Personalised care and the NHS Long Term Plan

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Health and care leaders have come together to develop a Long Term Plan to make the NHS fit for the future, and to get the most value for patients out of every pound of taxpayers’ investment. Our plan has been drawn up by those who know the NHS best, including frontline health and care staff, patient groups and other experts.

To deliver more personalised care, the NHS Long Term Plan will:

- Roll out the NHS Comprehensive model of Personalised Care, so that 2.5 million people can have choice and control over support for their mental and physical health.
- Ensure up to 200,000 people benefit from a personal health budget by 2023/24, so they can control their own care, improve their life experiences and achieve better value for money.
- Put in place over 1,000 social prescribing link workers by the end of 2020/21, rising further by 2023/24, with the aim that over 900,000 people are connected to wider community services that can help improve health and well-being.
- Roll out training to help staff identify and support people in the last year of their life, to jointly develop a personalised and proactive care plan which reduces avoidable hospital admissions and more people able to die in a place of their choosing.

For many people, their needs arise from circumstances beyond the purely medical, and they need support to connect to the care and support options available in their communities.

The *NHS Comprehensive Model of Personalised Care*, has been developed in partnership with over 50 stakeholder groups, and is now being implemented across a third of England.

It brings together six different parts of the health system based on a growing evidence base of what has worked in shared decision making; personalised care and support planning; enabling choice; social prescribing and community based support; and personal health budgets and integrated personal budgets.

By September 2018, over 200,000 people had already joined the personalised care programme and over 32,000 people had Personal Health Budgets – nearly a quarter of which were jointly funded with social care.

Evidence shows that it improves people’s health and wellbeing, joins up care, reduces pressure on NHS services and helps the health and care system to be more efficient.

The NHS Long Term Plan therefore commits to rolling out this model, reaching 2.5 million people by 2023/24, aiming to double that again within a decade.

It will also include establishing social prescribing link workers within primary care networks to help GPs and their teams refer people who would benefit to community programmes such as fitness classes and social clubs, which help to address the causes of their physical and mental health.

Case study

Dylan, 19, has cerebral palsy and uses a wheelchair for his mobility. He is determined to live independently and has just begun university.

Through a new personal wheelchair budget, Dylan was able to specify additional features on a new powered wheelchair, meaning he can live independently for the first time.

His new chair allows him to make small but significant changes that have positive benefits for him, such as showering independently and recharging his chair.

By using this flexible funding across health and social care, Dylan is better able to meet his mobility needs and his wider health and wellbeing needs.

It also provides critical savings for the system - not requiring a daily carer saves around £13,000 over three years.