

# GUIDE TO COMPLETING YOUR PERSONALISED WELL-BEING PLAN



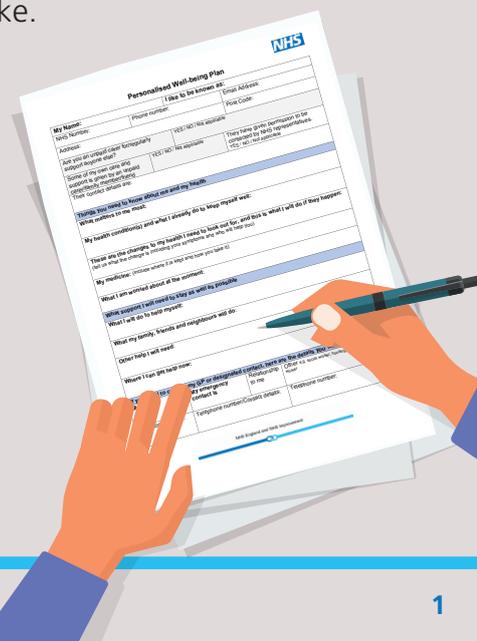
## INTRODUCTION

This guidance has been developed to support anybody who wishes to develop a personalised wellbeing plan. This plan has been developed specifically because of COVID 19 and can be helpful if you are still staying at home and keeping away from people because of a local lockdown or because of your health condition(s) it means it is safer for you to do so. It can also be useful if you have been on a waiting list for a treatment or procedure that you have now decided not to undergo, which may mean you will need some support with your condition.

There are two sections to this guidance. The first is information about the personalised wellbeing plan, explaining each section and the type of information that can be recorded in the plan.

The second section contains information about reviewing the personalised wellbeing plan and supporting you to make the right decisions about starting to do some of the activities you used to do.

This guidance is part of a pack of information, including a blank template for the plan, a short film to explain it and some examples to show what it might look like.



# DEVELOPING YOUR PERSONALISED WELLBEING PLAN

## What is a personalised wellbeing plan and why do we have them?

The personalised wellbeing plan is a helpful way of having easy, readable information that can be shared with your family, friends, neighbours etc., or any support services who may be involved in your life and care. This is particularly important during a period of self isolation, or social distancing, when you are having to stay at home or keep away from others, as well as supporting you in the way you want to manage your condition. It is a quick way of understanding who you are as a person and means that you don't have to share your story time and time again.

## Developing the plan

Here is some information to help you to complete your plan. This includes a few simple questions you can ask yourself to help you think about what you need to put under each of the headings. This will help your GP, or anyone else helping you, to understand what you need whilst you are staying at home or keeping away from other people.

## Who completes this summary?

- You, or
- You with the support of family and friends, or
- You and your health and care professional, or
- You with anyone who is helping you e.g. your carer or advocate.

If you are a professional supporting somebody to develop their personalised wellbeing plan, then you should also look at the resources on preparing patients for their meetings which can be found here. (Add link)

**Personalised Well-being Plan** NHS

**My Name:** \_\_\_\_\_ **I like to be known as:** \_\_\_\_\_

**NHS Number:** \_\_\_\_\_ **Phone number:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Are you an unpaid carer for/regularly support anyone else?** YES / NO / Not applicable

**Some of my own care and support is given by an unpaid carer/family member/friend** YES / NO / Not applicable **They have given permission to be contacted by NHS representatives.** YES / NO / Not applicable

**Their contact details are:** \_\_\_\_\_

**Things you need to know about me and my health**

**What matters to me most:** \_\_\_\_\_

**My health condition(s) and what I already do to keep myself well:** \_\_\_\_\_

**These are the changes to my health I need to look out for, and this is what I will do if they happen:** (tell us what the change is including your symptoms and who will help you)

**My medicine:** (include where it is kept and how you take it)

**What I am worried about at the moment:** \_\_\_\_\_

**What support I will need to stay as well as possible**

**What I will do to help myself:** \_\_\_\_\_

**What my family, friends and neighbours will do:** \_\_\_\_\_

**Other help I will need:** \_\_\_\_\_

**Where I can get help now:** \_\_\_\_\_

**If you need to contact my GP or designated contact, here are the details you will need:**

| My GP is                | My emergency contact is                 | Relationship to me | Other   |
|-------------------------|---|--------------------|---|
| Telephone number: _____ | Telephone number/Contact details: _____ | _____              | Other e.g. social worker, housing association, care worker: _____ |

NHS England and NHS Improvement

**NHS**

**Personalised Well-being Plan**

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What I will do to help myself:

What my family, friends and neighbours...

### What matters to me most:

This is about what really matters to you right now, particularly if you are staying at home and keeping away from other people. It is not simply a list of things that you like or dislike. Below are some questions you can think about to help you complete this section:

- Who are the most important people in your life?
- How do you usually stay in touch with them?
- How will you stay in touch with them now?
- What are your important routines?
- What do you usually do that you will miss if you can't do it now? (this could be about your routines or things you look forward to doing)

If you are writing this plan with somebody or on behalf of somebody living with dementia it might be useful to think about some of the following questions:

- What can we learn from somebody's life story about the things that might be important to them?
- What can we learn from their good days and bad days about the things that might be important to them?
- What can friends and family tell us about the things that are important to the person?



## My health conditions and what I already do to keep myself well:

This is a brief description of your main health condition or conditions. It is important to put information in the plan about the things you already do to manage your condition(s) and prevent them from getting worse.

## These are the changes to my health I need to look out for and this is what I will do if they happen:

Tell us what the possible changes might be including the symptoms you need to look out for, who will help you and make sure you add their contact details.

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**Things you need to know about me and my health**

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**What I will do to help myself:** \_\_\_\_\_

What my family, friends and neighbours...

## My medicine:

Complete this box if you think that you need to let other people know about what medicine you take, when you take it, if you need any help to take it and where it is stored.

If you do not need to take medicine, there is no need to fill in this box.

## What I am worried about at the moment:

This is to help you (and those who love and care for you) to think about the things that you are worried or concerned about, so that, as far as possible, your concerns can be looked at.

## What support I will need to stay as well as possible

**NHS**

**Personalised Well-being Plan**

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\_\_\_\_\_

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\_\_\_\_\_

**What I am worried about at the moment:** \_\_\_\_\_

**What support I will need to stay as well as possible**

**What I will do to help myself:** \_\_\_\_\_

\_\_\_\_\_

**What my family, friends or neighbours will do:** \_\_\_\_\_

\_\_\_\_\_

**Other help I will need:** \_\_\_\_\_

### What I will do to help myself:

This is a list of things that you and other people are going to do to help you stay healthy, safe and well whilst you are at home or keeping away from other people. This is about what other people need to know and do to support you, through this time.

### Questions to think about:

- What are the things you could do yourself to help with your worries?
- Who do you contact if your health gets worse?
- What do other people need to know or do to help you with the things you are worried about?
- What family, friends or neighbours do you have around you and what can they do to help?
- What helps you to stay as healthy as possible?
- What gets in the way of you staying as healthy as possible?
- How do you help yourself remember to do things (e.g. go to appointments?)
- What makes it easier for me to talk to and listen to people? E.g. having my glasses, hearing aids, using pictures
- If someone is new to helping you what are the things they need to know and do?

## What my family, friends and neighbours will do:

These are the things that your family, friends, neighbours, or anyone else who is helping you, have agreed to help you with.

## Other help I will need:

This is about anything else you might need from your doctor, nurse, carer, or link worker

| If you need to contact my GP or designated contact, here are the details you will need: |                                   |                    |  |
|---|-----------------------------------|--------------------|--|
| My GP is  | My emergency contact is           | Relationship to me | Other e.g. social worker, housing association, care worker |
| Telephone number:   | Telephone number/Contact details: | Telephone number:  |  |

## Where I can get help now:

This is a list of places, websites and other useful information you might want to keep referring to for up to date information or to check for messages from those people like your GP or local authority who are managing the local response to the Coronavirus outbreak in your area.

## If you need to contact my GP or designated contact, here are the details you will need

Once your plan is complete you can keep a copy for yourself and you can share it at any appointments you might have. It might be that your GP practice or any other services involved in supporting you could also have a copy of it on their record system if you wanted them to.

## SECTION 2

# WHAT HAPPENS NEXT?

It is important that your plan is kept up to date so we can make sure you are still getting the right support. If anything changes for you, then you can talk to the person that helped you develop your plan and they can make sure it is updated. They may contact you to make sure everything is ok.

Part of this conversation could be about the decisions you may wish to make about beginning to do more things that matter to you, particularly outside of your home.



**HERE ARE FRED AND JUDY'S EXAMPLES  
SO YOU CAN SEE THE DECISIONS  
THEY HAVE BEEN MAKING**



Fred has been staying at home for 12 weeks. He lives with his wife Margaret and she has been staying at home too.

He is really missing going for his daily paper. He has been getting it delivered but he used to enjoy the short walk to the shop and saying hello to the staff there. He thinks he would like to start doing this again whilst still taking extra care.



**He used these questions to help him make his decision:**

**What if I don't want to change anything?**

I will continue to get my paper delivered.

**What is the decision I need to make?**

Do I start going to Tesco to get my daily newspaper?

**These are things that could make me change my mind**

Finding out there is a second wave of the virus or lots of people in my area are getting ill as they start going out

Me or Margaret feeling unwell in anyway

**What information do I need to make the decision and how do I need that information given to me?**

To be clear about the social distancing rules and know how Tesco might be different than it was last time I went out.

Whether to wear a mask.

I need my daughter to talk it through with me.

**What are the benefits for me, if I decide to do this?**

Get some exercise out of the house

See people other than Margaret and my daughter when she drops the shopping off

Get some independence back

Have a break from the four walls of the house

**How I will check this is still working**

I will talk to my daughter about it every week

**What can I do to reduce the risks and stay as safe as possible?**

Make sure I follow the social distancing rules whilst I am out.

Wash my hands as soon as I get back

Talk to Margaret about not opening the door.

Only go out 2-3 times a week rather than everyday

Go to Tesco very early at the weekends when there aren't many people about

**What are the risks if I decide to do this?**

Catching the virus from people in Tesco and taking it back to Margaret

Margaret might open the door whilst I am out if someone knocks and put herself at risk

**This is the decision I have made**

I am going to get the paper 2 days a week, only at the weekend





Judy has been staying at home on her own for 4 months and has been unable to maintain her usual appointments with her podiatrist. She has two verruca's under her toenails and they have become quite painful. She has contacted her regular podiatrist and discovered services have resumed but she can't decide whether to make an appointment.

**She talks it through with her best friend Janet and they use these questions to help her make the decision:**

**What if I don't want to change anything?**

My feet will continue to become more painful and make it harder for me to wear shoes.

**What information do I need to make the decision and how do I need that information given to me?**

To be clear about the social distancing rules and the rules for those who have been staying at home and keeping away from other people due to their age.

What protective arrangements my podiatrist has put in place to protect her patients

Whether to wear a mask.

I need to talk it through with my friend Janet, her daughter is a nurse and might have some good advice.

**These are things that could make me change my mind**

Finding out there is a second wave of the virus or lots of people in my area are getting ill as they start going out

Feeling unwell myself

**What is the decision I need to make?**

Do I make an appointment with the podiatrist in the next two weeks?

**What can I do to reduce the risks and stay as safe as possible?**

Make sure I follow the social distancing rules whilst I am out.

Wash my hands as soon as I get back

My podiatrist has full protective equipment and a screen she will place between me and her.

Wear a mask

**What are the benefits for me, if I decide to do this?**

Get my feet sorted as they have become painful, though not more than I can bear

Have a break from the four walls of the house

**How I will check this is still working**

I will talk to my friend Janet about it before and after I go.

**What are the risks if I decide to do this?**

Catching the virus from my podiatrist or others I may meet when out

**This is the decision I have made**

I will make an appointment for two weeks time when I know more about the recommendations for those who have been staying at home.

