



Tower Hamlets
Clinical Commissioning Group

Personalisation

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GP Forward View:

- everyone with long-term conditions should be offered a personalised care plan [planning process?] and recommends a set of principles to help ensure that the process is truly person-centred.
- Identifies support for personalised care and support planning via self care and social prescribing as two of the 10 High Impact Actions which will release capacity within general practice.

What is Personalised Care?

- people have choice and control over the way their care is planned and delivered.
- based on 'what matters' to them and their individual strengths and needs.
- integrate the person's experience of all the services they access [including social care...] so they have one joined-up plan that covers their health and wellbeing needs



How do we deliver Personalised Care?

- To have holistic quality person centred planning in place
- To enable people to have more control over their support and to encourage a sense of shared responsibility
- To expand the offer of a personal health budget or an integrated personal budget



National context

- Tower Hamlets was one of 22 early adopter areas for Personal Health Budgets (PHBs) in England
- National implementation from April 2019.
- There is a default offer of a PHB for all Continuing Healthcare & Continuing Care cases (this is mandatory for all areas from April 2019)

National context

- The expansion of PHBs main focus is on Learning Disability, anyone with a community based package, Mental Health, wheelchairs, anyone with a social care package and End of Life care.
- A national commitment to continue to expand PHBs and Integrated Personal Budgets to achieve 200,000 in the next 5 years (currently around 32,000).

What has happened so far?

- Tower Hamlets signed up for the Personalised Care Programme (PCP), previously IPC in April 2015
- The focus was LD, MH, people with LTC, SEND Children and wheelchair service
- Default offer of PHB in CHC and CC in place
- Default offer of a Personal Wheelchair Budget (PWB) in place
- Link to QI project ELFT

Case study

- The PCP programme has been working with the Community Learning Disability Service (CLDS) within Tower Hamlets. We have supported a pilot to introduce a bespoke and adapted weight loss and dietician supported programme with an organisation called Red Sun. The aim is to reduce Body mass Index (BMI) by approx. 5-10% and reduce the risk of diabetes.

<https://www.redsuncrossfit.com/red-sun-adaptive-program>

Case Study



- Since Jackie has been receiving her PHB, she reports feeling more in control of her life.
- Kingston has reduced the need for PAs/carers he has also saved around 60 ambulance trips this year alone.
- Jackie also uses a slimming club funded through the PHB to help manage her diabetes, she has lost 3 stone so far.

Some examples of how Budgets are being used

Usage	Outcomes
Assistance dog	To primarily help with overnight support. Although he can perform just under 200 commands and recognise when the person is going to have a seizure
Slimming Club	To lose weight and help manage their diabetes
Adapted Crossfit Programme (pooled budget)	Improve fitness and lose weight to help manage their diabetes
Foldable motorised treadmill	To lose weight and improve confidence
Photography course and camera	To reduce depression and anxiety- the course to help the person into work
Fold up Bike	To improve fitness and mental well being

What people & professionals have said..

“It has been useful for me to reflect on the different approach with my line manager during supervision. I feel this is a more positive way of working and is helping me to stay motivated, as this approach gives me the opportunity to discuss all aspects of a patient’s life rather than just focusing on my specialism.”

“I found it helpful as this approach has forced me to not automatically offer solutions or trying to fix perceived issues, but rather working with my service users to find out what matters to them and what they would like to achieve and how I can help in my role with that.”

- “The approach feels valuable and progressive in that it is focussing on what *works well*, focusing on the skills and attributes the patient has, and the hopes they have for their life.”
- “It feels valuable as it touches on the significant shifts that are starting to happen in terms of patients changing how they see the NHS, and the NHS changing how it sees its patients.”
- “Personal health budgets are the best thing since sliced bread, because it puts people in the driving seat- you are the master of your own health.”
 - “Wow, I love it, I feel better and have made new friends and I can run now. It’s different from the day centre and other places, I feel happy”
- “I feel like my old self again thanks to my PHB allowing me to become independent and supported how I want to be supported. I felt part of the process which was great”



Plans for this year

- We will continue to support the cohorts we have been supporting to date, with a greater focus on improving quality of person centred planning
- We will focus on evaluating the programme so far
- There will also be a focus on the expansion of the PHB offer, to look for a sustainable solution to fund this into the future



Any Questions?

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