



In this issue:

Page 1:
Lindsay Oliver
on the role of
the facilitator
and a note on
IT

Page 2:
Facilitation –
your stories

Page 3:
“Facilitation
from the
start” and
how care and
support
planning
paved the
way for a
Queen’s
Nurse Award

Page 4:
Learning and
training

Facilitation - what’s it all about? Lindsay Oliver, National Director YOCP

In this edition of The HOUSE Journal we focus on facilitation and support for clinical teams to implement care and support planning (CSP). **This topic was requested by the community following the Network Event in June.** Teams from Thames Valley, Hardwick and Newcastle and Gateshead have volunteered to share their local experience.

Facilitation could be defined as ‘Supporting delivery of improved processes and outcomes *via other people*’.

Core training and practice support tools help teams acquire the philosophy and skills and start reshaping the practice organisation to **enable ‘better conversations’**. Expert facilitation helps to make it easier along the way to do the hard work of replacing the current ways of working.

Facilitators recognise the challenges that emerge during implementation and bring tools to help teams self-assess and work collaboratively to overcome them. They have a range of personal skills and are linked to local steering groups and the wider YOC community for further support. **All are skilled in addressing the ‘Facilitator’s challenge’; ‘holding the flame’ for CSP principles while new sites work to make sense of them for their local population.**



The facilitator’s role is to support practice teams, translating core learning into practical actions based on local wisdom (‘what will work around here’) while remaining faithful to the effective values, ethos and delivery principles of the Year of Care approach (fidelity).

Bexley first showed that facilitation was associated with high rates of successful implementation and improved clinical outcomes in diabetes within the YOC programme. Increasingly other teams have recognised its value in developing the team’s understanding of CSP as well as **providing practical support** and identifying further training needs.

There are resources on the YOC website and places still available on the Facilitation Training course in November. For further reading see *Harvey G et al. (2002) Journal of Advanced Nursing 37(6), 577–588, Getting evidence into practice: the role and function of facilitation.*

IT templates and guidance

We have been working over the summer to ensure our IT templates and guidance documents are updated in line with IT system refreshes. This involved re-writing some of the SystmOne templates and instructions to ensure they continued to work following an update to the template specification, and some testing of the EMIS Web templates. We are now working to create a Vision IT pack which encompasses multimorbidity tools and we will let the community know when it’s available.

All of the IT templates and refreshed guidance is encompassed in the practice pack which was also updated before the Network Event in June.

Please see the secure area of the Year of Care website or contact us at enquiries@yearofcare.

The HOUSE Journal

Facilitation – your stories

Two members of the community have shared their experience of facilitation in practice.

Many thanks to Clare and Claire for their input.

Please send your stories on facilitation and other topics to the Year of Care team to feature in a future edition of The HOUSE Journal.



Claire Scott is a Diabetes Specialist Nurse based in Berkshire West. She is the Care Planning lead for the four CCGs

“In Berkshire West a facilitation role was quickly identified as a fundamental requirement to aid implementation. Practice teams were requesting practical support without which progress was often delayed.

Every practice was offered an initial facilitation meeting either as part of a clinical meeting or the lead GP, practice nurse and admin lead are encouraged to be present as a minimum.

The common areas for requested support:

- *Technical support: Template installation and CSP results letters, supply of electronic resources, which resources to use when and where. Documentation and Read Code advice.*
- *Team meetings: Support with Practice team meetings to cascade learning from training and share philosophy.*
- *Consultation skills: Guidance and mentoring with consultation skills - goal setting and action planning.*
- *Evaluation and review*

Moving beyond implementation of CSP the role of the facilitator has been extended to include annual follow up visits where the YOC Quality Mark document is completed. Evaluation tools and reflective exercises are shared and promoted. The most successful outcomes have been demonstrated when facilitation has incorporated a whole team approach.

Practice follow-up and CCG review allows the YOC philosophy to be re-energised. It also helps to focus training requirements ensuring care and support planning continues to evolve and develop remaining high on the agenda for long term condition care and effective partnership working.”

“It is fair to say that a ‘one-size-fits-all’ project approach isn’t appropriate when supporting primary care to develop care and support planning, whether at individual practitioner level or whole practice team. Every practice in our programme started from a different point therefore ‘tailoring’ of the project structure had to be done to help them to move from the old annual review process to a more person-centred and collaborative care and support planning approach.

Once it was established what skills each individual or practice had/needed (clinical, admin, project etc.) an implementation plan was developed. I helped them:

- *Understand the difference between current and future practice*
- *Identify what they needed to do to get them to where they needed to be*
- *Work out whether and/or what resources were available to develop the new approach*
- *Engage all staff including “dissenters”*

Other forms of support included:

- *I facilitated sessions on sharing lessons learned with other practices*
- *Helped them access additional training opportunities*
- *I use the patient feedback and economic evaluation to support the up skilling of the workforce, address gaps, share in house learning and identify gold standard practices willing to mentor others.”*



Clare Walker is the Project Lead for British Heart Foundation House of Care project at NHS Hardwick CCG

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Meet the
team!

Louise Smith

Care and

Support Planning

Practice

Facilitator and

Trainer for

Newcastle CCG

What's your role?

"My role as Year of Care - Care and Support Planning Practice Facilitator for Newcastle is about working alongside Newcastle Gateshead CCG in developing a systematic approach to implementation of care and support planning among practices in Newcastle.



What's the first step you take when working with practices?

I usually start working with a practice by delivering awareness raising sessions, including tailored sessions for admin staff and HCAs. These are aimed at ensuring an understanding of care and support planning for all members of the team ahead of any team member attending training. It ensures teams are aware of the work involved with the programme before they make the decision to attend training.

I also support a process mapping activity involving the whole team. The purpose of this is to prepare the team for training and support them in developing an initial draft action plan for implementation. It serves as a valuable team building exercise and enables individuals to understand their own and each other's roles in care and support planning.

What happens next?

Teams then attend training together and this is delivered by me as the facilitator alongside 2 national trainers.

Beyond training on-going support is available to enable practices to develop and implement their action plan and helps identify further support required and additional training needs.

Current work to support teams includes working with local IT support services, developing a programme of support to meet the needs of nurses involved in care and support planning; and working with the local Health Improvement Service for black and ethnic minority groups to explore how best to engage and prepare communities whose first language is not English."

Year of Care

Trainer is

awarded the

Queen's Nurse

Award



Year of Care trainer Fiona Richardson was recently awarded the Queen's Nurse Award whilst working at Norwood Medical Centre, Barrow, Cumbria and shares with us how the Queen's Nurse values fit with Year of Care. Fiona says that whilst she was in London receiving her award she was proud to be able to say she was a YOC trainer, and discuss the impact of care planning in LTCs, sharing the work she has done at the surgery including rolling out the approach to other disease areas. The Queen's nurse title reflects one that is committed to ensuring high standards of practice and delivering patient centred care.

Fiona says *"One area that I am passionate about and continue to develop in my place of work is the provision of care to patients with multiple, and often complex, long term health conditions and the implementation of long term condition care planning with these patients. The natural assumption is that this predominately encompasses older patients >75 years, but recent work undertaken looking at ways to reduce emergency hospital admissions has highlighted that there is also a proportion of younger patients who have long term conditions. As part of my MSc in Practice Development, I aim to look at the services my surgery provides to patients with long term health conditions, ensuring that we continue to be responsive to their needs and encompass full holistic assessment and care planning. Engagement with these patients in terms of health promotion, self-care and recognition of deteriorating health and action to take is crucial to not only the sustaining of their own health but also the wider health economy through the use of the right services at the right time. As a national Year of Care trainer I aim to invigorate this passion and drive in other health care professionals.*

Many congratulations to Fiona on receiving this prestigious award!

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Learning and training

Facilitation and hands on support is critical to the implementation of care and support planning both in terms of ensuring a whole team approach which maintains fidelity to the ethos and principle of care and support planning and which also builds in reflection and learning using the House of Care framework.

Facilitation can ensure teams are prepared ahead of training and supported following training in the implementation of care planning processes and conversations at a practice level.

Year of Care Partnerships are running **Facilitation Training on Wed 30th November and Thursday 1st December 2016** at the Grey Street Hotel, Newcastle upon Tyne.

This training is suitable for programme/project managers, site leads and practice facilitators to enable them to support the practical delivery of care and support planning (CSP) across their locality.

The training will help you to:

- Develop facilitation skills to enable you to support practice development and networking/sharing of good practice.
- Give you a good practical and theoretical grasp of the Year of Care approach to CSP, including a robust case for change and ideas to support team engagement in the approach.
- Create a cohesive understanding of CSP and how it differs from usual care, including its underpinning philosophy and behaviours, roles and language of health care practitioners within the CSP conversation.
- Share practical tools and resources to support the adoption of CSP.
- Consider broader elements of the programme such as evaluation, IT requirements, more than medicine and ongoing training and learning needs.

Year of Care at the Best Practice in Nursing Conference

Lindsay Oliver will be presenting at the conference with Liz Bryant, Nurse Practitioner and Year of Care Trainer.

***You can see them on 20th October 2016
15:20-16:20 in Theatre 3***

You can also read a recent article written by Lindsay and Liz from Practice

Nurse Magazine:
Practice Nurse 2016:46(03):36-40

Year of Care Partnerships are on social media!

Please like us on Facebook and follow us on Twitter for the latest Year of Care news and events.



Look out for the next edition of The HOUSE Journal in December which will focus on the British Heart Foundation House of Care project.