

Your rights under CPA

1. To be fully involved in planning your care and to be given a copy of your care plan.
2. To have reasonable time to prepare for your CPA meeting.
3. To withdraw from some or all parts of the CPA process anytime.
4. To have support from someone at CPA meetings.
5. To ask for a CPA meeting any time.
6. To know who has access to your personal information.
7. To ask for another opinion on any aspect of your care.
8. To have your plan put into practice.
9. To complain if you are dissatisfied with any aspect of your care.

Smoking is not permitted on any AWP premises (including wards). If you would like help to stop smoking, please contact your care coordinator.

Contact us

If you, or the people supporting you, have any questions or concerns about your care, please contact your care co-ordinator.

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS)

Tel: 01225 362900

Free phone: 0800 073 1778

Email: awp.PALS@nhs.net

Other formats and languages

If you need this information in other formats (such as large print, Braille) or in another language, please call the PALS number

Lead: Lead Nurse Community

Leaflet code: AWPNov2010-169

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Next review due Oct 2020



Avon and Wiltshire
Mental Health Partnership
NHS Trust

Care Programme Approach

You matter, we care

What is the care programme approach?

The Care Programme Approach (CPA) is a framework which makes sure that services and healthcare professionals work together with you to meet your needs.

Your care co-ordinator

An important part of the CPA is having a named care coordinator allocated to you.

Your care co-ordinator will:

- be easy to contact
- explain what services are available to you and how these work
- help you choose the care and support that is right for you
- make sure the care you receive is meeting your needs
- make sure everyone involved in your care (including your carer if appropriate, and voluntary organisations) is working together in a joined up way
- consider the needs of your family/carers and make sure they know how to get an assessment of their needs

- write a care plan with you setting out the help and services you will receive.

CPA meetings

Care planning works best when everyone involved meets together to talk about how things are going. This is called a CPA meeting.

Before the meeting

Your care coordinator will:

- explain what will happen and who needs to be there
- help you prepare what you would like to talk about and how you can be helped to feel comfortable
- explain which workers could be at the meeting and why, so you can decide whether you want them there.(e.g. housing officer, social worker)
- explain the role of an advocate and what to do if you want one at the meeting.

At the CPA meeting

Someone will lead the meeting to make sure everyone gets a chance to speak and knows what will happen next.

- The meeting will cover both your health and social needs including education and employment.
- Everything that goes on at the meeting should be explained. If you do not understand something, please say.
- You should feel that your views matter and you are listened to.
- The meeting can be stopped if you feel confused or upset or if you need a short break, just ask.

At the end of the meeting

You and your care co-ordinator will update your care plan based on what was discussed and agreed.

Your care co-ordinator will check to make you understand everything. If there is anything you're unsure of, please ask.

What happens next?

We will let you know when and where the next CPA meeting will be.

We will give you a copy of your care plan within one week of the CPA meeting.

Your care plan will also be shared with others involved, so that everything runs smoothly.