### Personalised Care and Strength Based Approach – how it works for carers.

Southampton Carers Scrutiny Inquiry
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#### What is personalised care?

Personalised care means people have choice and control over the way their care is planned and delivered, based on 'what matters' to them and their individual strengths, needs and preferences.

#### **Comprehensive model for personalised care**

1. Shared Decision Making

2. Personalised Care and Support Planning

3. Enabling Choice

4. Social prescribing and community-based support

5. Supported selfmanagement 6. Personalised health budget and integrated personal budgets

Making personalised care an everyday reality for people requires a whole-system change through the systematic implementation of all six components, supported by key enablers that deliver the necessary redesign to make the model a reality

### Personalised care – Southampton's View

| Measure and what it is  | What will it look like  |
|---|---|
| A. Patient activation measure (or equivalent) - People completing a measure which helps illustrate how engaged they are in managing their condition   | Services more able to identify the right kind of service for an individual.                                 |
| B. Self-management - People given access to services/Apps which assist them to manage their condition   | A more informed person with the tools to manage their condition   |
| C. Community – based support - People referred for social prescribing community groups, peer support and similar activities.  | Access to wider support from like minded people or people who have had similar problems themselves          |
| D. Personalised care and support plans - 'People have proactive, personalised conversations which focus on what matters to them, delivered through a six-stage process and paying attention to their clinical needs as well as their wider health and wellbeing.' | A plan which considers a persons wider wellbeing including 'what matters to them' and their support network |
| E. Personal health budgets  | More people given choice of how their PCSP is delivered, personalised to their and their support network.   |

# Social Care Strengths Based Conversations

- 3 conversations has been adopted as an approach for assessment and care planning within Southampton.
- The first conversation explores an adult's strengths, and connect them to personal, family or community resource that can offer support.
- Within that conversations with family/cares and involvement is key.

## 3 conversations

- The 2<sup>nd</sup> conversation is led by the adult to assess risks in their lives and to plan for any crisis that may occur.
- The 3<sup>rd</sup> conversation is planning for long term needs and outcomes.
   Based on what a good life looks like to that person. Drawing on resources available including personal budgets, personal skills and community assets.

# These conversations are suitable for Adults and Carers

| Conversation                      | Needs assessment and care planning questions   |
|-----------------------------------|--|
| 1. Initial contact                | <ul> <li>How can I connect you to things<br/>that will help you get on with your<br/>life –based on your assets,<br/>strengths and those of your family?</li> <li>What do you want to do?</li> </ul>             |
| 2. If people are at risk          | <ul><li>What needs to change to make you safe and regain control?</li><li>How can I help make that happen?</li></ul>   |
| 3. If long-term support is needed | <ul> <li>What is a fair personal budget and what are the sources of funding?</li> <li>What does a good life look like?</li> <li>How can I help you to use your resources to support your chosen life?</li> </ul> |



### **Personalised Care**

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25<sup>th</sup> February 2021

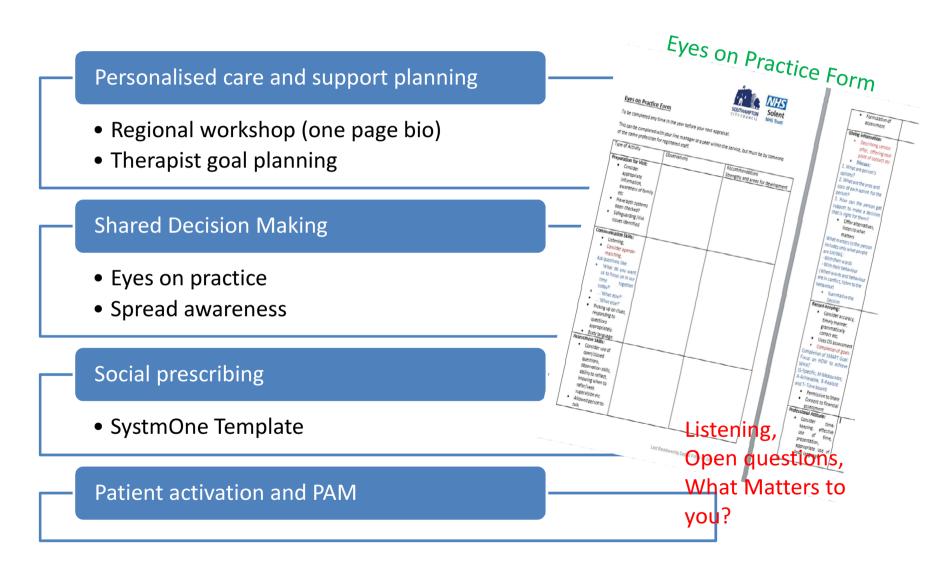
### Approach



Services and staff personalised care improvement programme

- WASP tool COM- B model survey
- Action based on learning from 'we said' vs 'what we do' vs 'what others say'
- Working on improvement series of improvement, training
  - Community Independence Service, COPD, Diabetes
- Repeat survey to learn impact

### **Current improvements**



### Challenges



Change in behaviour – knowing, reflecting to new approach



Staff and services across the health and social care pathway investing in learning, coaching & improvements.



Systems and processes to support personalised care