# **Personalised Care Operating Model**





Shared Decision Making

People are supported to a) understand the care, treatment and support options available and the

risks, benefits and consequences of those options,

and b) make a decision about a preferred course of

action based on their personal preferences and,

where relevant, utilising legal rights to choice.

(All tiers)

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Optimal

Medical

Pathway

## **30% of POPULATION** People with long term physical and mental health conditions



### Cohorts proactively identified on basis of local priorities and needs



#### Personalised Care and Support Planning

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



DIGITAL

ENABLER

#### **Review**

A key aspect of the personalised care and support planning cycle. Check what is working and not working and adjust the plan (and budget where applicable).





#### **Supported Self** Management

Support people to develop the knowledge, skills and confidence (patient activation) to manage their health and wellbeing through interventions such as health coaching, peer support and self-management education.

(Targeted and Specialist)



#### **Community-based** Support

Enables all local agencies to refer people to a 'link worker' to connect them into community-based support, building on what matters to the person, and making the most of community and informal support.

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(All tiers)
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**Personal Health Budgets** and Integrated Personal **Budgets** 

An amount of money to support a person's identified health and wellbeing needs, planned and agreed between them and their local CCG. May lead to integrated personal budgets for those with both health and social care needs.

(Initially Specialist)