Care Planning and the Care Programme Approach (CPA)
The Care Programme Approach (CPA) is the way mental health services work in partnership with you to make sure your care and support is well organised, meets your needs and stays up to date. It makes sure everyone involved communicates with you and with each other.
CPA involves

- **An Assessment** of your needs which is regularly reviewed and updated

- **A Care Co-ordinator** – someone responsible for making sure your Care Plan keeps working and gets updated when it needs to be

- **A Care Plan** worked out together with you and anyone else you want involved

- **A Crisis Plan** making sure everyone knows what to do in a crisis or when things don’t work out, and you know who to contact if your Care Co-ordinator is not available.

These terms are explained in more detail on the next pages.
Assessment

Assessment is about working out with you what help and support you need. This can mean help with a mental health difficulty – but it includes everything which might affect you, such as your physical health, housing, training and employment, income, family and relationships, and anything you need to stay safe. Your assessment will be updated whenever your situation changes.

Your assessment will be written down – you can normally have a copy if you want one.
Your Care Plan

We aim to develop your Care Plan in partnership with you. The staff working with you are there to help make sure:

• You have as much say as you want about what goes in your Care Plan
• Your views are included
• You understand everything in your Care Plan

They will give you a written copy for you to keep. Everyone else involved should also have a copy. Please speak to your Care Coordinator if you have any questions.

Your Care Plan is a written document saying what needs to happen to help you, who will be involved and when things should happen. It includes details of support you will get from us, but it also includes details of support you might get from other people or organisations, so that things are co-ordinated and everyone knows what should be happening.

Your Care Plan should spell out what will be done to support your recovery and wellbeing – to help you get more out of life, have more choices, support and increase your independence, and stay safe. It should be written clearly so everyone can understand what will be done, who will do it, and when it will happen.
Updating Your Care Plan

Everyone’s situation changes, and the sort of support you need may also change. You can ask for your Care Plan to be reviewed at any time if you think it needs to change. So can anyone else working with you. A review will happen at least once a year to agree any changes to make sure your needs are still being met, but it will probably happen more often.

This review usually involves a meeting so that everyone can agree what they are going to do. You will have a chance to talk to your Care Co-ordinator well before the meeting so that you can plan for it and work out in advance what you want to be in your Care Plan. You can invite anyone you want to this meeting – discuss this with your Care Co-ordinator so they can help arrange it.

Care Co-ordinator

Everyone on CPA has one person who takes on the role of Care Co-ordinator, making sure what’s in your Care Plan happens. Your Care Co-ordinator will often be a mental health worker such as a community psychiatric nurse (CPN), social worker, occupational therapist or psychologist, but it could be anyone you and your care team agree.

The Care Co-ordinator’s job is to keep in touch with you, any carers or other people you want involved, and other professionals/organisations supporting you. They will also be the main person responsible for helping you work out your Care Plan and keeping your assessment up to date.

Your Care Co-ordinator will do everything they reasonably can to support you. If they can’t help they should be able to direct you to someone who can.
Things your Care Co-ordinator can help you with:

- Making sure you get treatments, care and support on time
- Making sure your views are included in your Care Plan
- Getting a copy of your Care Plan
- Finding out more about your diagnosis
- Getting information about medication or other effective treatments
- Involving people in planning your support and recovery
- Finding local support groups and other resources
- Finding out about training or employment
- Arranging a personal budget and self-directed support for social care
- Making an Advance Decision about treatment if you’re not able to decide for yourself at some time in the future
- Helping you identify things which might mean you are becoming unwell and what to do about it
- Helping you in a crisis and making sure you know who else to contact
Carers

If you have family members, friends or a partner who is an important part of your support then professionals working with you should keep them informed. If you feel your Care Plan, or parts of it, should be kept private from your carers you can discuss this with your Care Co-ordinator.

People supporting you are also entitled to assessments of their own needs. They – or you – can speak to your Care Co-ordinator or another worker if this hasn’t already been offered.

Getting Help When You Need It

If you need to talk to someone about your care and support please contact your Care Co-ordinator or one of the other people named on your Care Plan.

No-one can be available all the time, so your Care Plan will also give you details of who to contact in an emergency, including at evenings and weekends.

You will also be given a crisis card, which you can carry around with you, with numbers to call if you need help.

Your Care Plan Folder has other useful numbers and space for you to add more numbers you find useful.
Keeping Your Records Confidential

We keep information about everyone in contact with us so that we can provide safe, effective care. Your records might be on a computer, on paper or a mixture or both. We have a legal duty to keep your information confidential whatever form it is kept in.

To give you the best quality care and support we may need to share information about you with other organisations and sometimes with carers or other people who are supporting you. When we do this we will give them information they need to know, but we won’t give them any other information about you. If you don’t want us to share information, or you only want us to share some information, please discuss this with your Care Co-ordinator or someone else you are working with.
Getting More Information and Support

Your Care Co-ordinator should be able to answer most of your questions. Depending on which area you live in and what sort of information or help you want, you may also be able to contact a local support or advice group, organisation or helpline, an advocate or a solicitor. Your Care Co-ordinator should be able to help you find what is available locally.

Confidential advice and information about our services is also available from the Patient Advice & Liaison Service (PALS). You can find local PALS details on posters or leaflets, or ask in reception areas. You can also call the central PALS phoneline: 020 3214 5773 – or write to:

Patient Advice & Liaison Service (PALS) CNWL NHS Foundation Trust Greater London House Hampstead Road London NW1 7QY

Fax: 020 3214 5892
Email: pals.cnwl@nhs.net
Getting it Right

We want everything we do to be the best it can be, so that you see the right people with the right skills at the right time. If you have suggestions for how we can make anything better, or if you want to tell us when we’ve got it right, please talk to your Care Co-ordinator or send an email to feedback.cnwl@nhs.net

If you have concerns about the support you are getting you can discuss this with your Care Co-ordinator or one of the other people you are working with, the team manager or a local service manager.

If you want to talk to someone confidentially you can talk to a PALS worker. They can also give you support and advice if you want to make a complaint. If you do want to complain you can raise this with people you’re working with to see if the issue can be resolved.

You can also contact our Complaints Manager:

Tel: 020 3214 5784
Email: complaints.cnwl@nhs.net

More details are set out in a separate leaflet ‘A Guide to Making Complaints’ and on our website:

www.cnwl.nhs.uk/complaints.html
If you would like information in another language or format, please ask us.

Nëse dëshironi të merrni informacion në një gjuhë apo format tjetër, ju lutemi na pyesni.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

यदि आपने इस डकूमेंट अन्य भाषाय वा फर्मेट से चाहते हैं, तो हमें अपनी मांग करें.

اگر این اطلاعات را به زبانی دیگر و یا در فرماتی دیگر میخواهید لطفا از ما درخواست کنید.

ข้อแนะนำ ถ้าคุณต้องการรายละเอียดในภาษาอื่นหรือในรูปแบบอื่นๆ กรุณาอย่าลังเลที่จะขอสิ่งนั้น.

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Se desea obter informação noutro idioma ou formato, diga-nos.

Haddii aad rabtid in warar lagugu siyo hab luuqadeed o kale, fadlan na soo waydiiso.

Póngase en contacto con nosotros si desea recibir información en otro idioma o formato.