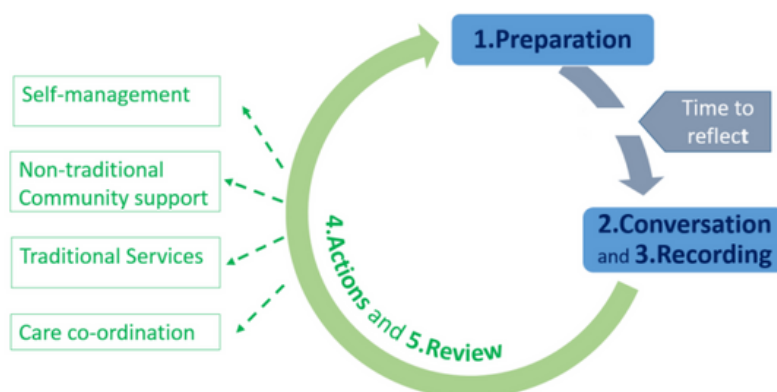


# Open Doors Nursing Team Top tips

## An introduction to person-centred care planning

Person centred care planning was first implemented in Tower Hamlets as part of the Year of Care pilot scheme in 2009. Over time, due to changes in working and system stressors, care planning in this form has taken a backseat.

Many of us are already using care planning skills to create positive relationships with our patients. However, honing in on specific measurable goals and activating patients' confidence to make even small changes that will have a big impact going forward.



In a 30-minute appointment, the clinician provides space for the patient to set realistic goals that will impact their health and wellbeing.

According to the Year of Care, 2024:  
"Personalised care and support planning is cost neutral once it's set up, with savings for some, particularly those with multi-morbidity. Overall practice productivity is increased."  
"Long term there are savings across the wider health care community as a greater number of people are engaged in their own health and self-care."

Care planning is a vital tool in the armoury of long term condition management. The premise of person-centred care planning builds on the structures and processes of care that we are familiar with and reminds mindful of our duty to educate patients too.

## Staff resources

Year of Care, personalised care and support [...click here](#)

Person-centred care planning graphic [...download here](#)

House of Care planning graphic [...download here](#)

Funded training opportunities at a glance [...click here](#)

## Contact us

For any specific topic support and suggestions for upcoming content in Top Tips, please email the team via: [Jacqui.hodgson5@nhs.net](mailto:Jacqui.hodgson5@nhs.net)

# Key tenets of the care planning programme

- 1

The patient and healthcare professional join together as equals. The professional has responsibility to guide, support, educate and inform while remaining clear that the patient is the expert in their own life.
- 2

Providing results ahead of time: Receiving the results ahead of time gives the opportunity to reflect and discuss any concerns.
- 3

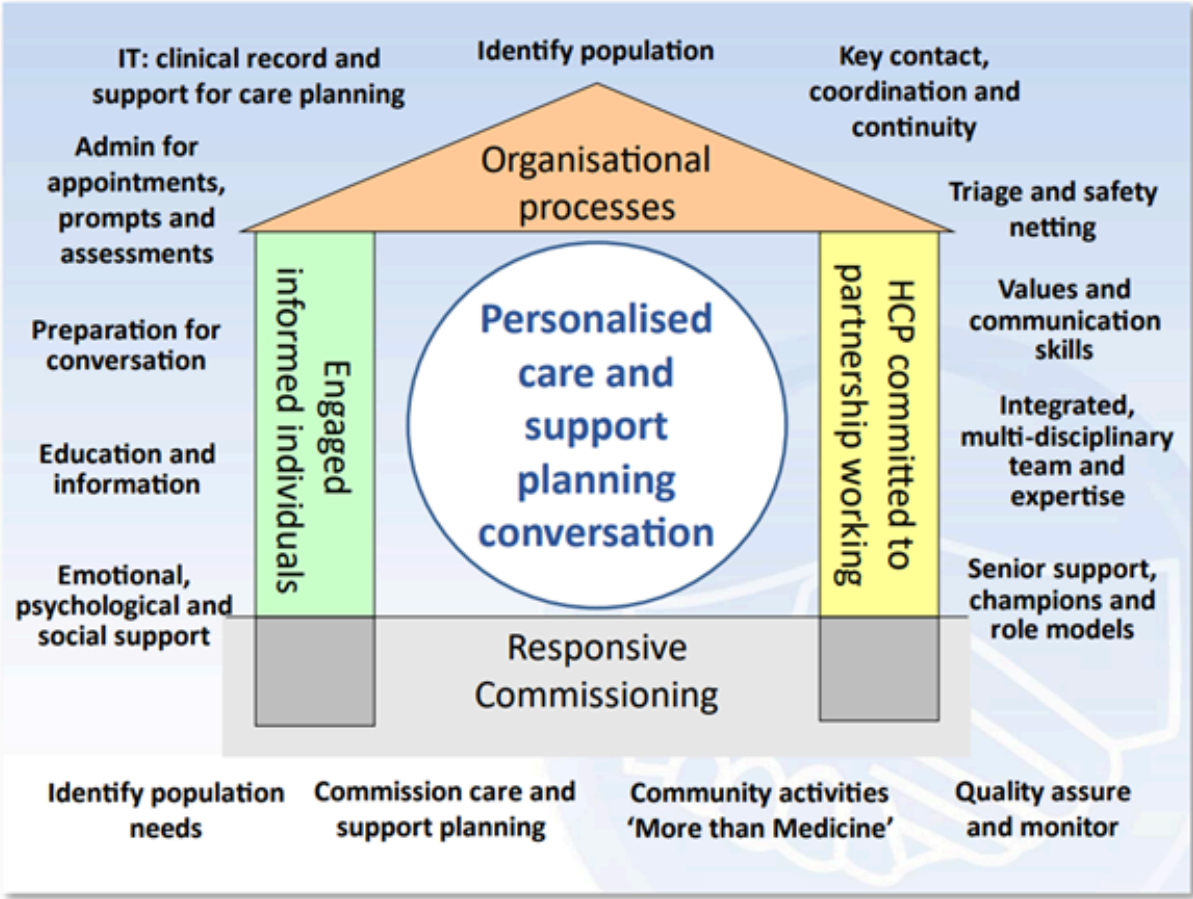
People with long-term conditions (LTCs) are in charge of their own lives and self-management of their conditions and are the primary decision makers about the actions they take in relation to their LTC management.
- 4

People are much more likely to act on decisions they make themselves rather than decisions that are made for them.

## The House of Care planning

The House of Care framework was developed by Year of Care Partnerships. The original aim of the framework was helping people to self-manage their diabetes, but it can be applied to all long term conditions.

It was based on evidence that people with long term conditions have better outcomes when there is partnership working between an engaged patient and an organised, proactive healthcare system.



# How can practice teams get started?

## Sharing results

Facilitating individuals to get their results ahead of the appointment, e.g. AccuRx text or email, letter, checking the NHS App.

Reflect on how you file your results? Are the comments easy for the patient to understand?

## During the review

Approach with curiosity and without judgement. What is important to them? Never assume that individuals know what their tests or the conditions means.

Be mindful and supportive of other conditions, stressors or life events in a person's life that may play a part in their personalised care plan.

How important is the goal to them? How confident are they that they will achieve it? Could anything get in the way?

Record the individual's care plan and provide them with a copy, if they would like one.

Note. Resources used with permission from Year of Care, 2024.



The Open Doors Nursing Team will be providing more in-depth training for practices free of charge using the Year of Care Model over the coming months.

The team will also be sharing useful resources for you to personalise for your practices and help you streamline care planning to be more meaningful for your patients and you.

We look forward to working with practices soon.

## Meet the Open Doors team



Pictured: 1. Jacqui Hodgson, 2. Rachael Conley, 3. Kelly Fletcher, 4. Natalie Brown, 5. Rachel McCredie, 6. Lauryn Murdoch, 7. Sally White.

### The Open Doors Team

Jacqui Hodgson: [jacqui.hodgson5@nhs.net](mailto:jacqui.hodgson5@nhs.net)

Rachael Conley: [rachael.conley@nhs.net](mailto:rachael.conley@nhs.net)

Kelly Fletcher: [k.fletcher9@nhs.net](mailto:k.fletcher9@nhs.net)

Natalie Brown: [natalie.brown49@nhs.net](mailto:natalie.brown49@nhs.net)

Rachel McCredie: [rachel.mccredie1@nhs.net](mailto:rachel.mccredie1@nhs.net)

Lauryn Murdoch: [l.murdoch@nhs.net](mailto:l.murdoch@nhs.net)

Sally White: [sally.white32@nhs.net](mailto:sally.white32@nhs.net)

