

Spotlight on the ARRS Health and Wellbeing Coach and Care Coordinator roles

8th December 2021
12pm- 1pm

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#ARRS

Clare Evans Midlands PCN Advisor
Lisa Dean Midlands HWBC Mentor





Agenda

Spotlight on Care Coordinator role

- Role definition
- Reflections on embedding into PCNs
- Care Coordinator perspective

Spotlight on Health and Wellbeing Coach role

- Role definition
- HWBC perspective
- Value and impact

- Training and Supervision
- Useful resources to support PCNs



Welcome to the Jam Board!

Page 1- What help and support would you like to understand/ embed the roles?

Page 2- Topic suggestions for future lunch and learn sessions

Page 3- Examples of success with the roles

Page 4- Anything else?

Referral
Via a single point
of access



- Mental health needs
- Lonely and isolated
- Long term conditions
- Complex social needs

- Link to
- voluntary sector
 - community
 - other statutory organisations
 - wellbeing activities



- Low motivation
- One or more long term conditions
- Physical & mental health needs
- Low confidence

- Link to
- confidence
 - knowledge
 - skills
 - self-management



- Need information
- Uncoordinated care planning
- Frail/Elderly
- Multiple appointments

- Link to
- community services
 - secondary care
 - mental health teams

Overview of the Care Coordinator role

- **Proactively identify and work with people** to provide coordination of care across health and care services.
- Work closely with GPs and practice teams to manage a caseload of patients, acting as a central point of contact to ensure appropriate support is made available to them and their carers: **supporting them to understand and manage their condition** and ensuring their changing needs are addressed.
- **Bring together all the information about a person's identified care** and support needs and exploring options to meet these within a single **Personalised care and support plan**, based on what matters to the person. review patients' needs and **help them access the services and support they require** to understand and manage their own health and wellbeing, referring to social prescribing link workers, health and wellbeing coaches, and other professionals where appropriate.
- Provide time, capacity and expertise to **support people in preparing for or following-up clinical conversations they have** with primary care professionals to enable them to be actively involved in managing their care and supported to make choices that are right for them. Your aim is to help people improve their quality of life.
- This role is intended to become an **integral part of the PCN's multidisciplinary team**, working alongside social prescribing link workers and health and wellbeing coaches to provide an all-encompassing approach to Personalised care and promoting and embedding the Personalised care approach across the PCN.

Clair Huckerby

Experience of embedding
Care Coordinators across 9
PCNs

Kaye Williams

Care coordinator's
perspective

Training/ CPD and supervision Care Coordination

Structured training;

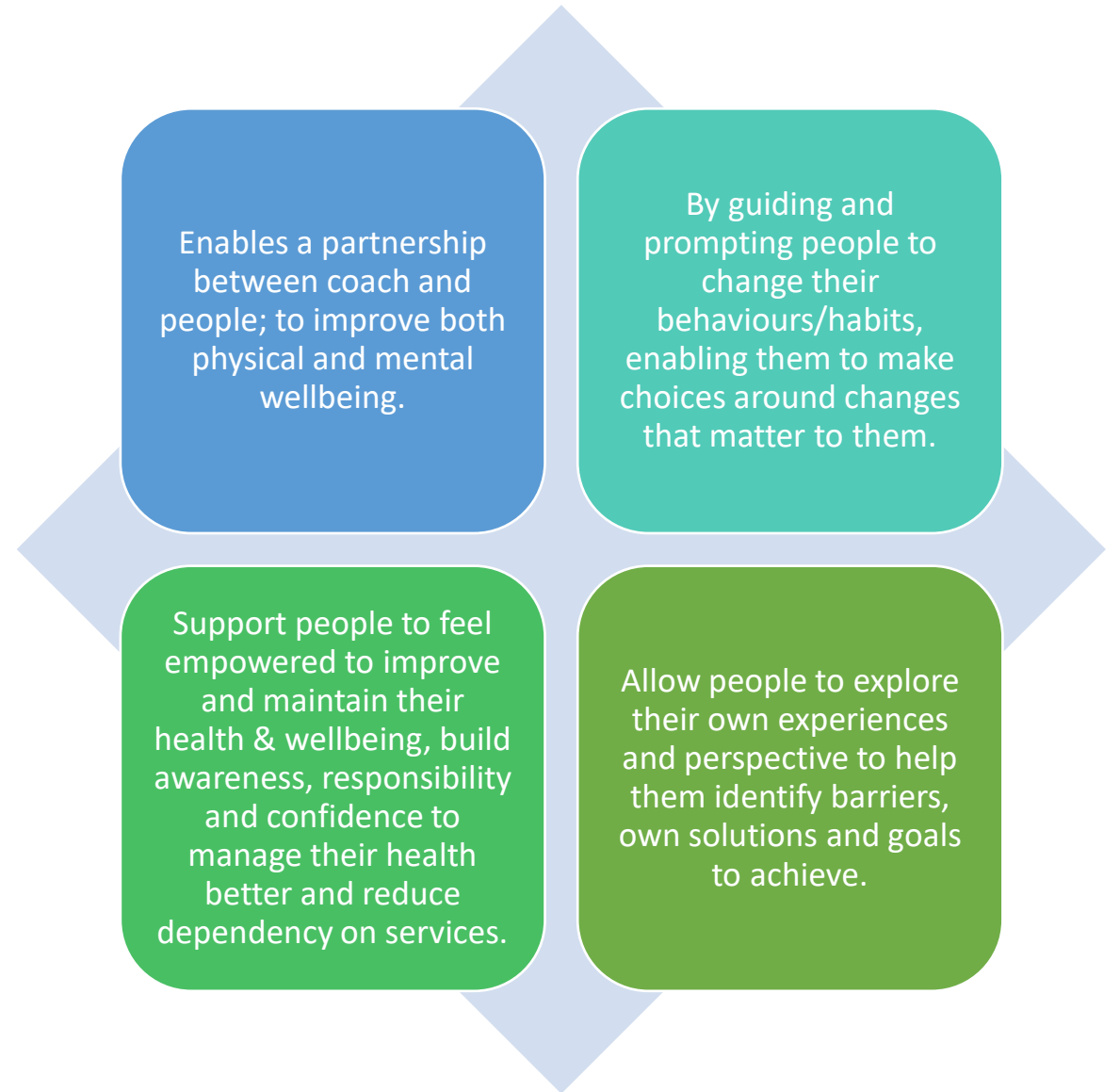
PCI accredited Care coordination course or 2 day health coaching

PCI Personalised Care Core competencies e-learning modules

CPD; ongoing support and learning. NHSE Share and Learns, Midlands Regional Peer Support

Supervision; monthly, safe psychological space, in addition to line management.

Ways in which Health Coaching can improve outcomes



Key (Soft) Skills to delivering a coaching approach

Empathy and non judgemental. When we show empathy, we recognise emotion, we show perspective of understanding someone else's truth. Its about connection without trying to make it better. Different to sympathy!

Being present and listening, being able to reflect back to ensure shared understanding for that person and also for them to check in that they actually see the priority of change for themselves.

Genuine interest and connection, open and curious questioning, enabling the person to feel heard and empowered to make changes based on collaboration and confidence to achieve goals set.

Who would benefit from seeing a Health Coach?

People with low levels of activation, but with an interest in gaining skills, knowledge and confidence to improve their health and wellbeing.

Those wanting to prevent or improve lifestyle related Health conditions such as (high cholesterol, type 2 diabetes, hypertension) Those with multiple lifestyle risks.

People who's mental health is effected by having a long term health condition(s).

Those who express an interest in having structured support explore a readiness to change and want to set, monitor and review personal goals for behaviour change.



Sam Brien

Health and Wellbeing
Coach

Training/ CPD and Supervision HWBC

Structured Training;
PCI accredited 4 day health coaching training
PCI Personalised Care Core competencies e-learning modules

CPD; Share and Learns, regional peer support, self learning and reflective practice including refresh on theoretical models

Supervision; monthly supervision with someone experienced in health coaching, in addition to line management.

A word on
coding
SNOWMED

148471000000103
Seen by health and
wellbeing coach

148481000000101
Seen by Care
Coordinator

Road maps From April 2021

Introduction
Purpose
Background context
What is a SPLW/ CC/HWBC? <ul style="list-style-type: none">• Role description• Responsibilities• Band
Ways of working- professional framework
Underlying principles of working- Code of Conduct
Core Capabilities Framework
Levels Of Training
Evidence- Building a portfolio
Supervision
Continued professional development
Career pathway
Resources

Role	Offer	Email
SPLW Regional Learning Coordinator WEST	<p>Organising and delivering regional learning events for SPLWs.</p> <p>Disseminating key information such as SPLW training opportunities/programmes and materials that support them in their role</p>	michelle.howard17@nhs.net
SPLW Regional Learning Coordinator EAST	<p>Share and promote best practice models</p>	maria.willis1@nhs.net
Health and Wellbeing coach Mentor MIDLANDS WIDE	<p>Providing one to one mentor support to HWBCs.</p> <p>Facilitating peer support and learning.</p> <p>Knowledge, confidence and expertise shared with organisations to enable them to implement the roles effectively and at scale. Share and promote best practice models</p>	lisa.dean16@nhs.net
Care Coordinator Mentor MIDLANDS WIDE	<p>Monthly peer support sessions (Midlands)</p> <p>Monthly share and learn webinar sessions (National)</p> <p>Encouraging support to access the futures platform and appropriate resources related to recruitment and support. Share and promote best practice models</p>	deborah.onyons@nhs.net
PCN Advisor MIDLANDS WIDE	<p>Facilitating monthly regional PCN support webinars</p> <p>Work with PCNs to support the workforce development of SPLWs, HWBCs and CCs, helping to embed in local systems.</p> <p>Share and promote best practice models</p>	Clare.evans32@nhs.net

Links to useful resources



Welcome packs;

<https://www.england.nhs.uk/publication/health-coaching-and-care-coordination-welcome-packs/>



NHS Futures Platform for latest resources, case studies, JDs and access to Share and Learns

england.supportedselfmanagement@nhs.net



HWBC Midlands Mentor lisa.dean16@nhs.net

Care Co Midlands Mentor Deborah.onyons@nhs.net



PCI website for Personalised Care E-learning and accredited training providers; www.personalisedcareinstitute.org.uk/



12th January TBC

9th February

9th March

12pm-1pm

Booking details circulated via training hubs
Clare.evans32@nhs.net