

## The comprehensive model of personalised care

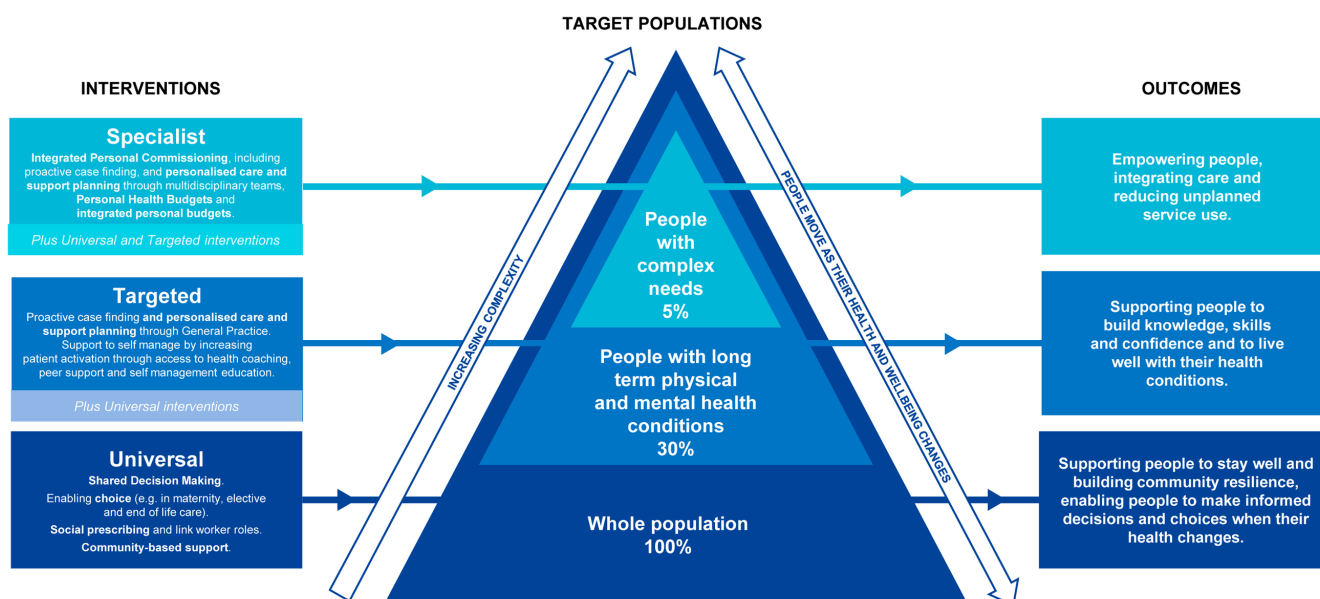
### What is personalised care?

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.

### What is the comprehensive model of personalised care?

All age, whole population approach to Personalised Care



This comprehensive model for personalised care establishes:

- whole-population approaches to supporting people of all ages and their carers to manage their physical and mental health and wellbeing, build community resilience, and make informed decisions and choices when their health changes
- a proactive and universal offer of support to people with long-term physical and mental health conditions to build knowledge, skills and confidence and to live well with their health condition
- intensive and integrated approaches to empowering people with more complex needs to have greater choice and control over the care they receive.



## The comprehensive model in practice

The comprehensive model rings together six evidence-based and interlinked programmes:

**Shared decision making:** People are supported to understand the care, treatment and support options available and the risks, benefits and consequences of those options, and to make a decision about a preferred course of action, based on evidence-based, good quality information and their personal preferences.

**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.

**Enabling choice, including legal rights to choice:** Enables choice of provider and services that better meet people's needs, including legal rights to choice in respect of first outpatient appointments, and suitable alternative provider if people are not able to access certain services within the national waiting time standards.

**Social prescribing and 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 as identified through shared decision making / personalised care and support planning, and making the most of community and informal support.

**Supported self-management:** Increasing the knowledge, skills and confidence (patient activation) a person has in managing their own health and care through systematically putting in place interventions such as health coaching, self-management education and peer support.

**Personal health budgets and integrated personal budgets (IPB):** 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. This isn't new money, but a different way of spending health funding to meet the needs of an individual.

Separate factsheets are available for each of these components, and more details are available on each at [www.england.nhs.uk/personalisedcare](http://www.england.nhs.uk/personalisedcare)

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### Practical support and more information

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**NHS England website** [www.england.nhs.uk/personalisedcare](http://www.england.nhs.uk/personalisedcare) provides information and resources to support the implementation of personalised care.

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

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

Follow us on  [@Pers\\_Care](https://twitter.com/Pers_Care)  
#PersonalisedCare and subscribe to our email updates to stay in touch with our progress.

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