



Care Planning

Care Planning

Collaborative care planning and crisis planning help us to help our patients.

This leaflet is for people who use our services. It explains the care planning process.

What is a care plan?

A care plan is an agreed action plan between a person who uses our services and the Trust that lays out the service offered to them and the activities they will pursue to achieve their goals, over a defined and reviewable timeframe, supporting a patient to:

- Manage their condition
- Pursue their own journey towards managing and maintaining their health and wellbeing as much as possible
- Where relevant, manage a deteriorating condition (e.g. in the case of dementia) with dignity and as much choice as possible, for as long as possible.



Your care plan should:

- Be produced with your involvement, wherever possible, and recognise what you are able to do and also what you want to do
- Be developed collaboratively with the involvement of whoever you want to be involved
- Aim to improve your mental health and social situation
- Provide you with the contact details of your care co-ordinator or named professional, together with details of anyone else involved in your care
- Provide information for people who support you including carers, family members and friends
- Detail any areas you disagree with
- A contingency plan to detail what we will do, if for some reason, part of the care plan cannot be delivered
- The date of the next planned review

Everyone involved in the care plan will be offered a copy including you, your carer (if applicable) and your GP.

If you have developed an advance statement of wishes (also sometimes called an Advance Directive) you may wish to include some of this in your care plan. Your care co-ordinator or named professional will be able to help you do this.



Supporting you in a crisis:

Every care plan includes a crisis plan. We will develop this with you collaboratively. The crisis plan helps to identify possible early warning signs of a crisis, explore the use of coping strategies and support to reduce the crisis and prevent hospitalisation. They also identify your practical needs if you are admitted to hospital.

What is a review?

It is really important that your care plan is reviewed regularly to make sure the help and support you are receiving remains right for you.

How frequently your care plan is reviewed will depend on your needs and current situation. If your needs or circumstances have changed a review may be called before the previously agreed date.



A review:

- Should be convenient for you and flexible about where and when it happens, and who attends
- Can just be you and your care co-ordinator or named professional having a discussion, if this is what you prefer
- Can be called when required, by anyone involved in your care plan, including you and your carer
- Should recognise any progress that has been made or any difficulties in implementing the care plan
- Should take place at least every six months.

If you have any questions about the care planning process or any of the other information in this leaflet, please ask your care co-ordinator or named professional for more information.

It is expected that all the people involved in your care, do so within set values and principles that:

- Ensure that we always help you to feel valued, show respect for you as a person and demonstrate equality of opportunities for everyone, regardless of ethnic origin, gender, gender identity, sexual orientation, age, disability, cultural or spiritual beliefs
- Recognising your personal strengths and qualities and working to promote your recovery, support your ideas, ambitions and life plans
- Promote and support your independence and offer you reasonable choices regarding your care and support
- Recognise and where possible work with your family and friends (with your permission) who support you towards your recovery, making sure that their own needs are recognised and supported
- Recognise that we may need to work with you for some time and that your needs may be complex
- Always involve you in decisions about your care and treatment.



Who will be your 'care co-ordinator' or named professional?

Your care co-ordinator or named professional is usually a nurse, social worker or occupational therapist, although it may be someone else, with your agreement. Ideally, they should be the person who knows you best and who you feel comfortable with. They will work closely with you, listen to your opinions and answer questions you might have. They will stay in touch with you and make sure you get the support you need.

Your care co-ordinator is:

Name:

Contact:

Contacting the Trust

✉ Trust Headquarters, Springfield University Hospital
Building 15, 2nd Floor, South West London and St George's
Mental Health NHS Trust, Springfield University Hospital,
61 Glenburnie Road, London SW17 7DJ

☎ **020 3513 5000**

In an emergency (for existing patients of the Trust)

• **Mental Health Support Line: 0800 028 8000**

(5pm to 9am Monday to Friday, 24 hours Saturday and Sunday).

Patient Advice and Liaison Service (PALS)

You can call our dedicated Patient Experience team and talk to someone about the service you, or the person you care for, has received.

☎ **020 3513 6150** (Monday to Friday 9am to 5pm)

Disclaimer

We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, South West London and St George's Mental Health NHS Trust does not accept liability in relation to the use of any information contained in this publication, or third-party information or websites included or referred to in it.

We are the leading provider of mental health services across south west London and a beacon of excellence for national mental health specialist services.

Help us make our services even better

The views of patients, their carers, friends and families are at the heart of improving the way we deliver our services. We are committed to delivering high quality care. Your feedback will help us understand what we do well and what we can do better.

If you would like to give us feedback please contact:

- Patient Advice and Liaison Service (PALS): 020 3513 6150
 - Feedback online at: <https://feedback.swlstg-tr.nhs.uk>
 - Patient Opinion: www.patientopinion.org.uk
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Become a member:

To find out about becoming a member
E-mail: membership@swlstg-tr.nhs.uk



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Our values



If you require this document in an alternative format please call: 020 3513 6006

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