

A Capita Conference

Personalisation in Health and Social Care

Integrated Care for Personalised Services

Tuesday 19th October 2010 – Central London

Chair: Martin Routledge, National Programmes Lead, Putting People First (Delivery), **Department of Health**

Speakers Include:

Vinod Patel
Long Term Conditions Care Lead
West Midlands NHS

Mark Taylor
Director for Integrated Care and Market Development
NHS Norfolk and Norfolk County Council

Chris Whitehead
Integrated Service Manager
Torbay Health Trust

Marc Lyall
Divisional Manager
Health Policy Team
Skills for Health

Heather Ballard
Long Term Conditions Service Development Manager
NHS East of England

Hugh Cole
Head of Commissioning for Personalisation
Westminster City Council



Supported by

LTC
Long Term Conditions Delivery Support Team
'Positive outcomes for people with Long Term Conditions'

Torbay NHS
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"Health and social care should be integrated more. And so we need to reform social care alongside healthcare, so that we can support and empower people...to be able to exercise greater control over their care".

Rt Hon Andrew Lansley CBE MP
Secretary of State for Health, 8 June 2010

Capita's Personalisation in Health and Social Care Conference demonstrates how health services and local authorities can bring together the strategic and practical aspects of integrating services to deliver the Coalition Government's agenda on personalisation.

Significant funding constraints over the coming period means that the NHS and local authorities have to invest in integrating health and social care services to **combine efforts, avoid duplication and make the most of shared resources.**

With expert speakers and practical **case studies from the Integrated Care Pilot schemes**, key topics to be covered include:

- **Joint commissioning** for personalised health and social care provision
- **Engaging the community in designing and delivering** integrated services
- Enhancing the **skills of the social care and NHS workforce** to deliver person centred care
- **Integrating health budgets** across health and social care providers

Attend this timely event to learn how to make partnerships work to provide a more responsive and personalised service for patients and service users.

Sponsorship and Exhibitor Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Alice Stuart on 020 7960 7721 or email alice.stuart@capita.co.uk

About us

Capita Conferences is one of the UK's leading conference providers to the public sector. For over 15 years we have attracted diverse and cross-cutting audiences from across the police, education, central and local government, health and the voluntary sector to our events. We provide neutral forums for learning as well as excellent networking opportunities and the chance to provide feedback on policy direct to the highest levels. We pride ourselves on our thoroughly researched, incisive programmes and have secured speakers including leading politicians, Government ministers, senior civil servants, directors of charities, expert practitioners and renowned academics. We have built our reputation by working in partnership with, and on the advice of, key government departments, experts and pressure groups.

Benefits of Attending

- Consider the role of **personalisation and third generation services** under the new **Coalition Government**
- Discover how to deliver **cost effective joined up services through joint commissioning**
- Understand how to **strengthen** the development of good **local health, social care and third sector partnerships**
- Identify ways to **involve your community** in service design
- Learn how to develop the **culture change required for personalisation** for both staff and individuals
- Apply learning from the experiences of **personal health budget** users to inform and shape future commissioning decisions
- Hear about the **challenges of integrating services**



Who Should Attend

All those from Health and Social Care, Local Authorities, Voluntary and Independent Health Care Sectors responsible for implementing personalisation, including:

- Chief Executives
- Medical Directors
- Self Care and Personalisation Leads
- Long Term Condition Service Leads
- Adult and Children's Social Services
- Self-Directed Support Teams
- Independent Living Teams
- Individual Budget Teams
- Home Care Providers
- Public Health Teams
- Adult Protection Teams
- Human Resources and Workforce Development
- Commissioners
- General Practitioners
- Practice Managers
- Consultants
- Directors of Nursing
- Specialist Nurses for Long Term Conditions
- Practice Nurses
- District Nurses
- Community Matrons
- Allied Health Professionals
- Information Governance and Data Protection Teams
- PALS
- Patient and Public Involvement Managers
- LINKS
- EPP Leads

Forthcoming Events for 2010

Commissioning Community Health Services – 13th July – Central London

Quality Accounts in the NHS – 28th September – Central London

Improving Patient Safety – 30th October – Central London

Capita's event management service

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference business. With ten years event management experience, we have a proven track record in co-ordinating a diverse range of events, from breakfast seminars to large-scale national policy conferences. Whether you require a complete package or selected aspects, Capita will tailor its services to meet your organisation's specific requirements. Contact Liz Brownbill on 020 7227 6569 or email liz.brownbill@capita.co.uk

CPD

To receive your certificate of attendance for CPD points please email capita.conferences@capita.co.uk quoting your name, booking reference number and the title of the event.

Programme

09.20 Registration, Tea and Coffee

09.50 Chair's Extended Opening Remarks

- What does 'personalisation' mean - how does the concept differ between health and social care?
- What is the role of partnerships in making personalisation a success? What are the challenges to integration?
- What can we learn from pilots and innovative localities?

Martin Routledge

National Programmes Lead, Putting People First (Delivery)
Department of Health

Panel Discussion

10.20 Making Integrated Care a Reality to Deliver High Quality Personalised Services

- Personalisation in the new Government policy
- Developing third generation services
- The transformation of adult social care

Including:

Bernadette Simpson

Older People Lead, Putting People First (Delivery)

Department of Health

Vinod Patel

Consultant Physician in Diabetes, Long Term Conditions Care Lead

West Midlands NHS

Heather Ballard

Long Term Conditions Service Development Manager

NHS East of England

11.10 Tea and Coffee

Commissioning Personalised Services

11.30 Joint Commissioning for Person Centred Care

- Starting with an economic analysis of the costs of care
- Joint commissioning to extend into the use of individualised budgets
- Brokerage pathways and mixed commissioning
- Outcomes based commissioning and personalisation
- Learning from the Total Place agenda

Peter Hay

Strategic Director, Adults and Communities

Birmingham City Council

11.55 Community Led Joint Commissioning

- Integrating health, housing and social care delivery
- Involving the community in a meaningful way in the planning, design and delivery of services
- Cost benefit and cost effectiveness of integrated health and social care
- Engaging the Third Sector

Richard Kramer

Director of the Centre of Excellence in Connected Care

Turning Point

12.20 Session Questions and Discussion

Effective Partnership Working

12.30 Medication Management Within Integrated Services

- Effective case working between social workers, district nurses, community matrons, specialist nurses, dietetics, legal and community pharmacists

Chris Whitehead, Integrated Service Manager and

Nicola Barker, Personalisation Programme Manager

Torbay Health Trust

12.55 Session Questions and Discussion

13.00 Lunch

Integrated Workforce Development

14.00 Developing a Health and Social Care Workforce that Supports Personalised Care

- Changing organisational culture to embed personalisation
- Changing the way clinicians work with patients
- Empowering service users to take a more active role in their health improvements

Marc Lyall, Divisional Manager - Health Policy Team

Skills for Health and

Jim Thomas, Programme Director

Skills for Care

14.20 Questions and Discussion

14.30 The Norfolk Experience of Integration

- The drivers for joining provision
- Experience to date
- The future for integrated services

Mark Taylor

Director for Integrated Care and Market Development

NHS Norfolk and Norfolk County Council

14.50 Questions and Discussion

15.00 Tea and Coffee

Personal Health Budgets

15.15 Personal Health Budgets for Long Term Conditions

- Clinical governance and risk
- Linking budgets to personal health plans
- Integrating approaches for allocating health and social care funding
- Building on the councils' existing self-directed support programmes

Hugh Cole, Head of Commissioning for Personalisation

Westminster City Council

Plus hear service users' experiences of using personal health budgets

15.40 Engaging the Third Sector to Plan and Support Brokerage

- Utilising existing relationships with voluntary and user-led organisations
- Developing a consortium to co-ordinate, support, monitor and evaluate brokerage arrangements

Theo Harris, Chief Executive Officer

Kingston Centre for Independent Living

16.00 Session Questions and Discussion

16.10 Chair's Closing Remarks and Close of Conference

Booking Form

Personalisation in Health and Social Care

Tuesday 19th October 2010 – Central London

BOOKING REF CODE: MKRG

DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

Correspondence address

Organisation
Address
Post code

Invoice address (if different from above)

Surname	Title
Forename	
Job Title	
Department	
Organisation	
Address	
Post code	
Telephone	


1st Delegate

Surname	Title
Forename	
Job Title	
Department	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	


2nd Delegate

Surname	Title
Forename	
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Easy ways to book

 FAX your completed form to 0870 165 8989

 EMAIL richard.goddard@capita.co.uk

 POST your completed form to: Capita Conferences Administration, Ground Floor, 17-19 Rochester Row, London, SW1P 1LA

 ENQUIRIES 020 7960 7719

****Book a 3rd delegate @ 1/2 price**
This offer may not be used in conjunction with other discounts

Payment details

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Public Sector (non Central Govt) @ £350.00 plus VAT No. of delegates

Central Govt and Agencies @ £445.00 plus VAT No. of delegates

Private Sector @ £545.00 plus VAT No. of delegates

**Concessionary Discount @ £225.00 plus VAT No. of delegates

** Charities registered with the Charity Commission, Tenant Groups, Patient Groups and Older People's Forums are eligible for this discount.

Charity Commission Registration No.

TOTAL NUMBER OF DELEGATES

TOTAL COST £

Cheque enclosed

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I have read the terms and conditions and understand the cancellation policy.

Signature

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Please send me	<input type="checkbox"/> PDF @ £95 - plus VAT	NB: Documentation will be sent out after the event
	<input type="checkbox"/> Paper @ £95 - VAT not applicable	

Methods of payment

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By Cheque: Payable to **CAPITA BUSINESS SERVICES LTD.**

Please ensure delegate name(s), organisation and invoice number are written on the back.

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Documentation

*Invoices issued after the event when order processed. Payment by credit/debit card or BACS can be made upon receipt of invoice. If paying by cheque, invoice will act as a receipt.

Discounts

**Special offers may not be used in conjunction with other discounts.

Terms & conditions

Venue and registration details will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 0870 400 1020.

Cancellations confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

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