

Easy Read



# Universal Personalised Care

Making personalised care happen



#personalisedcare

[www.england.nhs.uk/personalisedcare](http://www.england.nhs.uk/personalisedcare)

# Introduction



**Personalised care** means you have choice and control over your care, based on 'what matters' to you.



Health and care will be organised in a different way. This means there is a new relationship between you and the health and care professionals that help you.



It means you will understand your health and care choices. You will have a voice and be heard.



You will be connected to other people and your community.



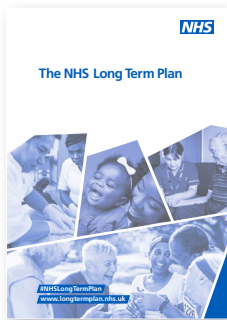
Evidence shows that personalised care is better for you and professionals. It is also a better way for health and care to be organised.



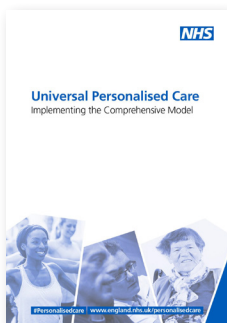
The best person to bring together your own care is you. You know what is important to you.



The NHS has tried for a long time to make personalised care something that everyone experiences. Doing things in the same way for everyone doesn't work.

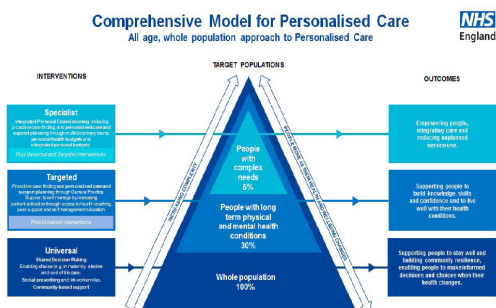


In the NHS Long Term Plan it says personalised care should be the main way health and care services work.



We have written a plan to make personalised care happen.

# The Comprehensive Model for Personalised Care



This plan shows the Comprehensive Model for Personalised Care. This is what good personalised care should be like.

In this model there are six things.



1. **Shared decision making.** This means getting the support you need to understand your healthcare and make choices.



2. **Personalised care and support planning.** This means talking about your care and support and making a plan based on what matters to you.



3. **Enabling choice, including legal rights to choice.** This means being able to choose where you get your treatment or care.



4. **Social prescribing and community-based support.** This means you can have a 'link worker' who can link you to community groups if you need one.



5. **Supported self-management.**  
This means you are supported to manage your own health and care.



6. **Personal health budgets and integrated personal budgets.**  
This means you are given a budget and can choose how money is spent, to meet the needs in your personalised care and support plan.

# Making personalised care happen

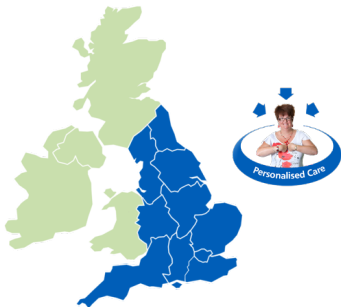
2.5 million



2023

2024

There are already quite a lot of people who get personalised care – over 200,000 people. But we want 2.5 million people to get personalised care in 2023 to 2024.



There are lots of things we will do to make this happen.

- We will give people personalised care across all of England
- We will mainly work in places where the different people who provide health and social care have shown they can work together
- We will make sure everyone knows the total difference that personalised care is making
- We will support professionals to work in a personalised way. Including when they are training to do their job





- We will support people to make good decisions when deciding what care and support they need



- We will make sure people can have choice over their health and care



- We will give people jobs and training to link people to the voluntary and community sector



- We will keep working with the voluntary and community sector, who already help and are involved in giving people care and treatment



- We will help people to know how to manage their care and feel confident about doing it



- We will support more people to have direct control over how the money is used for their care and support



- We will keep finding out about the best things that are happening in personalised care and make sure everyone knows about them



- We will make sure technology helps make personalised care happen



- We will train people with lived experience to be able to be involved in their local health and care system



- We will make sure we properly count how much personalised care is helping





- We will work with the health and care system to make personalised care one of the main things it does



- We will work with government to make sure personalised care happens in other areas, like education, housing and welfare.



We would like to say thank you to everyone who helped us write this plan. They are people with lived experience, clinicians, professionals, in local councils, in voluntary sector organisations, and in universities.



If you would like to find out more about our work or ask any questions, please email [england.personalisedcare@nhs.net](mailto:england.personalisedcare@nhs.net)



or you can visit our website [www.england.nhs.uk/personalisedcare/](http://www.england.nhs.uk/personalisedcare/)