

My Care Plan

Why the need to change how we care plan?

- Staff, patient, family and carer feedback
- Patient Safety Incidents learning
- Parliamentary Health Service Ombudsman (PHSO) upheld complaint
- NHSE Guidance: Personalised Care
- Audit of inpatient care plans

The above demonstrated an improvement was required in some areas of mental health care planning

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Scoping:

- Review of 50% of current inpatient care plans using the Inpatient Care Pathway (ICP) monthly audit
- Current challenges of current RIO care plan library templates: diagnostic driven and prescriptive
- Discussions with other NHS Trusts: ELFT, AWP, Notts
- Collaborative working with the Personalised Care and Community Mental Health Transformation programmes
- Stakeholder engagement

Process:

- Engagement meetings with inpatient and community staff
- Multiple draft options considered for new care plan format on RIO
- Integrating Dialog and Personalised Care Agenda workstreams to streamline processes and training for frontline staff
- Stakeholder involvement: experts with lived experience and service users, inclusion Glos/PRAB, inpatient and community staff, medics and AHPs, clinical specialists, service leads and managers, transformation team, clinical analyst team, business intelligence
- Coproduction

DIALOG as the foundation for My Care Plan – what is it?

1	2	3	4	5	6	7
Totally dissatisfied	Very dissatisfied	Fairly dissatisfied	In the middle	Fairly satisfied	Very satisfied	Totally satisfied

QUESTION	SCORE	Would you like help in this area? (Y/N)
1. How satisfied are you with your mental health?		
2. How satisfied are you with your physical health?		
3. How satisfied are you with your job situation?		
4. How satisfied are you with your accommodation?		
5. How satisfied are you with your leisure activities?		
6. How satisfied are you with your relationship with your partner/family?		
7. How satisfied are you with your friendships?		
8. How satisfied are you with your personal safety?		
9. How satisfied are you with your medication?		
10. How satisfied are you with the practical help you receive?		
11. How satisfied are you with your meetings with mental health professionals?		



My Care Plan

Please see the Word document version in the chat



MY CARE PLAN

Name:

Date/Time:

Referral / Admission date:

Stage of Treatment:

Options: Initial Assessment / Review / Discharge

Care Plan completed by:

Options: Person / Family Carer supported / Health Professional supported / Dementia diagnosis supported (not scored)

Current Mental Health Act (MHA) status:

Options: Informal / Detained under the Mental Health Act (MHA) / Community Treatment Order (CTO) / Not applicable

⚠ Mental Capacity must be considered for each individual question when completing My Care Plan. [Hyperlink to MCA form](#)

What matters to me / This is me:

My skills and strengths:

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My Care Plan: Phase 1 version. May 2024



My future focused longer-term goals:

Φ This could mean if the person would like life to be different, how life could look going forwards, what is important, longer-term plans.

4 Step approach to support conversations:

- Step 1: Understanding: Why this rating? What is working?
- Step 2: Looking forward: Best case scenario? Smallest improvement?
- Step 3: Considering options: What can the person do? What can clinicians do? What can others do?
- Step 4: Agreeing on actions.

1	2	3	4	5	6	7	
Totally dissatisfied	Very dissatisfied	Fairly dissatisfied	In the middle	Fairly satisfied	Very satisfied	Totally satisfied	Not recorded by person





How satisfied are you with your mental health?

Φ This could mean feelings, thoughts, stressors, coping strategies, memory, loneliness, grief, identity.

- Rating:
- Would you like help in this area? Yes/No

My view:

Mental health goals and actions:

How satisfied are you with your physical health?

[Hyperlink to Health and Lifestyle form](#)

Φ This could include care planning around annual physical health check results: hypertension, diabetes, cholesterol, alcohol, smoking, weight.

This could mean feelings and thoughts about diseases, illnesses, substance use, addiction, diet, pain, activity, mobility, falls, frailty.

This could include eyesight, dental health, sexual health, reproductive health, hormonal health, identity, healthcare appointments, national screening.

- Rating:
- Would you like help in this area? Yes/No

My view:

Physical health goals and actions:

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MCP vs Bespoke Care Plan

- My Care Plan reflects the person's thoughts and feelings about their care and treatment. There will be times when a specific need is identified that requires a specific intervention.
- This could be any type of need, such as:
 - Physical health: self-care, diabetes, cardiovascular health, falls, wound management etc.
 - Mental health: harm minimisation, high risk management, coping strategies, behavioural activation plans, self-care
- A bespoke care plan should be written to address the specific need identified.
- The bespoke care plan should be agreed with the person (where this is possible) and should also be written in simple and straightforward language.
- The bespoke care plan should be referenced in My Care Plan in the appropriate goals and actions section.
- A printed paper copy of the bespoke care plan should be given to the person in addition to the My Care Plan.
- In Rio:
- To create a new bespoke care plan:
- On the person's clinical portal go to: Care Planning and Care Reviews / Care planning and click on New problem/Need.

Printed Care Plan

Our Ref: ***
PRIVATE & CONFIDENTIAL

Managing Memory Together
Community Dementia Nursing Service
The Fitchie Centre
Charlton Lane Centre
Cheltenham
GL53 9DZ

Telephone: 0800 694 8800
Fax:
Web: www.ghc.nhs.uk

Date: 1 July 2024

Dear [Click or tap here to enter text.](#)

As your Key Worker I am responsible for coordinating your care needs and can be contacted on the above number.

We have talked about the things that are important to you, your skills and strengths and your future focused goals. My Care Plan captures this information and identifies the areas that you would like help with, and how we can work with you to support your mental health and wellbeing. You can share My Care Plan with other people who are supporting you if you feel that would be helpful.

If you have any questions about the My Care Plan please contact me on the above number, or we can discuss this at your next appointment.

Yours sincerely,

Hannah Burke

If you would like this letter or information we send you in an alternative format, such as another language, braille, large print or Easy Read, or if you need other help with communicating with us, please let us know.

Enc: My Care Plan

Cc:

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Main office: Edward Jenner Court, Pioneer Avenue, Gloucester Business Park, Brookworth, Gloucester, GL3 4AW

We support clinical research. Our 'Count Me In' programme gives all service users the opportunity to be involved in research unless you tell us otherwise. For other information, please visit our patient information page: www.ghc.nhs.uk/patientinfo



MY CARE PLAN

My full name:	
My NHS Number	
My DOB	
My Keyworker	
My Key Contacts: (Please complete)	
My Care Plan Date:	

What matters to me:

My skills and strengths:

My future focused goals:

Mental Health

My View:

Goals and Actions:

Physical Health

My View:

Goals and Actions:

Job Situation

My View:

Goals and Actions:

Accommodation

My View:

Goals and Actions:

Leisure

My View:

Goals and Actions:

Relationships

My View:

Goals and Actions:

Friendships

My View:

Goals and Actions:

Personal Safety

My View:

Goals and Actions:

Medication

My View:

Goals and Actions:

Practical

My View:

Goals and Actions:

Meetings

My View:

Goals and Actions:

My Family and/or Carer's view:

My Personal Safety Plan

What am I usually like when I am well?

How do I know when things are not going well and what can I do to help myself?

How will I or others know that I might need some more help?

What can other people do to help me?

Updates and Notes:

(Please use this section to add any updates or notes you wish to bring to your next meeting)

Key Points

- MCP should contain lots of 'I' statements. This can still be the case for those that cognitively compared if we know the source of information to be true. Values can be taken from other sources i.e. this is me document, observations or conversation with carers.
- Newly created care plans will autofill with previous care plan (similar to risk assessments on RIO)
- Printable care plan will also pull through 'Personal Safety Plan' but not bespoke care plans

QUESTIONS

CONCERNS

FEEDBACK



with you, for you



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