

2-Day Foundation course for Care Co-ordinators in the NHS

Setting up Care Co-ordinators for Success and Impact

Our team of GPs and educational specialists, have worked with frontline care co-ordinators to design an introductory course, to help build confidence for those developing their role as care co-ordinators. We use our experience of leading PCNs and personalised care training to offer the most relevant learning to fit the current NHS context.

This course covers the core competencies in the new NHSE framework for care co-ordinators. We set up the approach, skills and mindset we think people need to flourish in their role, and have impact in the NHS.

We will introduce coaching and communication skills, setting the foundations for further in-depth health coaching training. This course aligns well with other training we offer around health coaching.

We believe in the power of peer support. There will be ample opportunity for participants to share their own experience of what is working well to support and build a community of best practice.

Objectives of the Programme and what to expect.

Participants in this programme will feel confident, from day 1, to start practising coaching skills as they apply to the key competencies of Personalised Care, Relationships, Communication and Continuous Learning. After day 2, they will be skilled to work well as part of the multi-professional team, which has the patient at the centre.

DAY 1

- **Establish thinking environment and coaching mindset as core features of all 4 core competencies.**
- **Gain confidence in techniques for connecting and communicating well.**
- **Appreciate how to maximise impact by tailoring support to people's skills knowledge and confidence, and what matter most to them.**
- **Develop an understanding of multi-morbidity and complex health and social situations and the value of care co-ordination.**

DAY 2

- **Build understanding of a range of roles in health care and how to work as effective teams.**
- **Focus specifically on personalised care roles, aims and impactful collaboration.**
- **Maintaining high quality communication with patients and colleagues.**
- **Introduce the personalised care and support plan, and how to support people in developing one.**
- **Continuous learning and creating and enjoying a job you love.**

Testimonials from other 2-day programmes:

"It was well organized, excellently facilitated. Engaging and relevant."

"Brilliant training, delivered really nicely via Zoom with a great range of tools and resources to break up the training."

"Overall, this was one of the most positive training experiences I have had. Two days well spent, definitely an investment that is already bearing fruit for my clients. Thank you!"