

healthwatch

Bracknell Forest

Anticipatory Care Planning Project
Summary of Feedback
March 2023

Who is anticipatory care for?

Anticipatory care planning is for those living with multiple long-term conditions, frailty or complex needs to plan for future changes in health or social status

The Primary Care Networks identify individuals registered with their GP practices. They identify patients who may benefit from an Anticipatory Care Plan, based on their health and wellbeing needs.

How does ACP work?

- A professional will offer a conversation about a person's physical and mental health, social and self-care needs and how these impact on their life.
- The conversation will focus on what is important to the person now and in the future.
- Health, social care, community or voluntary services that could support will be identified. The person will be given details of those services or referred to them.
- A summary of the conversation is put into a document called an Anticipatory Care Plan.
- With consent, the plan will be safely shared with those involved in helping the person stay well.

How does ACP work?

- A team of professionals may meet to discuss needs and make recommendations about what might help the person to achieve their aspirations
- Bracknell Forest Anticipatory Care Planning (ACP) and Healthwatch wanted to hear from residents as to what they would like, in their Anticipatory Care Plan.
- It was agreed to do a focus group session, to have a conversation and obtain feedback as to what is important to the residents of Bracknell Forest.
- A date was agreed in March 2023 to obtain this feedback from residents.

What we did

- We attended the **Bracknell Forest Carers Lunch. Friday 24th March 11.30am-2pm, at East Hampstead Baptist Church.**
- We had 9 facilitators for the day to start a conversation with small groups of carers.
- This consisted of five representatives from Healthwatch and four representatives from Bracknell Forest council, speaking with 40 carers from the Bracknell Forest Carers Group.
- We asked the same four questions to each group.

What we asked

Questions we asked:

- Have you heard about Anticipatory Care Planning?
- What does Anticipatory Care Planning mean to you? Is there a better way to describe this?
- What would you like to see in your Anticipatory Care Plan?
 - What would be useful conversation to have with health and social care professional to help you plan for your future health and wellbeing.
- How do you think the concept of Anticipatory Care Planning can best be explained to people offered the service by their GP practice?

What we heard.

Question One - Have you heard about Anticipatory Care Planning?

No resident at the meeting had heard about Anticipatory Care Planning prior to this meeting.

What we heard

Question Two – What does Anticipatory Care Planning mean to you? Is there a better way to describe this?

Attendees proposed the following names to best describe an Anticipatory Care Plan:

- Forward Care Planning – (Mentioned several times)
- Ageing Well plan
- Forward Health and Wellbeing Care Plan
- Support health to age well.

People asked to keep it simple and have one point of contact when planning their care.

What we heard

Question Three - What would you like to see in your Anticipatory Care Plan?

- What would be a useful conversation to have with health and social care professional to help you plan for your future health and wellbeing?

How to action the Plan:

- Have the conversation at home, face to face.
- How to get “reassurance”, that their loved one will be fully support if they cannot support anymore – Be that a child or older parent, this was **very important** for the health and wellbeing of the carer.
- Building relationships you can trust – One point of contact.

Who to be involved when making the plan:

- The plan must be about the carer and cared for, as it's all in one. Plan must be for the whole family/Friends, **a whole family approach.**

Who could be included:

- Local Authority
- GP's
- District nurse.
- Occupational Therapist
- Sensory needs team
- Adult social services
- Mental Health team

What to be added into the plan:

- Respite Care, for the cared for. How to access and apply.
- Back up plan for the carer for, if the carer can not care anymore. **Important.**

Services and Providers to be included:

- Holistic alternative therapies - included in the care plan.
- Voluntary Services and information – **signposting and collaborative working**
- Transport support for appointments
- How to stay fit at home
- Digital support – Make appointments and daily tasks.
- Odd Job support :Electrics, plumbing or just small jobs around the home.
- Home De Cluttering – Man with a van
- Cooking Support – Easy and cheap ways to cook
- Help with medication.
- Support with isolation and motivation issues.
- Home equipment for support and for adaption.
- Financial support
- Dementia – supporting people with dementia, and their carer.
- All NHS and Council information (how to access)

What we heard

Question Four – How do you think the concept of Anticipatory Care Planning can best be explained to people offered the service by their GP practice

- Planning for you and your family's health and wellbeing in the future.
- A conversation to have with health and social care professionals to help you plan for your future health and wellbeing

To be completed in a timely manner, give people time to think and consult with family.

Questions asked by the carers?

- Could the plan be shared across different providers and IT systems in health and social care? How do other providers access this plan?
- How are other current assessments to be linked to the care plan?
- How often it will be reviewed, what will happen if the plans need to be updated?
- How are carers coded at GP surgery? How are residents recognised or referred for this plan?
- How is it funded? It's important to understand.
- Are carers registered with their GPs?, is this the flagged to this service?

Healthwatch Recommendations:

- The main concern, shared several times, was what happens to the cared for if the carer can not care anymore? This was very important to people to have a plan in place for **reassurance**.
- Initiate the plan, at home, face to face, including all family members where needed.
- Share how this care plan will be linked into other provider care plans.
- Share how a person accesses this service, and when its reviewed.
- Suggest the care plan includes signposting to non medical services such as: Handy man, digital support, finance support, fitness and home cooking.
- Suggest the plan includes: Holistic approach, isolation and medication management.

Anticipatory Care Plan feedback to comments shared:

- A BIG thanks for the rich conversations on the day and how lovely it was to meet the group.
- ACP has been scrapped as a name nationally, it is now called Proactive Care planning, this will help as ACP also standing for advance care planning which is very different.
- Recognition that more comms are needed to share the initiative/approach – this will be followed in the Bracknell Proactive meeting.
- Notes that the preference would be for face to face discussion, rather than over the phone and that people want time to digest the information/reflect and talk to their family. For the plan to include a holistic view of the family/household.
- A need to link the plan with other assessments which are completed, such as carers assessments and care act assessment – Bracknell team are working through how to make this work in practice, at the moment the plans are populated in GP records, the thought is that it could be shared at an MDT where it would be recorded on multiple systems.
- Frimley ICS is working on the digital access – this will be for the individual, health and social care professionals (save having to go through the same detail multiple times).

Frimley Integrated Care Board Feedback to comments shared:

- The Frimley Integrated Care Board wishes to thank all those involved in harnessing this valuable feedback – thank you especially to the Bracknell Forest Carers Group and to Healthwatch
- We believe that this feedback highlights the importance and value of health, social care and voluntary services coming together to wrap around not just the individual but also their family/carers/ support networks
- It identifies the benefit and support for this proactive way of working; to work together to anticipate, prevent or delay escalating health and social situation issues; supporting individuals and their families to have a better quality of life, for longer
- We recognise and hear the importance to our local population of having these conversations face to face and within a timely manner, which is conducive to working in a personalised way
- We finally also recognise that there is more needed in order to successfully communicate proactive care to our local population and ensure those who would most benefit, are offered and accept this service, whilst fully understanding the process and what we hope the benefits will be.
- The above points will be taken back to the Ageing Well Programme Board in the first instance and review how we can do this at each of the five Frimley ICB

Next Steps:

Healthwatch Bracknell Forest will present this report at the Bracknell Forest Carers Meeting 2023, to share results, recommendations and feedback.

“A BIG THANK YOU “

Healthwatch Bracknell Forest wishes to thank all the carers for their time and feedback shared with us for this report.

ADVICE AND INFORMATION

We are here to help, advise, give information, and listen your experiences

Healthwatch are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

We also help people find the information they need about health and social care services or support in Bracknell Forest.

Here to help you on the next step of your health and social care journey

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.



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