



**PERSONALISED CARE  
TRAINING ACADEMY**

Provided by Pathways CIC

# COMPREHENSIVE CARE COORDINATOR

## PERSONALISED CARE IN PRACTICE

### 3 DAY PROGRAMME WITH REGULAR FOLLOW-UP PEER SUPPORT AND NETWORKING SESSION

A Personalised Care Institute (PCI) accredited training programme which provides a comprehensive programme for Care Coordinators working in primary care to deliver Personalised Care. For those that have been accredited for the Introduction to Care Coordinator One Day training, then modules can be personalised to meet individual training needs.

The Comprehensive Care Coordination training programme equips Care Coordinators with the knowledge and practical skills to deliver safe and effective care coordination. The training follows NHSE Care Coordinator Workforce Development Framework guidelines to enable Care Coordinators to deliver the Comprehensive Model of Personalised Care.

#### THE PERSONALISED CARE IN PRACTICE – COMPREHENSIVE CARE COORDINATOR TRAINING PROGRAMME:

- ✓ Is accredited by the Personalised Care Institute (PCI)
- ✓ Consists of seven modules delivered across three days plus an optional half-day follow up peer support session
- ✓ Is suitable for prospective or existing Care Coordinators, Social Prescribing Link Workers and Health and Wellbeing Coaches
- ✓ Where, due to PCN/Practice demands/commitments participants are unable to commit to 3 consecutive days of training, the programme can be undertaken flexibly across an extended time period dependent upon module availability.



- ✓ Consists of individually PCI accredited modules enabling training programmes to be tailored to meet commissioning requirements
- ✓ Has been developed with direct experience of recruiting, hosting and training people within ARRS (Additional Roles Reimbursement Scheme) posts
- ✓ Has been developed in collaboration with subject matter experts, a peer review group of service users with respect to what matters to them and Pathways staff currently delivering personalised care
- ✓ Is overseen by a GP Lead
- ✓ Is continuously improved following participants' feedback
- ✓ Results in a PCI branded training certificate which can be used as evidence of training in the Comprehensive Model of Personalised Care



## Delivery Methods

- ✓ Sessions are currently delivered online via Microsoft Teams however delivery face to face at your choice of venue are also available to suit demand

## Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, and skills practice
- ✓ View presenter slides and fellow participant screens at the same time



**44.6%**

of patients want more involvement than they currently have in their healthcare decisions

The Personalised Care in Practice – Comprehensive Care Coordinator Training Programme comprises 7 modules plus a half-day follow-up peer learning session tailored to participant/group needs (held approximately a month after completion of the training programme).

## MODULES

### Module 1

#### **Introduction To Personalised Care**

This module provides a contextualised introduction to Personalised Care. Participants will explore Personalised Care Support Plans and appreciate the significant shift in approach from 'what's the matter with you to 'what matters to you.

### Module 2

#### **Role Of The Care Coordinator/Social Prescriber, Health and Wellbeing Coach and Context**

This module provides an introduction to the role of the Care Coordinator, exploring where the role fits within the practice(s)/PCN and how the role works alongside the Social Prescribing Link Worker(s) and Health and Wellbeing Coach(es). Duties of the role, potential priority areas, ongoing personal development needs and support/supervision requirements will be discussed.

### Module 3

#### **Patient Engagement**

This module provides an introduction to patient engagement/barriers to engagement and an overview of themes, models, approaches and guidance to engage, support and enable patients in a safe and effective way and environment. The module will consider the diversity of patients and their cultural/other needs and explore approaches to promote inclusivity alongside the policies and procedures that are in place to keep yourself and your patients safe and compliant.

## Module 4

### **Communication**

This module explores communication skills and styles and how to build trusted relationships whilst managing patient expectations and working within boundaries. Communication adaptations for working in a virtual environment and or with specific patient groups will be explored.

## Module 5

### **Health Awareness**

This module provides an introduction to community health needs/ locality understanding. It reflects upon health inequalities, the social determinants of health and the benefits of promoting self-efficacy through the instigation of behaviour change through the delivery of brief interventions via a strengths-based approach. PHBs (Personal Health Budgets) will be explored.

## Module 6

### **Management - Caseload and Referrals**

This module provides an introduction to referral generation, managing a caseload – the skills required and the challenges that might be encountered. Personal resilience and self-care strategies, support and supervision and quality improvement opportunities will be explored.

## Module 7

### **Programme Review**

This module explores the competencies of the Care Coordinator role and their alignment with the core capabilities, models/approaches and components of Personalised Care. Care Coordinators' expectations of their role and the challenges or potential barriers they may face will be explored alongside strategies to address/overcome these in conjunction with where to go for help/support when needed.

## Follow Up Module

### Peer Support Session

You will be invited to regular follow-up peer support and networking sessions that will commence approximately a month following completion of the training programme. The session will provide an opportunity to explore and address personalised care challenges/barriers that participants have experienced in the workplace and to share best practice and learning.

### WHAT IS A CARE COORDINATOR?

The role of Care Coordinators along with other roles such as Social Prescribing Link Workers and Health and Wellbeing Coaches have been created to meet the non-clinical needs of patients within primary care. Care Coordinators co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's ongoing needs.

Care Coordinators provide extra time, capacity and expertise to support patients to get the most out of clinical consultations, reducing the need for follow-ups and increasing capacity for choice and shared decision making.

They will work closely with the GPs and other primary care professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers and ensuring that their changing needs are addressed. They focus on delivery of the Comprehensive Model for Personalised Care to reflect local priorities, health inequalities or population health management risk stratification (*NHS HEALTH England – Care Coordinator*).



### COURSE FEEDBACK

“ I still cant thank you enough for such an amazing, engaging program - real skills gained from the training that I am already putting into practice! ”

## ABOUT US

The Personalised Care Training Academy is part of Pathways CIC, an award winning, forward thinking, innovative Social Enterprise operating since 2006.

Pathways CIC delivers a range of pioneering health, work and wellbeing programmes designed to create sustainable change for individuals and for local communities, with a focus on enabling people to live happier and healthier lives.

Pathways CIC has direct experience of recruiting, training and hosting staff under the NHS Additional Role Reimbursement Scheme (ARRS) and has staff supporting behaviour change through health coaching techniques on a wide variety of public sector contracts. This experience has informed the development of the Personalised Care in Practice – Comprehensive Care Coordinator training programme.

Pathways CIC is an ISO 9001 accredited organisation, therefore the PCTA seeks to continuously improve and gain feedback relating to each training module from participants to facilitate the continuous improvement of the training programme. Regular reviews will be undertaken to review the impact and effectiveness of training provided.

## RESERVING A PLACE

To reserve a place on our Comprehensive Care Coordinator Training Programme please click on the link on our website training page which will divert you to our EventBrite booking page.

If you'd like further information or are interested in commissioning a tailored programme please contact us using the details below:



**0161 974 73 73**



**[info@Personalisedcaretrainingacademy.co.uk](mailto:info@Personalisedcaretrainingacademy.co.uk)**



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