

# 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 self-management

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

- How can I connect you to things that will help you get on with your life –based on your assets, strengths and those of your family?
- What do you want to do?

2. If people are at risk

- What needs to change to make you safe and regain control?
- How can I help make that happen?

3. If long-term support is needed

- What is a fair personal budget and what are the sources of funding?
- What does a good life look like?
- How can I help you to use your resources to support your chosen life?



# Personalised Care

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## 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

## Personalised care and support planning

- Regional workshop (one page bio)
- Therapist goal planning

## Shared Decision Making

- Eyes on practice
- Spread awareness

## Social prescribing

- SystemOne Template

## Patient activation and PAM

**Eyes on Practice Form**

To be completed any time in the year before your next appraisal.  
This can be completed with your line manager or a peer within the service, but must be by someone of the same profession for registered staff.

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Type of Activity	Observations	Recommendations Strengths and areas for development
<b>Preparation for Visit:</b> <ul style="list-style-type: none"><li>• Consider appropriate information, awareness of family etc.</li><li>• Have both systems been checked?</li><li>• Safeguarding/risk issues identified</li></ul>		
<b>Communication Skills:</b> <ul style="list-style-type: none"><li>• Listening:</li><li>• Consider agenda-matching</li><li>• Ask questions like:<ul style="list-style-type: none"><li>• "What do you want us to focus on in our time today?"</li><li>• "...What else?"</li><li>• "...What else?"</li></ul></li><li>• Picking up on clues, responding to questions appropriately</li><li>• Body language</li></ul>		
<b>Assessment Skills:</b> <ul style="list-style-type: none"><li>• Consider use of open/closed questions, observation skills, ability to reflect, knowing when to refer/seek supervision etc</li><li>• Allowed person to talk</li></ul>		

**Formulation of assessment**

- **Giving information:**
  - Deciding service offer, offering next point of contact etc
  - Discuss:
    - 1. What are person's options?
    - 2. What are the pros and cons of each option for the person?
    - 3. How can the person get support to make a decision that is right for them?
  - Offer alternatives, listen to what matters
- What matters to the person includes only what people are SAYING:
  - With their words
  - With their behaviour (When words and behaviour are in conflict, listen to the behaviour)
  - Summarise the Session
- **Recall-keeping:**
  - Consider accuracy, timely manner, grammatically correct etc
  - Uses OS Assessment
  - Completion of Goals
  - Completion of SMART Goals: Focus on HOW to achieve WHAT
  - (S-Specific, M-Measurable, A-Achievable, O-Realistic, and T-Time bound)
  - Permission to Share
  - Consent to financial assessment
- **Professional Attitude:**
  - Consider: time-keeping, effective use of time, presentation, appropriate use of

**Listening, Open questions, What Matters to you?**

Last Reviewed by Supriya...

# 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