



Lincolnshire
Co-production
Network



CO-PRODUCING A SINGLE, PERSONALISED CARE & SUPPORT PLAN TEMPLATE

The Challenge

People with complex and enduring health conditions are often receiving support from a wide range of services, each with their own systems and procedures for capturing and documenting peoples needs and planned outcomes within a Care and Support Plan of some form. People consistently say that this leads to duplication, gaps and frustration with having to ‘tell their story’ more than once and limitations on person-centred approaches as a result of restrictive templates.

Our aim was to devise a single, summary, personalised Care and Support Plan template that can be used across multiple agencies, but which is ‘owned’ by the person themselves. The challenge – getting consensus on a single template that meets multiple professional, system and technical needs as well as that of the person themselves.

The Lincolnshire Co-production Network, a group of people with lived-experience who co-produce with the Personalised Care Demonstrator Programme in Lincolnshire, are passionate about meeting the needs of people and have been working alongside services to create a prototype template Care and Support Plan for countywide use.

The Solution

Independently, the Co-production Network developed their joint vision for what a good personalised care and support plan would look like. This enabled them to reach a clear group consensus as to the core components of a plan that ensured personalisation at its heart. A range of agencies were invited to bring their current templates to the table, to unpick the core contents and to identify key headings that would be of consistent benefit for anyone working with an individual. From this a jointly agreed core plan was grown and members of the Co-production Network worked together with system leaders to create a first draft template for trial purposes.

The Outcome

This template plan is currently being trialled and feedback will be brought back to the Co-production Network to co-produce the final version for wider adoption.

System leads confirmed that the experience of working with the members of the Co-production Network was positive and valuable and gave excellent insight and perspective that could otherwise have been missing from their work in developing the plan.

The members of the Co-production Network felt listened to, valued and satisfied that their input was taken on board and will make a difference to the people of Lincolnshire.

All involved were able to understand the needs of others and where compromise was required. Without the involvement of the Co-production Network, there was a risk that the template plan would be service focussed and inaccessible for people to use creating more frustration and duplication.

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