

What is Care and Support Planning?

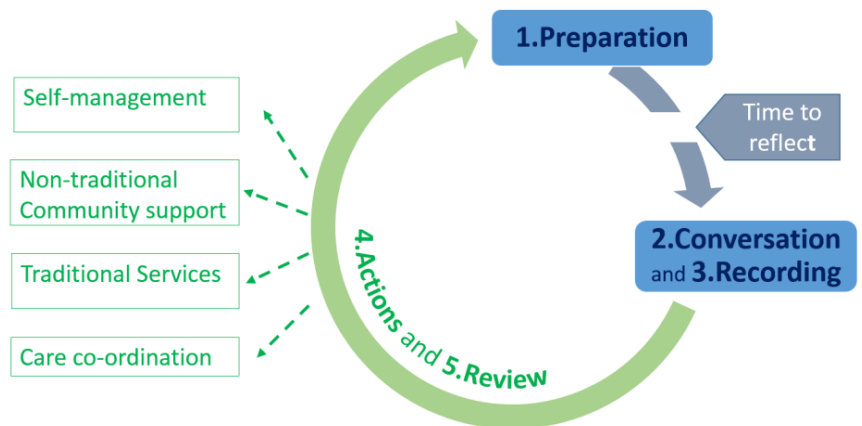


Care and support planning (CSP) is a **systematic process** which replaces current planned reviews for people with long term conditions, and is focussed on creating the opportunity for a **'better conversation'** between the person with LTC/s and a care professional, enabled by **preparation**.

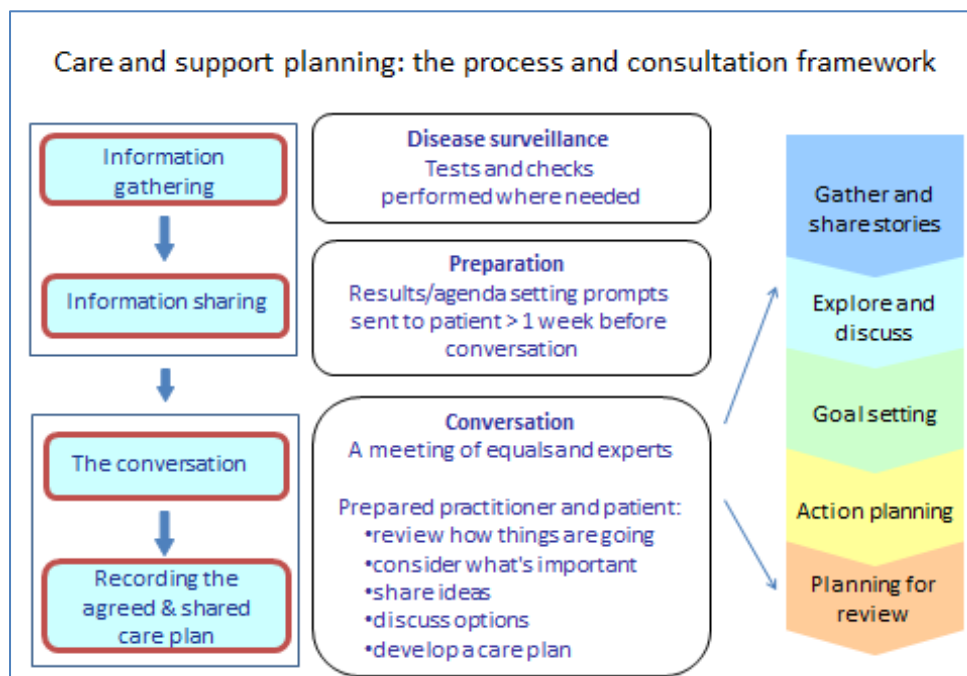
The CSP process begins with an information gathering appointment in which tasks and tests are collected ahead of the CSP conversation. The results of any information gathered, together with reflective prompts, are sent to the person 1- 2 weeks before the CSP conversation (preparation).

"Improved job satisfaction...so much more worthwhile than ticking boxes"

The CSP conversation itself has a solution focussed and forward looking approach which acknowledges the experience and expertise of the patient and brings together traditional clinical issues with what is most important to the individual, supporting self-management, coordinating complex care and sign posting to social prescribing.



In a general practice CSP often looks like this:



Organisational processes, care pathways and staff/team roles and support are redesigned to achieve this. These principles apply in any planned care setting and are appropriate for all people with LTCs however many conditions or issues they live with.

This means the healthcare professional has a new role. Instead of doing things 'to' and 'for' patients, care and support planning is about doing things 'with' people, enabling them to identify their own information needs, goals and action plans, and supporting them to be more effective problem solvers as they live day-to-day with their LTCs.

"I am more in control...I am not so reliant on the system"