

Personalised care: A new relationship with people

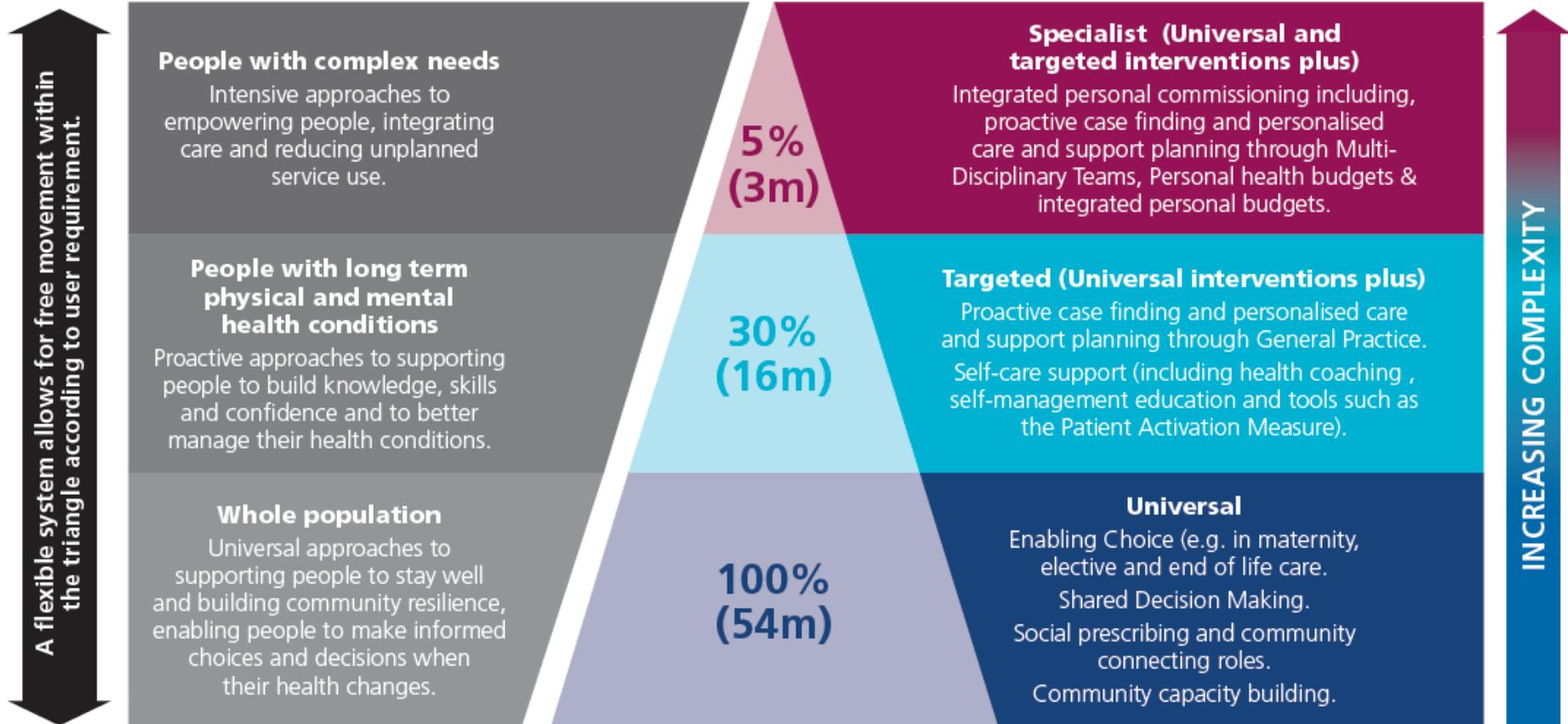
Nicola Kay, Deputy Director, Personalised Care Group



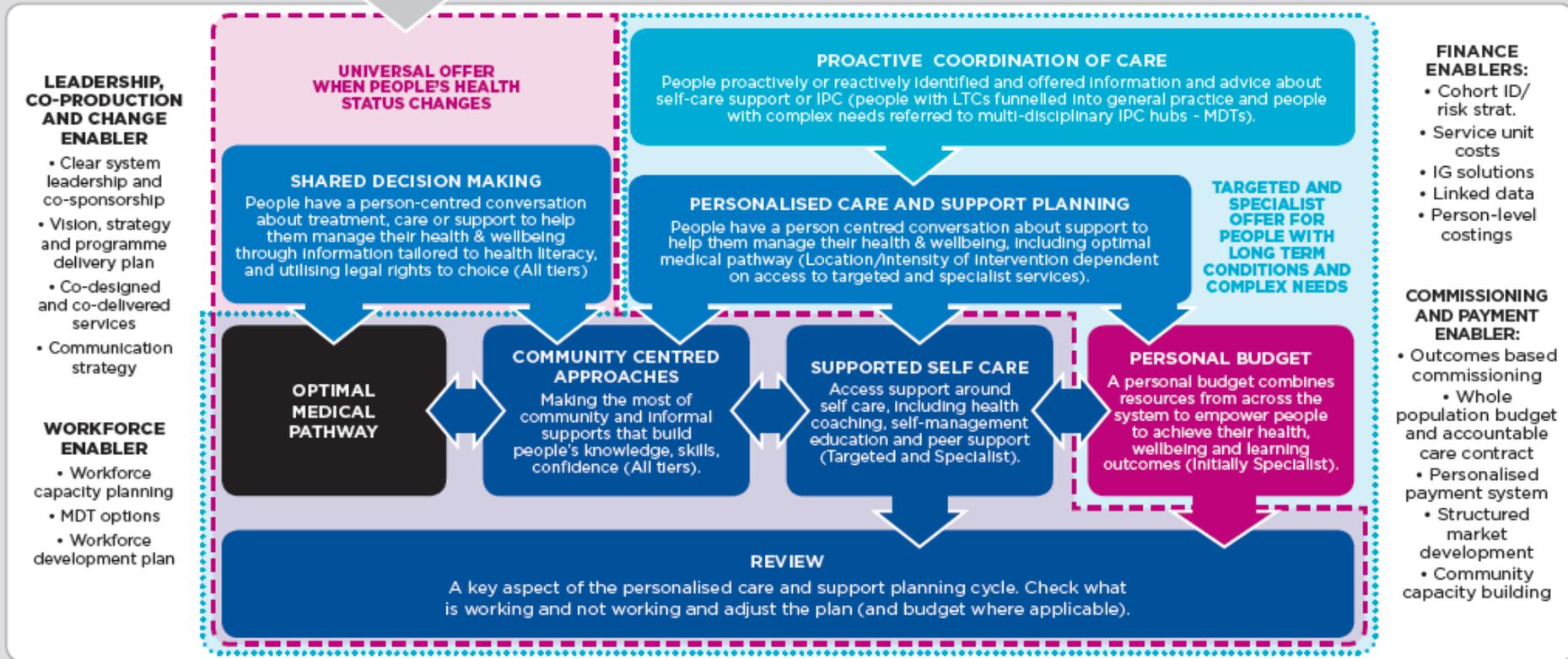
An integrated, whole population approach to personalised care

TARGET POPULATIONS AND OUTCOMES

PRIMARY INTERVENTIONS



Personalised Care Operating Model



Key features of personalised care for people

Personalised care begins with the belief that people are the best integrators of care, rather than other forms of integration. The key features set out what someone can expect and experience when personalised care is implemented well

Everyone should:

- Be seen as a whole person within the context of their whole life, valuing their skills, strengths and experience and important relationships.
- Experience hope and feel confident that the care and support they receive will deliver what matters most to them.
- Be able to access information and advice that is clear, timely and meets their individual information needs and preferences.
- Be listened to and understood in a way that builds trusting and effective relationships with people.
- Be valued as an active participant in conversations and decisions about their health and well being.
- Be supported to understand their care, support and treatment options and, where relevant, to set and achieve their goals
- Have access to a range of support

options including peer support and community based resources to help build knowledge, skills and confidence to manage their health and wellbeing.

- Experience a coordinated approach that is transparent and empowering.

People who have a personalised care and support plan should:

- Be central in developing their personalised care and support plan and agree who is involved.
- Have the time and support to develop their plan in a safe and reflective space.
- Feel prepared, know what to expect and be ready to engage in planning supported by a single, named coordinator
- Be able to agree the health and wellbeing outcomes* they want to achieve, in dialogue with the relevant health, education and social care professionals.

- Have the chance to formally and informally review their care plan.

If this leads to a personal budget, integrated personal budget or personal health budget, a person will:

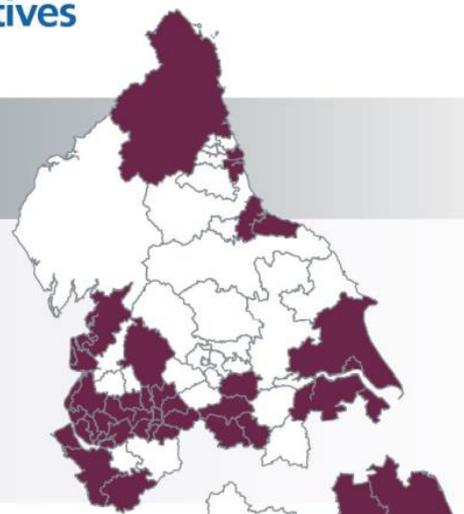
- Get an upfront indication of how much money they have available for healthcare and support
- Have enough money in the budget to meet the health and wellbeing needs and outcomes* agreed in the personalised care and support plan
- Have the option to manage the money as a direct payment, a notional budget, a third party budget or a mix of these approaches
- Be able to use the money to meet their outcomes in ways and at times that make sense to them, as agreed in their personalised care and support plan.

* and learning outcomes for children and young people with education, health and care plans.

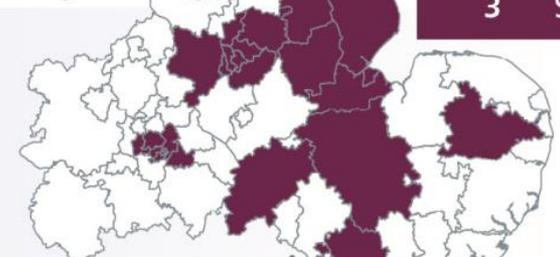
Personalised care initiatives across England

81 personalised care initiatives across 101 unique CCGs.

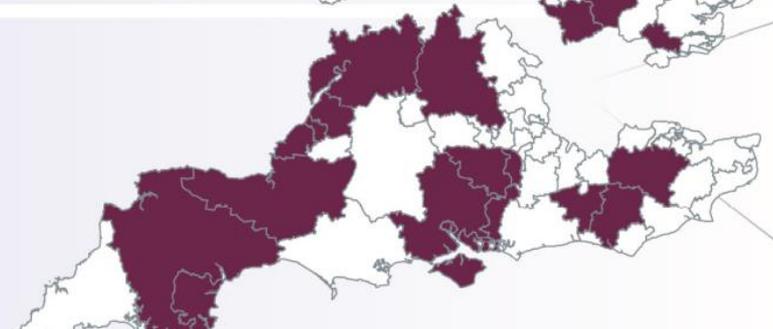
North



Midlands and East



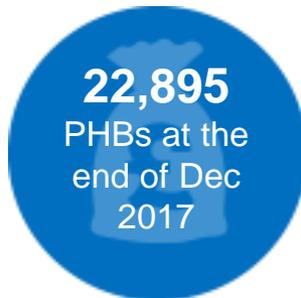
South



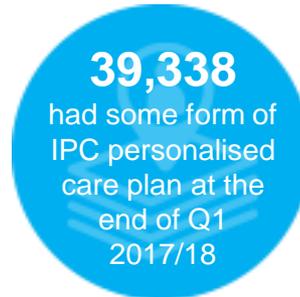
CCGs	Initiative
38	Maternity Pioneers
27	Integrated Personal Commissioning (IPC) Demonstrator sites
20	Empowering people and communities testbeds
16	Personal health budgets champions
10	Greater Manchester
7	Shared Lives Plus testbeds
6	Looked-after children sites
6	Wheelchair testbeds
5	End-of life testbeds
3	Substance misuse areas

Headline figures

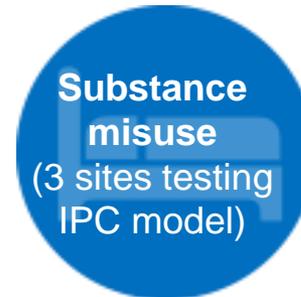
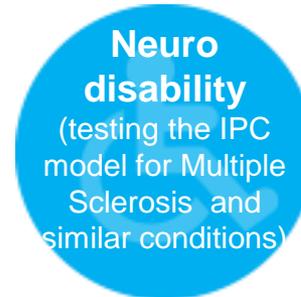
Personal Health Budgets



IPC Programme



Further diversification



Examples of progress

Across Continuing Health Care, direct savings of c.17%; indirect savings of £4k per person per year
 77% of people would recommend PHBs to others with similar needs
 75% of people believe their health and wellbeing to have improved as a result of having a PHB



WARRINGTON

Personal health budgets in end of life care - 83% were able to die in a place of their choosing, against an average of 26%

One week's worth of traditional services funds six weeks of services commissioned through a personal health budget



FYLDE COAST

85% improved or maintained level of patient activation (average shift of 9.7 points), with attendant decrease in likelihood of hospital admission



STOCKTON-ON-TEES

Initial findings: Significant reduction in unplanned hospital admissions for older people with frailty

35% reduction in delayed transfers of care from hospital

41% reduction in A&E attendances in the final quarter



NOTTINGHAMSHIRE

£19,000 saving in transport costs for siblings with very complex health conditions

Lease their own adapted vehicle through a personal health budget for journeys to day centre and respite, instead of a commissioned transport package

Personalised health and care framework

www.england.nhs.uk/personalised-health-and-care-framework/



Introduction to the framework

Read more about how the framework will help to drive personalisation across health and social care.

Proactive coordination of care

Summary guidance, which includes identifying the IPC cohort and developing an information offer.

Co-production

This guide explains how to co-produce Integrated Personal Commissioning and why this is important.

Personalised care and support planning

This summary guide addresses the practical considerations involved in delivering fully integrated and personalised care and support plans.

Integrated personal budgets and personal health budgets

Summary guidance around the different budgets available, options for managing the money and the statement of resources.

Community capacity and peer support

Summary guidance including community navigation and asset mapping, peer support options and developing a local business case.

Personalised commissioning and payment

This guidance sets out the key changes needed in commissioning and contracting

Working with personal assistants

Information to help support in delegating responsibility to personal assistants.

Finance and commissioning handbook

This handbook covers the finance, contracting and commissioning aspects of IPC and personal health budgets.

Technology to support personalised health and care



Key features of PHB and IPC



All framework documents



Transforming Care



- Expansion of PHBs for people with a learning disability, autism or both
- Personalisation Networks
- Building Blocks for Change workshops
- Examples and stories of good personalised care across networks and with commissioners and practitioners
- Support local progress in the development of person centred approaches
- Share learning on what good highly personalised support looks like



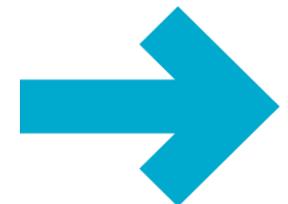
AHPs and the personalised care agenda: working in partnership with people to achieve better outcomes



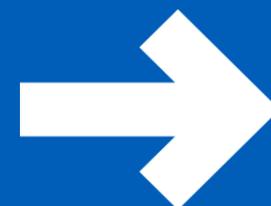
This is what I
came into health
care to do in the
first place



How do I square my
professional
responsibilities with
giving people choice
through PHBs?

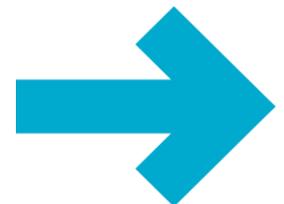


What the future holds



Plan for Personalised Care

- Set out an ambitious plan for the future of personalised care
 - Fully mainstream personalised care into the way the NHS works and beyond
 - A core set of actions which will deliver the plan
- Demonstrate the direct benefits as a result of achieving this plan
 - For people's outcomes
 - For people's experience
 - For the health and care system
- Show how this plan can be achieved in practice
- Develop and agree the approach and action plan with stakeholders
- Intend to publish in July 2018



Areas it will cover will include:

**Social
prescribing**

**Shared
decision
making**

**Community
-based
approaches**

**Personalised
care and
support
planning**

**Personal
health
budgets**

**Integration
across
health, care
and beyond**

**Personalised
care
infrastructure**

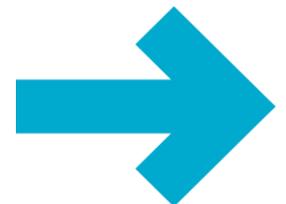
**Personalised
care
measures**



Questions and comments please!

How do you see your role in
supporting implementation of this
agenda?

How can the system help you do this?
What barriers get in the way?



PHB experience survey

**Have
your
say..!**

Do you or have you had a personal health budget?
Share your experiences in new online survey open from
1 March to 30 April 2018.

Register now at:
www.myonlinesurvey.co.uk/PHBSURVEY
#NHSPHB #personalisedcare

Thank you

<https://www.england.nhs.uk/personalised-health-and-care/>

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@NHSPHB

#personalisedcare #futurenhs

