

# Personalised care and support plans

- The personalised care and support plan is developed following an initial holistic assessment about the person's health and well-being needs. The person, or their family, work hand-in-hand with their health and social care professionals to complete this assessment which then leads to producing an agreed personalised care and support plan.
- There is no set template for what a personalised care and support plan should look like but it should reflect the following:
- A way of capturing and recording conversations, decisions and agreed outcomes or goals in a way that makes sense to the person.
- Should be proportionate, flexible and coordinated and adaptable to a person's health condition, situation and care and support needs.
- Should include a description of the person, what matters to them and all the necessary elements that would make the plan achievable and effective.

# A personalised care and support plan must meet the 5 criteria below:

1. People are central in developing and agreeing their personalised care and support plan including deciding who is involved in the process.
2. People have proactive, personalised conversations which focus on what matters to them, paying attention to their needs and wider health and wellbeing.
3. People agree the health and wellbeing outcomes they want to achieve, in partnership with the relevant professionals.
4. Each person has a sharable, personalised care and support plan which records what matters to them, their outcomes and how they will be achieved.
5. People are able to formally and informally review their personalised care and support plan.

# The key features

**Perspective**- it is a way of 'seeing people' as whole person not as a person through the lens of their condition and is fundamental to good personalised care and support planning.

- The changed relationship and different conversation will mean that the person:
- is empowered to take control of their own care and builds knowledge, skills and confidence to participate more meaningfully
- experiences hope and feels confident that the process and the plan will deliver what matters most to them
- is central in developing their personalised care and support plan and will agree who is involved.
- is seen as a whole person within the context of their whole life, valuing their skills, strengths, experience and important relationships
- is valued as an active participant in conversations and decisions about their health and well being.

**Process** – this is the overall process of personalised care and support planning.

- A good personalised care and support planning process will mean that the person:
  - has the time and support to develop their plan in a safe and reflective space
  - is able to access information and advice that is clear and timely and meets individual information needs and preferences
  - feels prepared, knows what to expect and is ready to engage in planning supported by a single, named coordinator
  - is listened to and understood in a way that builds trusting and effective relationships with key people
  - is able to agree the health and well-being outcomes (and learning outcomes for children and young people with education, health and care plans) they want to achieve, in dialogue with the relevant health, education and social care professionals
  - has the chance to formally and informally review their personalised care and support plan.

# Plan – this is what a good plan looks like.

There is no national template but a personalised care and support plan is:

- a way of capturing and recording conversations, decisions and agreed outcomes in a way that makes sense to the person.
- proportionate, flexible and coordinated and adaptable to a person's health condition, situation and care and support needs.
- includes a description of the person, what matters to them and all the necessary elements that would make the plan achievable and effective



**Wessex**  
Cancer Alliance

# ACCEND for Personalised Care

Sinead Parry

Personalised Care Celebration Event

March 2025

# Valuing





# What are Soft Skills?

Professionalism

Critical thinking

Communication

Time  
Management

Empathy

Cultural  
awareness

Flexibility

Leadership



# What skills do you need to deliver personalised care?



ADVANCED  
COMMUNICATION  
SKILLS



EMPATHY



CLINICAL REASONING  
SKILLS



ADVOCACY



COLLABORATION



FLEXIBILITY



CULTURAL  
SENSITIVITY



# ACCEND



(Aspirant Cancer Career and Education Development)

[ACCEND Framework | Health Education England \(hee.nhs.uk\)](https://www.hee.nhs.uk/accend-framework)

## Purpose

- The overall purpose of the ACCEND programme is to provide clear and transparent guidance and direction on the **knowledge, skills and capabilities** required by all **CSW's, nurses and allied health professionals** who care for people affected by cancer in **generalist and specialist** cancer services and roles as part of multi-professional teams across the four UK nations.
- The ACCEND programme seeks to address and provide solutions to key issues that challenge the cancer workforce now and into the future.



# The ACCEND Framework

## 1. Career pathway

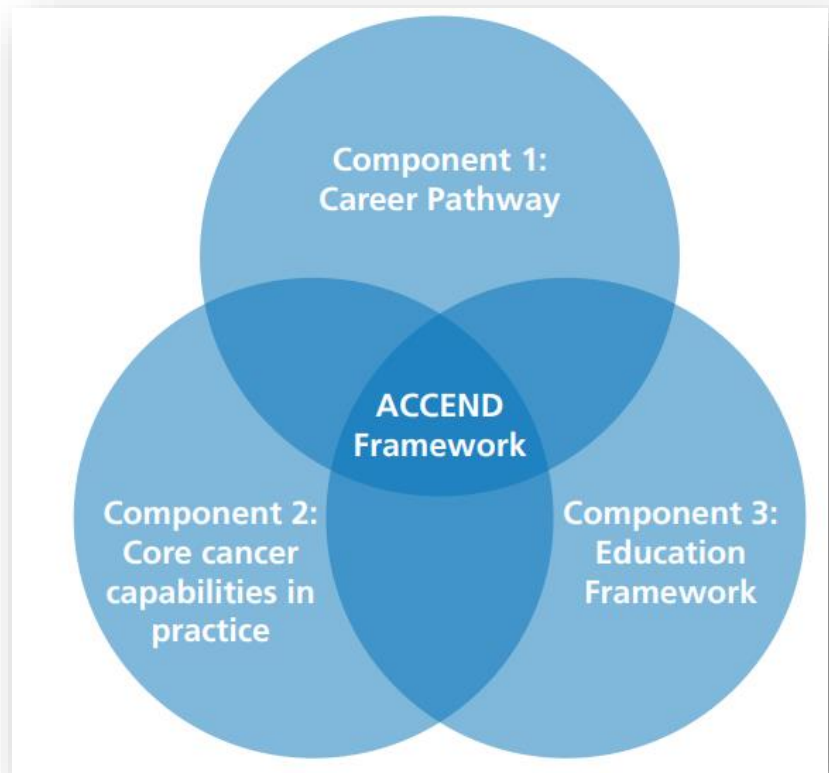
- i. Levels of practice

## 2. Core cancer capabilities in practice

- i. Colour-coded for each level of practice

## 3. Education framework – setting standard

- i. Foundations in cancer care (Supportive, Assistive, Pre-registration)
- ii. Fundamentals in cancer care (Registration – Consultant levels)
- iii. PGCert (QIS)/Diploma
- iv. Aligns to national frameworks for advanced and consultant levels
- v. Pre-registration level: [Cancer Nursing Careers – e-learning for healthcare \(e-lfh.org.uk\)](http://www.cancer-nursing-careers.org.uk)





# Benefits of ACCEND

Developed and endorsed by NHSE, Macmillan Cancer Support, UKONS, RCN and numerous other stakeholders.

Clearly articulates the knowledge, skills & capabilities required to support people living with cancer, acknowledging and **valuing** health care professionals' contribution.

Opportunity to recognise existing knowledge, skills & capabilities, but also development possibilities.



# ACCEND & Personalised Care

- There are approximately **140** capabilities linked to personalised care out of **319** core capabilities for cancer.
- Approximately **66** of these are specifically for those working at enhanced, advanced and consultant level.



# Group work



1. In groups share an example of a case study/incident where you used your knowledge and skills to achieve a positive outcome?

What were the issues?

What did you do?

What was the outcome?

2. Agree which case study to focus on as a group.



# Group work



1. Can you describe the specific knowledge, skills and behaviours that were utilised?
2. Use the handouts to identify some of the ACCEND core capabilities that apply to your scenario. Compare with your previous answers & discuss.
3. What did you take from that exercise?



# Summary



Celebrate your contribution to personalised care



Reflect and record your capabilities



Explore, be curious about development opportunities



Contact: [Sinead.parry@wca.uhs.nhs.uk](mailto:Sinead.parry@wca.uhs.nhs.uk)

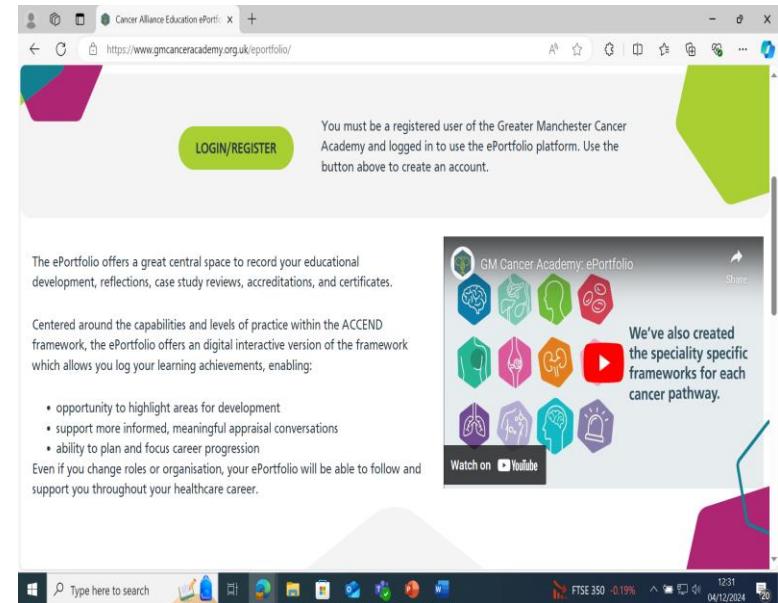


# ePortfolio

What is it? –

The system is built around the capabilities and levels of practice outlined in the ACCEND. It supports individuals to -

- Self-assess against the cancer core capabilities.
- Log your learning achievements.
- Identify development opportunities.
- Facilitate more informed appraisal conversations.
- Collect evidence for revalidation with appropriate professional body.



To learn more , visit [Cancer Alliance Education ePortfolio – GM Cancer Academy](https://www.gmcanceracademy.org.uk/eportfolio/)

or watch this introductory video - [GM Cancer Academy: ePortfolio](#)



# National ACCEND Workforce Survey

Proposed Outcomes –

- Evaluating and assessing the impact of ACCEND and identify trends
- Collecting data to improve insight on the workforce and education and training needs
- Gathering insight to enable future planning across the ACCEND programme





# Resources

To read the framework and the accompanying implementation guides, [visit the HEE ACCEND webpage](#).

You can also find out more about the framework and the ACCEND programme by [viewing a recording of a short presentation by Professor Vanessa Taylor, author of the framework](#).

Implementation guide & self- assessment tool for Registered – consultant level:

<https://www.hee.nhs.uk/sites/default/files/documents/Registration-Consultant%20ACCEND%20Framework%20User%20Implementation%20Guide.pdf>

Information on ACCEND, education, training & local opportunities -

[ACCEND - Aspirant Cancer Career and Education Development - Welcome to Wessex Cancer Alliance](#)

## Clinical Nurse Specialist

## Cancer Support Worker

