

Personalised Care in Morecambe Bay- Workforce Training Offer

This document sets out the Morecambe Bay workforce training offer which aims to upskill health and care professionals to work in a more personalised way; with specific focus on Patient Activation, Health Coaching and Making Every Contact Count.

Course	Description	Duration	Course content	Delivery	Audience
Making Every Contact Count- E Learning	An interactive learning resource to support people to develop the knowledge and understanding to make every contact count by asking others about their health and wellbeing.	Approximately 1.5 hours in total. The course is broken down into separate sections which do not have to be completed at the same time.	The MECC e-learning programme is designed to support learners in developing an understanding of public health and the factors that impact on a person's health and wellbeing. It focuses on how asking questions and listening effectively to people is a vital role for us all. The e-learning includes: <ul style="list-style-type: none"> • What is MECC and why it is important • How to have a MECC conversation • Sign posting • Five ways to wellbeing 	Online	This e- learning module is for everyone who comes into contact with patients, the public or staff for any length of time, including receptionists. It is advised that everyone who has a role which involves interacting with people completes this training as a minimum.

Making Every Contact Count- Introduction session	<p>The '7 Minute MECC briefing' can be opportunistically used in team meetings or wider departmental or locality meetings, or any forum where staff and colleagues would benefit from understanding more about the Lancashire and South Cumbria MECC Campaign.</p> <p><i>NB this is not MECC training in itself – just an introductory session.</i></p>	<p>10 – 15 minutes</p>	<p>The function of the 7-minute briefing is to provide an overview of Chat to Change the Lancashire and South Cumbria MECC programme and its approach. It can be used to update colleagues or influence decision makers or managers to send staff on the Chat to Change training programmes. It can also be used to inform people about the campaign materials which may be displayed within local settings. The format of the briefing is a presentation with associated handouts and copies of the campaign materials if needed.</p>	<p>Presentation</p>	<p>This presentation is to be given to teams to introduce the concept of MECC and promote this as an approach for everyone. Following the presentation a team may pursue the MECC e-learning module and/or the direct learning sessions.</p>
Making Every Contact Count- Direct learning.	<p>To support staff with the knowledge, skills and confidence to offer public health and wellbeing messages to service users and colleagues during their day to day work.</p>	<p>Available in 1 or 3 hour sessions</p>	<p>By the end of the session participants will have:</p> <ul style="list-style-type: none"> • Described the context and rationale for MECC within their role and its health impact on individuals and local populations. • Explained the public health messages and discussed how small yet significant changes can support people to better health. • Practiced using the three A's framework to deliver a brief intervention. • Downloaded and understood how to use MECClink for signposting and referrals. • Considered how they might embed MECC within their role. • Identified further opportunities to promote and cascade MECC information throughout their organisation. 	<p>Interactive online workshop</p>	<p>This direct learning is suitable for staff that spend around 10 minutes with patients/people and might get an opportunity to talk about behaviour change and health promotion.</p>

Health Coaching	The health coaching course enables staff to help patients/ people gain the knowledge, skills, tools and confidence to become active participants in their own care/ wellbeing so that they can reach their self-identified goals.	Two sessions, each lasting 3.5 hours	<p>The programme is structured around a participative and experiential learning process, with opportunities to practice skills and share experiences. The focus will be on the small changes that people can make in order to introduce a coaching approach.</p> <p>The course includes:</p> <ul style="list-style-type: none"> • The foundations of coaching and how coaching can be used • Setting effective goals with patients that encourage self-care • Encouraging patient activation and self-responsibility • Coaching models such as TGROW, Diamond and the Inner Game 	Interactive online workshop	<p>This training is appropriate for staff working to influence positive behaviour changes via brief or extended interactions.</p> <p>Both patient/ public facing members of staff and those who manage staff/ teams can benefit from this training.</p>
Patient Activation	This workshop enables staff to gain an insight into Patient Activation, the Patient Activation Measurement (PAM) tool and how this can be used to tailor approaches and services to meet people's individual needs.	One session lasting 2.5 hours	<p>The session will include:</p> <ul style="list-style-type: none"> • An introduction to personalised care and patient activation • An insight into the Patient Activation Measurement tool • An opportunity to explore the different levels of patient activation • Information on the different ways the PAM tool can be used to tailor approaches and services 	Interactive online workshop	<p>Patient/ public facing members of staff working to support patient to self-manage.</p> <p>Key decision makers who can influence service structure/ design.</p>

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