

Your Care and the Care Programme Approach

(CPA)

Information for Patients and Carers

SAMPLE - DO NOT USE

Name of your Care Co-ordinator/Lead Professional:

.....

Their Contact Details:

Office No: Mobile No:

CPA INFORMATION LEAFLET FOR PATIENTS AND CARERS

What Is the Care Programme Approach?

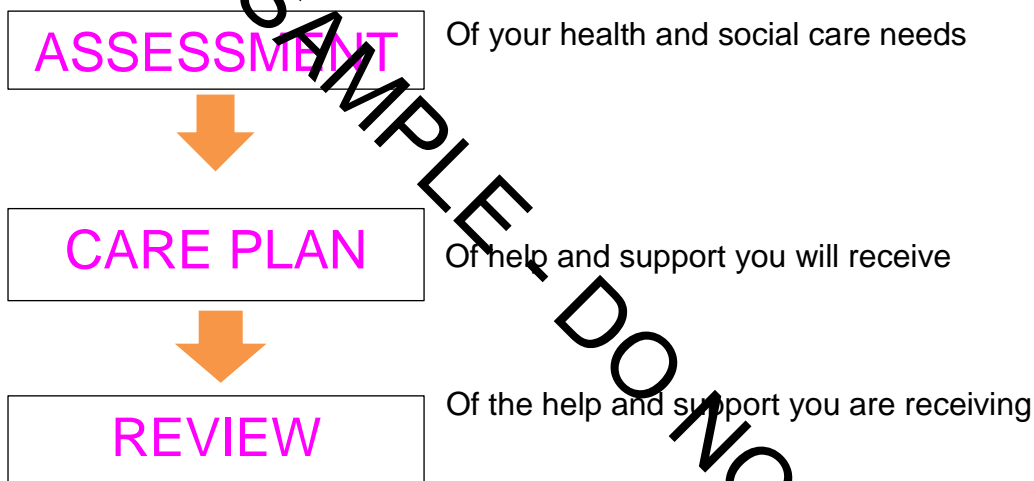
The care you receive from our Mental Health Service is organised under the framework called the Care Programme Approach (CPA).

What does it involve?

- You telling us about your needs
- Planning your care
- A professional who will coordinate your care
- Receiving a regular review of your care

The Process

YOU are the most important person in the CPA process and will be involved at all stages. A named professional will work with you



- When you are referred to the Trust you will receive a full assessment of your health and social care needs. Your assessment is a *discussion* about your health and social situation; it is **not** a test.
- All areas of your health and social situation will be considered, including your physical health, cultural and religious needs and any problems arising from age, gender and race. We also look at your medical and physical health because all of these can have an effect on your mental wellbeing.
- In your assessment we look at things that affect your mental wellbeing, such as your housing, employment, benefits needs and your family situation. We will look at what is going well for you as well as the ways in which you are experiencing difficulties and how we can work together to resolve these.
- The assessment will look at any identifying any risks and look at ways of maintaining safety for you and others around you.

- With your permission other people who know you well (family / friends/ carer) can be included in the assessment process.

Carers

All carers are entitled to an assessment of their needs while they are supporting and looking after you. This is known as a carers' assessment.

Your carer is the person who provides regular unpaid help to support you to manage your daily life. Your carer may be a parent, your son or daughter, a relative, a partner, a neighbour or a friend. The support they provide to you may be physical, practical or emotional. Carers can ask for a review of your care at any time.

CPA or Non-CPA

After your assessment, we will allocate your care to either CPA or Non-CPA. This will depend upon your needs.

- If your needs are straightforward and there may only be one Professional involved in your care, you will receive your care under Non-CPA.
- If your needs are more complex and there are a number of professionals involved, you will receive your care under CPA.

Who co-ordinates your care?

The person responsible for co-ordinating your care will be a lead professional for those on Non-CPA or your care co-ordinator for those on CPA. He or she is a qualified mental health professional and may be a psychiatrist, nurse, social worker, occupational therapist or other member of the mental health team.

This is the person who works closely with you. He or she plans your support and keeps in contact with all the other people who are helping you. He or she will be your central point of contact and will be responsible for:

- Fully assessing your needs alongside you.
- Working together with you to put together a care plan that you agree with.
- Making sure you get the help and care you need, as agreed with you (or explaining why this is not available).
- Meeting with you regularly to have a full discussion about your health and wellbeing (your family/carers can be involved in this), to make sure the care plan is working and reviewing this if necessary.

- Keeping contact with you as long as you need our help, and telling others if contact is lost.
- Ensuring, if you have spent time in hospital, that you will be visited within 7 days of your discharge.
- Ensuring anyone living with you must be offered a carers needs assessment and care plan.

What if I can't contact my care co-ordinator?

Your **crisis plan** will tell you what to do and who to contact in an emergency, and include what to do if you have an urgent problem out of office hours.

If your situation is not an emergency and it is within working hours you will be offered the chance to leave a message for the person co-ordinating your care.

If your situation is more urgent, then your care plan will state another name and / or number to contact if your care co-ordinator or lead professional is not available.

Care Plan

Your care plan is a written agreement about how we can work together to help improve your situation. It will include:

- Your needs and how we aim to help you meet these needs.
- What we have agreed to do to help you, and support your carer or family.
- The name and contact number of your **Care Co-Ordinator or Lead Professional** who will be working with you.
- Details of when you will meet with your care coordinator or other professionals.
- A **review date**.

Everyone who receives care from Essex Partnership University Trust (EPUT) should have a care plan. If you disagree with any area of your care plan, this will be recorded on the plan.

Crisis Plan

Your care plan will include a 'crisis' plan that will tell you what you should do if things are not going well. It will include:

- Things that can trigger a crisis for you, including any key life events.
- Signs you are becoming unwell.
- Particular difficulties you have had in the past.
- What has happened to you in the past when unwell.
- Who you are most responsive to, or who you would turn to for help and their contact details.
- Information about any **advance decisions** you may have (this is an expression of your wishes about future care if you become unwell; please discuss this with your care co-ordinator).

Review

You will have a review of your care plan regularly (this is usually six monthly for those under CPA and yearly for those under Non-CPA but this may be sooner if things change). You will be told when the review is going to happen and will be given time to prepare for this. The purpose of reviewing your care plan is:

- To discuss your care plan with everybody involved in your care. This is to make sure the care you are receiving still meets your needs. You can always ask for a review at any time especially if you think your needs have changed.
- To check that the support you are getting is helping you, and will consider if you need any other help.
- To discuss about whether you need to continue to receive support through the CPA process, and if the people present feel you no longer need the support, then CPA will end. When CPA ends, any support you need to keep you well will continue and you will be told who to contact if there are any problems in the future.

Questions you could ask about your care:

- How do I know whether I am receiving CPA or Non-CPA?
- Can I have more information about my wellbeing?
- Are there any local support groups which could help me?
- Could I be helped by other treatments?
- Is there any self-help information available?
- Who can come to my care review?
- Will I be told about my medication?

Complaints, Comments, Compliments and Concerns

We want to provide high quality community health and social care services that meet your needs. We care about getting it right for you, first time and every time. If you have any concerns or comments, please speak to your care co-ordinator or lead professional in the first instance. He or she will be able to give you details of how to get in touch with our Patient Advice and Liaison Service (PALS).

END
