

### ***The Mandate from the Government to the NHS Commissioning Board (2013 to 2015)***

Chapter 2 (Enhancing quality of life for people with long-term conditions) includes a detailed description of what needs to be achieved to ***empower and support*** the increasing number of people living with long-term conditions. These themes are included in the shorter financially focused ***Government’s mandate to NHS England for 2016-17***.

### ***A Narrative for person centred coordinated care (the ‘I’ statements): National Voices (2013)***

This seminal piece of work sets out what matters most to patients and service users from their perspective.

### ***Transforming Participation in Health and Care: ‘The NHS belongs to us’: NHSE (2013)***

This guidance included the Year of Care House and described how NHSE would work in partnership with CCGs to fulfil their statutory duties to involve patients and the public effectively and systematically: ***‘to ensure that every person with a long-term condition or disability has a personalised care plan supporting them to develop the knowledge, skills and confidence to manage their own health.***

### ***Our health, our care, our say 2006: High Quality of Care for all: NHS Next Stage review (Darzi) 2008: Operating frameworks for the NHS (2009 – 2012)***

### ***Care planning – Improving the Lives of People with Long Terms Conditions: RCGP (2011)***

This document led to PCSP becoming a policy directive for the RCGP and describes the case for change using the Year of Care House to demonstrate how PCSP can be introduced into general practice.