

Our promise to you

Each time you use our services we will:

- listen to your views on the help you need, talk with you about your care plan, and give you a copy
- talk with you about your treatment, including any medicines you take, and give you information

- tell you the name of your care coordinator and how to get help out of hours
- listen to your relatives and carers and, if you wish, involve them in your care
- talk with you about your next appointment and ask if you want to bring someone with you.

How to contact Oxleas NHS Foundation Trust

You can phone us on:
01322 625700

You can write to us at:
Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

Opening times:
Monday – Friday
9am-5pm

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oxleas.nhs.uk

Oxleas **NHS**
NHS Foundation Trust

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Assessment and care planning

Mental health services

Improving lives

oxleas.nhs.uk



This leaflet explains the assessment and care planning process that will be offered to you.

There are four parts to the process:

1. An assessment of your needs
2. A care plan outlining your care
3. Allocation of a care coordinator/lead professional
4. A review of your care on a date we will agree with you.

There may be people who give you additional support. They may be family members or friends. If they spend a significant amount of time providing unpaid support we would refer to them as carers. If you wish we will also speak with and listen to your relatives and carers and involve them in your care.

We have two models of care depending on your needs.

- If your needs are not complex your care will be called standard care.

- If your care needs are complex this process will be called the care programme approach (CPA).

What is an assessment?

This means finding out about you and what you need to improve your life. For example what has helped in the past, finding out if you are taking any medicines and if you have any physical health problems that may be affecting you.

The assessment will be led by a trained member of the mental health team. This could be a psychiatrist, a nurse or another team member.

What is a care plan?

A care plan outlines the care and treatment you will receive, who will be providing it and when it will be reviewed. If you are on standard care this will be in the form of a letter that will be given to you and your GP.

If you are receiving care under CPA, a more thorough plan of care will detail your needs and how we intend to help you. Your views on this and what you and your care coordinator agree will be your goals. It is important that you are involved in writing your care plan. You will be given a copy and asked to sign it.

Part of your care plan will always include information about your condition and any medication you are taking.

We will also ensure that you and your carer know who to contact out of hours or in a crisis.

“A good care coordinator is someone who knows what is going on.”

Who will be my care coordinator?

A professional from the mental health team will be your care coordinator. They will be responsible for keeping in contact with you and everyone else involved in your care. They will oversee your care plan and make sure it is working for you.

If you are on standard care you may be in contact with only one mental health lead professional.

If your needs are more complex there may be more than one member of the team involved in your care.

“A good care coordinator is someone who understands me very well.”

What is a review?

A review is where the professional or team who are providing your care meet with you to discuss your care plan. For those on standard care, this meeting will be every three months but there are some services, eg memory clinics, when this may be less frequent. This may form part of your regular contact with your care coordinator. The discussion will include how things are going, agreeing if there are any changes needed to your care plan and when treatment will be completed.

For those on CPA, a more formal meeting with the professionals involved in your care will take place at least every six months. This is your review and your care coordinator will speak to you about it before the meeting. You can expect to have an invitation

to the meeting at least one month before and know who will be attending. You may wish to invite a relative or friend to attend with you.

“A good care coordinator would be with you (one to one) to listen and debate with you.”

You have a right to:

- have a skilled and experienced mental health professional to coordinate your care
- be involved in writing your own care plan and have a copy of it
- bring a carer, friend or advocate to any appointments or reviews that you may have
- agree with your care coordinator the date, time and place of your review and receive a letter one month in advance of the meeting
- receive information about your medication and condition
- be given information about who to contact out of hours or in a crisis.

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We may share some information with other staff who do not work for Oxleas NHS Foundation Trust. Examples of these may include your GP and social service employees. When considering who may see information about you, our staff use the following principles:

- only share information with those who need to know in order to provide good quality care
- share the minimum information necessary to ensure good quality care.

Further information

We also provide the following leaflets which may be helpful to you:

- Sharing letters with our patients
- Your healthcare records
- Raising a concern or making a complaint

If you would like a copy of any of these leaflets please ask a member of staff.