

The Care Programme Approach

Information for service users and carers

The Care Programme Approach (CPA)

What is the 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.

What is involved in the CPA?

- **An Assessment which is a review** of all of your needs both physically and mentally.
- **A Care Co-ordinator** who is a professional named person who will make sure that everyone is working together.
- **A Care Plan** which explains how your care will be managed with you and who will be involved.
- **A Crisis Plan** which explains where you will go and what will happen if you feel you are in crisis or things are just not working out.

The Assessment

The CPA process starts with an assessment meeting with you and one or more staff from the mental health team. It is about working with you to help meet your individual needs so that together we can help you recover as best you can. You have a very important role to play in the process. You can help your care coordinator assess your needs accurately by giving them as much information as possible about your past and current situation. It should include everything which affects you, such as your mental health, physical health, housing, training and employment, income, family and relationships, and anything you need to stay safe.

You can talk about how you will recognize when you are in crisis and what we can do together to keep you safe.

The Care Coordinator

Everyone on CPA has one person who takes on the role of Care Co-ordinator, who will make sure that 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 regularly and any carers or other people you want involved. They will keep in touch with other professionals working with you and support you to work with your care plan.

They can help you with:

- Making sure your views are heard when making your care plan
- Getting a copy of your care plan
- Keeping your care plan up to date
- Getting information about medication and side effects
- Finding local support groups
- Finding out about training and employment
- Arranging a personal budget and self directed care with social care
- Making an advanced decision about treatment if you are not able to do this sometime in the future
- Helping you understand when you are becoming more unwell and need additional help and support
- Making sure you know how to get help if you become unwell quickly.

The Care Plan

Your care plan is a document that describes what will be done together to support your recovery and well being. It will include what needs to happen and who will be involved in your care.

It will include the details of organisations outside of the team who will be offering support and it will help everyone involved to know and understand what is to happen.

Your views should be included in your care plan.

Your care plan should be clear so that you and everyone else understands what is written.

Your care plan will also explain who you contact in an emergency if it is out of hours.

You will be given a copy of your care plan. You can ask for anyone with you such as an advocate or carer to have a copy too.

Updating your care plan

Everyone's situations change and the support you may need over time will also change.

You can ask that your care plan is reviewed at anytime but it will be reviewed at least once a year.

The review meeting will be discussed with you by your care coordinator before it happens so you have time to think about what changes you might want to have included, and you can have anyone attend that meeting with you such as a carer or advocate.

Keeping Your Records Confidential

We keep information about everyone in contact with us so that we can provide safe, effective care. Your clinical records might be on a computer, on paper or a mixture of 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 personally. If you don't want us to share information, or you only want us to share some information, please discuss this with your Care Coordinator.

In exceptional circumstances when there is a serious risk to yourself or others we may be required to share information with other organisations such as the police or social care. We would normally discuss this with you first.

Carers Assessment

People who support you are also able to access support for themselves. If this has not been offered please talk with your Care Coordinator.

Getting it right

We welcome feedback to help improve our service and understand what we do well and what we could do better. If you would like to make a comment about the care or service you receive you can do so by talking to your Care Coordinator or contacting the Patient Experience Team on:

Telephone 020 8702 4700

Email beh-tr.patient.experience@nhs.net

If you would like to raise a concern you can talk this through with the Care Coordinator or anyone else in the team. If the concern cannot be resolved then you can make a complaint to the Patient Experience Team.

More details can be found on the Trust website or in the leaflet titled:
'Complaints, Concerns, Advice & Compliments'.

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