



**PERSONALISED CARE  
TRAINING ACADEMY**

Provided by Pathways CIC

# HEALTH COACHING FOR SOCIAL PRESCRIBING LINK WORKERS

## PERSONALISED CARE IN PRACTICE

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

A Personalised Care Institute (PCI) accredited training programme for Social Prescribing Link Workers (SPLW's) working in partnership with GP practices delivering Personalised Care. The training programme is also suitable for Health and Wellbeing Coaches and Care Coordinators

The programme provides practitioners with the knowledge, skills and confidence to work effectively with vulnerable patients or clients, using health coaching techniques to bring about behaviour change, reduce health risks and inequalities, whilst helping patients to navigate the wider health and social care system and empowering people to take greater control over their health and wellbeing

### THE PERSONALISED CARE IN PRACTICE – HEALTH COACHING FOR SOCIAL PRESCRIBING LINK WORKERS TRAINING PROGRAMME:

- ✓ Is accredited by the Personalised Care Institute (PCI)
- ✓ Consists of seven modules delivered across two days plus an optional half-day follow up peer support session
- ✓ Is suitable for prospective or existing SPLW's, Health and Wellbeing Coaches and Care Coordinators
- ✓ Where, due to PCN/Practice demands/commitments participants are unable to commit to 2 consecutive days of training, the programme can be undertaken flexibly over an extended time period dependent upon module availability



- ✓ 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 – Health Coaching for Social Prescribing Link Workers 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) enabling participants to share best practice, experiences and collaboratively problem solve challenges faced in delivering health coaching techniques.

## MODULES

### Module 1

#### **Personalised Care and the NHS Long Term Plan**

This module provides a contextualised introduction to Personalised Care. Participants will explore the role of social prescribing, health coaching and care coordination in the NHS long term plan and appreciate the significant shift in approach from 'what's the matter with you' to 'what matters to you'

### Module 2

#### **What is Health Coaching?**

This module provides an introduction to the role of the SPLW exploring where the role fits within the practice(s)/PCN and how the role works alongside the Health and Wellbeing Coach(es) and Care Coordinator(s) to maximise patient outcomes. . SPLWs use health coaching and motivational interviewing techniques to support people to take control of their health and wellbeing and support self-management - SPLWs will explore the application of health coaching within their roles

### Module 3

#### **Models of Behaviour Change**

This module looks at theories of behaviour change including the COM-B and transtheoretical model of change. The module will support application of behaviour change models to practical examples, exploring and recognising how and where patients fit within the stages of change

## Module 4

### **Strategies of Behaviour Change**

In this module we will look at techniques for eliciting behaviour change including motivational interviewing and active listening, OARS to elicit change talk and how to encourage further conversation to support behaviour change

## Module 5

### **Assessing patient activation and working with resistance**

This module provides an insight into tools to assess activation including PAM and ONS4. We will also cover a number of tools to support when working with patients who are resistant to change

## Module 6

### **Health Coaching in Practice**

This module will look at caseload management, time management and how to work best in practice

## Module 7

### **Bringing it all together**

The aim of this module is to review key behaviour change models and to put the skills learnt throughout the course into practice considering how we can use health coaching to reduce health inequalities

## 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 SOCIAL PRESCRIBING LINK WORKER?

Social prescribing is a way to connect people with community-based services, groups and activities that meet practical, social, and emotional needs that affect their health and wellbeing, and increase people's active involvement with their health and their community. Social prescribing works for a wide range of people, particularly those with one or more long-term conditions, people who need support with their mental health, people who are lonely or isolated and those with complex social needs.

SPLWs give people time and space to focus on the question, "what matters to you?" and co-produce a simple personalised care and support plan, which outlines the plan to connect people with community assets that meet their needs.

SPLWs use health coaching and motivational interviewing techniques to support people to develop their knowledge, skills and confidence to take greater control over their health and wellbeing and to support self-management. SPLWs work as part of the PCN MDT, providing support to tackle the wider determinants of health alongside colleagues providing traditional medical interventions.



## COURSE FEEDBACK

**“** *It has been an absolute pleasure working with the PCTA, they accommodated and agreed to work with us on a very different approach to the programme and worked with us to offer individual modules to delegates* **”**



## ABOUT US

The Personalised Care Training Academy is the training arm 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 – Health Coaching for Social Prescribing Link Workers 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 Health Coaching for Social Prescribing Link Workers 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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