



NHS

**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

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Care programme approach (CPA) and care support

A basic guide for service users



Care programme approach (CPA)

CPA is simply a term for describing the process of how mental health services assess your needs, plan ways to meet them and check that they are being met. If you are on CPA you may have complex and varying needs that involve a range of different services.

Care support

Care support is a simpler process for people with fewer or less complex needs but the principles and values of CPA still apply.

How they work

You should always feel able to ask to have these processes clearly explained to you.

We will work with you to make sure you get the service you need and ensure your care and support are offered within a set of reasonable principles:

- We will assess your needs with you, in relation to any given situation.
- We will develop a care plan with you, in response to the needs identified and agreed.
- We will review the plan with you periodically to see that it is meeting your needs and to agree any changes.
- Several people may be involved in assessing your needs and trying to meet them; a care team might include doctors, nurses, social workers, support workers, occupational therapists, psychologists, housing officers, advocates, probation services.

If you are on CPA

You will have a care co-ordinator – your care co-ordinator will be a named person who will bring things together and act as a contact point for you and anyone else involved in your care and treatment. They will be in charge of your care.

If you are on care support

You will have a lead clinician – your lead clinician will be a named person who will act as a contact point for you and other people who may be involved in your care and treatment.

You should always be informed of the name and contact details of your care co-ordinator or lead clinician. They will be in charge of your care.

Assessing your needs

You will go through an assessment process that will look at your health and social care issues and will identify the help you and your carer, if you have one, may need in order to stay healthy and safe.

Those parts of the assessment that cover safety may be called a risk assessment. This may cover things that happen when you are unwell or if you are having difficulty looking after yourself, or other people. We will explain this to you more fully when your assessment starts.

We will tell you when you are being assessed, and you will be asked to be involved and give us your ideas about what you need from us (unless you are not well enough to participate). Carers can be involved in this process if you want them to be or if you prefer, a friend, somebody close to you or a formal advocate can attend assessment meetings to express your views.

A social worker or nurse will be able to put you in touch with advocacy services if that would be useful. If your preferred language is not English, or you are deaf, we can arrange the use of a professional interpreter.

Following your assessment and in order to take care of your individual needs, we will decide upon an appropriate care cluster for you, which will determine your pathway of care. A care cluster is a framework for planning and organising your care and support.

Developing your care plan

We will work with you to develop your care plan, writing down your needs and making sure that everyone involved remains focused on what you agreed. Your care plan can be a useful way for you to keep a check on what is happening to you, and to ensure you are receiving the services you were promised in the ways that were agreed.

What will your care plan look like?

- Your care plan should reflect your needs and preferences.
- Your care plan should include a list of those people involved in your care, together with some useful telephone numbers.
- If you are on CPA your care plan will be a detailed form which states your needs, the range of services required and who will provide these services.
- If you are on care support your care plan will look more like a letter and will set out the service that has been agreed to meet your needs.

You should always receive a copy of your care plan from your care co-ordinator or lead clinician.

Reviewing your care

Your needs may change over time. A review is the means of checking on progress and agreeing any changes to your care plan. It is an opportunity to discuss your needs and check that they are being met.

Anyone providing services, as well as you or your carer, can call a review when required.

Reviews can just be you and your care co-ordinator or lead clinician having a discussion.

You will have the opportunity to say:

- where you would like your review to take place
- who you want to be present and
- how you want it to happen.

Carers

A carer is someone who takes a special interest in you, often a family member, partner or close friend. With your agreement this could mean that carers take part in assessment, care planning and review meetings.

Changes to your needs

Finally, don't forget that you should always:

- tell your care co-ordinator or lead clinician of your needs and concerns
- tell your care co-ordinator or lead clinician of any new problems, symptoms or change of circumstances at home
- tell the Trust or social services if you are satisfied or dissatisfied with your care.

If you would prefer to talk to someone else, you can contact Customer Relations or independent advocacy.

Names and contact numbers are available in all of our centres and on leaflet 9 in this series.

The contact details for Customer Relations are at the back of this leaflet.

Letter to patients

Occasionally you will receive a confidential letter which briefly summarises the information in this leaflet. In the letter it explains that you can either contact Customer Relations or your clinical team for further advice.

If you have access to the internet, you can find out more about the Trust and our services on our website www.bsmhft.nhs.uk or from Customer Relations on 0800 953 0045.

If you have any queries regarding this leaflet then please call the service user, carer and public engagement lead at Trust headquarters on 0121 301 1111.

Our Customer Relations Team is available Monday to Friday, 8am to 8pm (excluding bank holidays).

Tel: 0800 953 0045

Email: bsmhft.customerrelations@nhs.net

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Main switchboard: **0121 301 0000**

