

ask what matters - **listen** to what matters - **do** what matters

Personalised care

It's all about working with you to live your best life. It is based on 'what matters to you', your strengths and needs



Personalised Care and Support Planning Training

Briefing Pack

Please have a look at the information within this document before your training

1 Training Team

1.1 Training information

This training is delivered by a group of facilitators from various teams and organisations across the Integrated Care System in Nottingham & Nottinghamshire and is overseen by the Personalised Care Team at the ICB.

For details about training times and dates, or other issues with session materials or logistics please contact:

The Personalised Care Team

E: nnicb-nn.whatmatterstoyou@nhs.net

1.2 Problems with attendance

To get the most from the Personalised Care and Support Planning training, participants must attend the duration of the training. If there are unexpected circumstances that have occurred at short notice, please contact the Personalised Care Team (details above).

1.3 Specific requirements

Please make the course facilitators aware, at the start of the day, of anything that may affect your participation or performance and any adjustments you require.

If you require any adjustments to materials, please advise the Personalised Care Team (details above) in advance of the training.

2 Training details

Please ensure these details are in your diary. You will receive a Microsoft Team's link to access the session via your confirmation email once you have secured your place on the training. The link will also be accessible via the Eventbrite Attendee Event Page.

If you have any issues accessing the training via the link please contact the Personalised Care Team (details above).

Hints and tips for joining a virtual session

Technology has allowed virtual learning to be intimate, connecting and flexible with almost every facet of in-person training possible virtually. And yet, to benefit from it, you need nothing more than you probably already have in your home or office:



Good wifi



A computer or laptop
with webcam



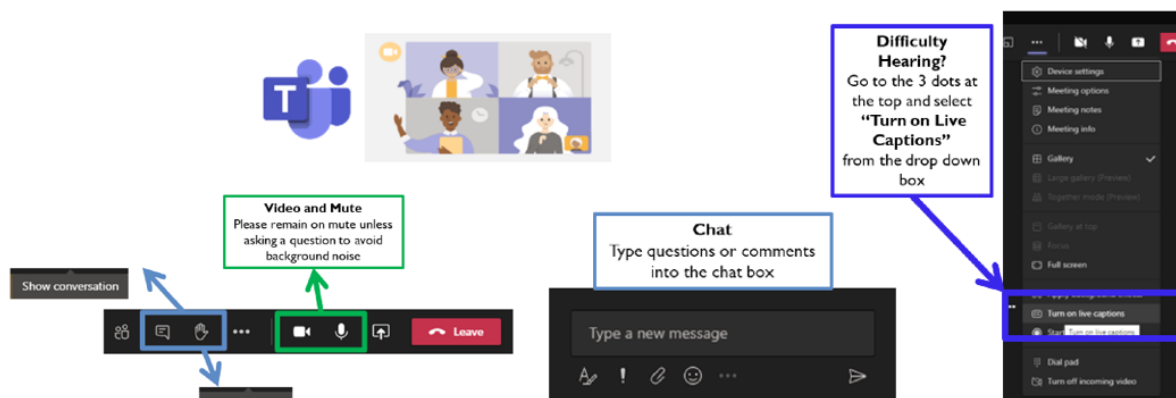
Headphones



Somewhere quiet/private

The following incorporates a list of recommendations for best practice when participating in virtual meetings:

- Please be prompt and arrive for the start time of the session.
- Only one person per laptop/computer – please don't view the training as a group on one screen, as this will cause challenges for the facilitators within the breakout rooms.
- If possible, a laptop/computer is preferable to using a tablet.
- Make sure you log in early to test your microphone and camera. You will be required to have your camera on.
- We recommend headphones. This both cuts out background noise and prevents distractions.
- Please join the training from a **comfortable space that is confidential**, as you will be expected to contribute to conversations. Try to sit in close to your device/microphone to ensure you can be clearly heard.
- Turn off mobiles/other devices/any other distractions – “protect your space”.
- The sessions are meant to be interactive/we want you to contribute – feel free to ask questions and be curious.
- We will make good use of MS Teams **interactive functions**, such as breakout rooms for pair/group work and the chat function.
- Please bear in mind by committing to the training, you have agreed to be available for the **whole** session, much as if you were at an in-person workshop; please don't drop in and out or eg take calls during the training where possible. Where participants leave the session even for a short time, this can be distracting for other participants and impacts everyone's learning. Where we have eg breakout rooms scheduled, this can cause challenges to the facilitators.
- You will need to attend the full session to be eligible for CPD points and your certificate via the Personalised Care Institute.



3 Training Overview

The training is structured around a participative and open learning process, with many opportunities to practice skills, share experience, develop relationships and network with other attendees.

This training will give you the opportunity to build on the many skills you already possess and specifically to learn more about Personalised Care and Support Planning. The session will include:

- Introductions
- What is Personalised Care and why is it important?
- Goal setting and developing personal outcomes
- WOOP method
- **BREAK** -----
- Key principles of Personalised Care and Support Plans
- Making plans more personalised
- Applying to your practice

4 Preparation

In preparation for this training you may wish to familiarise yourself with some of the resources available on Personalised Care and Support Planning:



Personalised
Care Institute

Personalised Care Institute

[In preparation for the training please create a PCI account, as you will need to access their site to get your CPD points and certificate.](#)

Their website also contains free resources in Personalised Care and Support Planning, from the link below you can login or create yourself a new account.

Once you have logged in, choose eLearning, and then select the 'Personalised Care and Support Planning' module or Webinars and select 'Webinar - Personalised Care and Support Planning'.

<https://learn.personalisedcareinstitute.org.uk/login/index.php>



Personalised care and support planning tool

<https://www.thinklocalactpersonal.org.uk/personalised-care-and-support-planning-tool/>



Nottingham and Nottinghamshire

ICB Personalised Care webpages

[Personalised Care - NHS Nottingham and Nottinghamshire ICB](#)

5 Your Personal Objectives and Reflections

Please spend a few minutes thinking about your objectives for attending the training. The aim is to think about what you would like to learn and how you will contribute to the learning of others during the programme.

1. What is my motivation to learn more about Personalised Care and Support Planning?
2. At this point how confident do I feel about using a Personalised Care and Support Planning approach?
3. Thinking about how I currently have conversations involving Personalised Care and Support Planning in my role...
 - i. What do you believe your strengths are?
 - ii. What do you believe your development areas are?

6 How we can provide the best training for you

Naturally, we want to ensure that your experience of the training is of the highest quality. Therefore, if you feel at any time there is something we can do to further improve your experience, there are various ways you can let us know:

- You will be invited to complete an evaluation form at the end of your session.
- The delivery team will ask for feedback.
- You can contact the Personalised Care Team - nnicb-nn.whatmatterstoyou@nhs.net

7 Application of Learning

During the training, we will be inviting you to reflect on your learning during your practical sessions and develop a plan for taking the skills and techniques forward into your work with the people and communities you serve. We believe it is highly important to practice the skills you learn as soon as you can after the training. Therefore, you may wish to think in advance about the kind of people, or even specific individuals that you would like to practice using Personalised Care and Support Planning with as soon as you can after you have completed the training.