

Personalised care and support planning

Personalised care and support planning is a process that enables someone with care and support needs to have a **structured conversation** about **what matters to them**, what they can do to manage their health and what support they need from formal and informal services. The process results in a plan which sets out their health and wellbeing goals and how they will be achieved. The ambition is for everyone with a long-term condition to have the opportunity to **co-create their own plan**.

Care and support planning brings together contributions from family, friends, community, health and social care and sometimes education and housing. **It is the opposite of slotting people into service spaces** – it determines how services will be designed and organised around the person.

If appropriate, the plan will also detail how the person's **personal budget** will be spent. The plan is reviewed on an annual basis to reflect on what is working and not working and to make changes.



- Watch the RCGP Collaborative Care and Support Planning Guidance video and [visit their page for more information](#).



- In this video for the Personalised Care Institute, Zainab describes why care and support planning is important to her.



- Visit the [Think Local Act Personal website](#) for a guide on care and support planning.
- Progress in Personalised Care and Support Planning checklist has been developed by Helen Sanderson for the Alzheimer's Society and Coalition for Collaborative Care, to help you assess how well you are doing implementing personalised care and support planning. [Download the PDF here](#).

