

## What is personalised care?

**Personalised care will benefit up to 2.5 million people by 2023/24, giving them the same choice and control over their mental and physical health that they have come to expect in every aspect of their life. A one-size-fits-all health and care system simply cannot meet the increasing complexity of people's needs and expectations.**

Personalised care is based on 'what matters' to people and their individual strengths and needs, working alongside clinicians and other health and care professionals. The NHS Long Term Plan says personalised care will become business as usual across the health and care system and Universal Personalised Care confirms how we will do it.

Personalised care represents a new relationship between people, professionals and the health and care system. It provides a positive shift in power and decision making that enables people to have a voice, to be heard and be connected to each other and their communities. It takes a whole system approach, integrating services around the person including health, social care, public health and wider services.

### Personalised care is:

- Shared decision making
- Personalised care and support planning
- Enabling choice, including legal rights to choice
- Social prescribing and community-based support
- Supported self-management
- Personal health budgets and integrated personal budgets

"Instead of having their health care 'done to' them, personalised care makes people an equal and active partner in their own health care."

**James Sanderson,  
Director, Personalised Care**

### Implementing personalised care

**Universal Personalised Care lists 21 actions to roll out personalised care across England and follows a decade of evidence-based research working with patients and community groups.**

Evidence has shown that there are a number of key programmes and priorities that need to be in place to realise the full benefits from personalised care, and to embed the necessary culture change. These include strong system leadership, co-production and workforce engagement across the health and care system and in partnership with the voluntary and community sector.



Already, eleven demonstrator sites are currently implementing personalised care at scale across their regional footprint and are embedding the programme regionally, benefiting numerous patient groups and sharing their learnings through collaborative networks.

We also offer national support through our regional leads, mentoring around the programmes that make up personalised care and online tools and framework documents.

### Key commitments by 2023/24

- Enabling 2.5 million people to have choice and control over support for their mental and physical health.
- Ensuring up to 200,000 people benefit from a personal health budget by 2023/24.

### Practical support and more information

#### NHS England website


[www.england.nhs.uk/personalisedcare](http://www.england.nhs.uk/personalisedcare) hosts universal personalised care and details on all six programmes. It also covers the latest research evidence to support the implementation of personalised care and personal stories to illustrate its benefits to individuals.

**Personalised Care Collaborative Network** links partners across the health and care system to share learning, templates and experiences, as well as hosting discussion boards.

It also contains reference materials and guidance to help implement personalised care locally, as well as videos to help you start delivering personalised care today.

Contact [england.personalisedcaredemonstrator@nhs.net](mailto:england.personalisedcaredemonstrator@nhs.net) if you would like to join this network.

- Ensuring up to 200,000 people benefit from a personal health budget by 2023/24.
- Over 1,000 social prescribing link workers will be in place by the end of 2020/21, rising further by 2023/24, with the aim that over 900,000 people can be referred to social prescribing schemes by then.
- Rolling out training to help staff support people in the last year of their life.
- Enabling personalised care and support plans for 750,000 people to manage their long term health conditions.
- Developing the skills and behaviours of 75,000 clinicians and professionals through practical support to use personalised care approaches in their day-to-day practice.

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