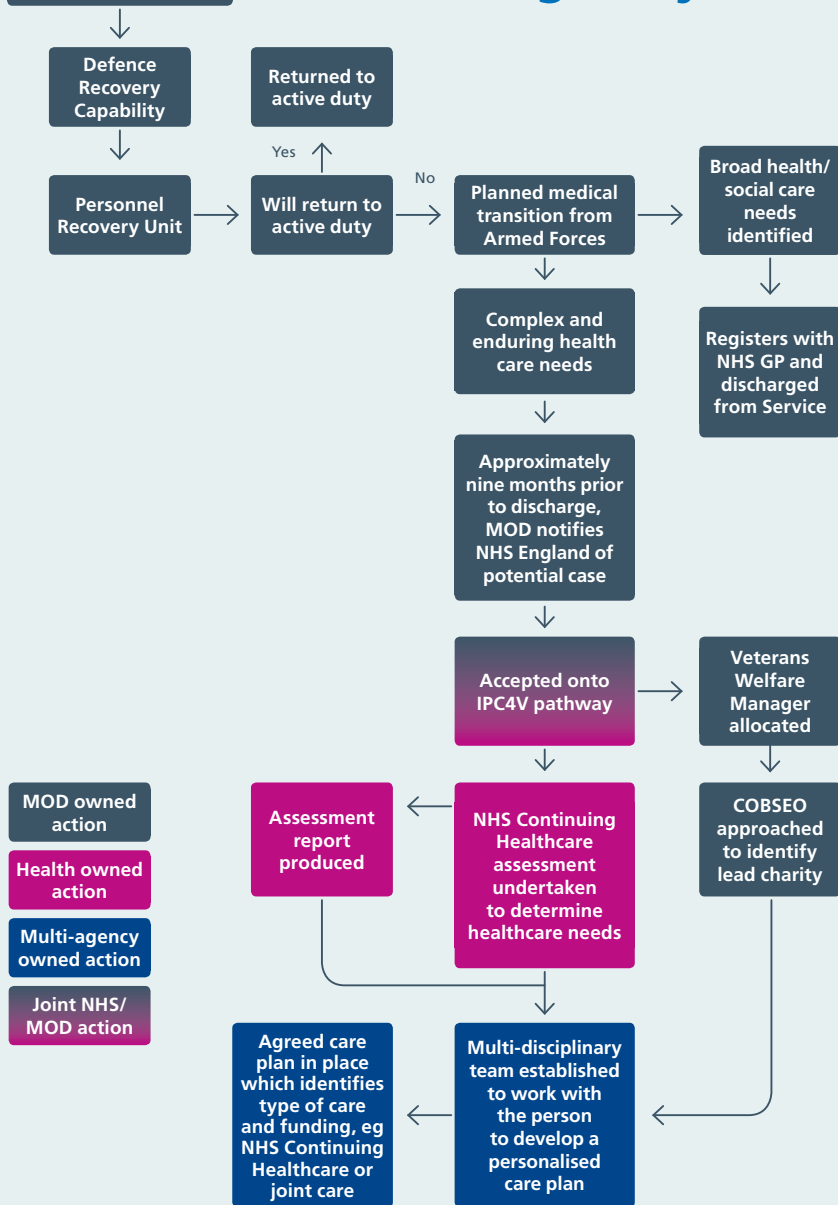


Wounded, Injured
and Sick (WIS)

IPC4V eligibility flow chart



Further information

For more information, please contact your local Personnel Recovery Unit or Defence Medical Rehabilitation Centre. Alternatively, please email england.armedforceshealth@nhs.net.



Ministry
of Defence

NHS

England

Armed Forces personnel in transition

Integrated personal commissioning for veterans

Information for healthcare providers



A new personalised care approach for the most severely injured Armed Forces personnel

This leaflet provides an overview of the 'Armed Forces personnel in transition, Integrated Personal Commissioning for Veterans Framework' (IPC4V). It sets out how to effectively plan personalised care in the context of supporting the small number of individuals who have complex and enduring physical, neurological and mental health issues that are attributable to injury whilst in Service.

The leaflet is intended to provide useful information to those people caring for and supporting these individuals.

What is IPC4V?

IPC4V represents a new personalised care approach for the small number of Armed Forces personnel who have complex and enduring physical, neurological and mental health conditions that are attributable to injury whilst in Service. Developed together with patients and their families, it provides a framework for effectively planning and delivering personalised care in line with the health commitments of the Armed Forces Covenant. As part of this, IPC4V seeks to ensure that health and social care, together with the Ministry of Defence (MOD) and other organisations, are working collaboratively with the individual and their family / carer to ensure the provision of personalised care, support and treatment that meet their needs in ways that work for them.

IPC4V gives individuals more choice and control over how their care is planned and delivered. It is based on what matters to them, meaning that they can choose how best to live their life and get the right support to make this happen.

The framework can be consistently used and applied across England, helping to ensure that these individuals get the very best care and support as they transition to civilian life and beyond.

How does IPC4V work?

Individuals who are eligible for this new personalised care approach are proactively identified by medical staff whilst they are on the Defence Recovery Pathway. This will be when they are in an Armed Forces Personnel Recovery Unit.

With the individual's agreement and where appropriate, that of their family, they will then be referred for an assessment. As part of this, a multi-disciplinary and multi-agency steering group is set up to oversee the case, ensure the right people, including the individual, are involved and address any challenges.

Following an initial holistic assessment around the individual and their health and well-being needs, a personalised care and support plan is developed with them. This plan is the record of the care and

support planning discussion, and includes details of the agreed needs, outcomes / goals and how these will be met.

There is no set format for what a personalised care and support plan should look like as it is based on the needs of the individual. It should, however, reflect the following:

- A way of capturing and recording conversations, decisions and agreed outcomes in a way that makes sense to the person.
- A single personalised plan that is proportionate, flexible, coordinated and adaptable to an individual's health condition, situation and care and support needs.
- A description of the individual, what matters to them and all the necessary elements that would make the plan achievable and effective. This is in addition to other possible funding, such as Continuing Healthcare, which may be considered at a later date.

What are the benefits of IPC4V?

If an individual is eligible to get care under the IPC4V Framework, they will benefit from the following:

- Personalised care and support planning starting before they have been discharged from the Armed Forces, drawing together the appropriate health and social care specialists, the MOD, local commissioners and military charities. This means that the individual will not have to repeat their story time and time again, as they will have one assessment and planning experience.
- A single integrated personalised care and support plan for all their health

and wellbeing needs. In England, there will also be the option of a personal budget, personal health budget or integrated personal budget for all or part of an individual's care.

- Ongoing support to help ensure that they are an active participant in the planning and management of their own health and well-being, with outcomes and solutions having meaning and context within their life. This means recognising the individual's skills and strengths, as well as exploring their experiences, goals and ambitions. It also means addressing the things that aren't working in their life and identifying outcomes and actions to resolve them.
- A dedicated Veterans Welfare Manager, who will be a central point of contact for the individual and all involved organisations. The Veterans Welfare Manager will provide a range of support, including 'guided conversations' to help the individual identify goals and actions and explore the management of their health and well-being within the context of their whole life and family situation. They will also make connections to community based resources, including veteran specific organisations; facilitate appropriate referrals back into health or social care; and arrange an annual review of the individual's care with them and each involved organisation.

