

# The Care Programme Approach

(CPA)



**This is how services help you to get the help you want.**



## Care coordinator



Your care coordinator will help you plan the care and support you need. You will be told who your care coordinator is.



They are easy to contact.



They will listen to you.

They will listen to your carer.

They will tell you what is happening.



They can tell you how to get help.



They will write a care plan about your care. You will get a copy of it. It is your care plan.



They will help you plan your CPA meeting. You can ask for a meeting at any time.

## CPA Meeting



You can ask a friend, carer or family member to come to the CPA meeting.



You will have time to plan what you want to say before the meeting.



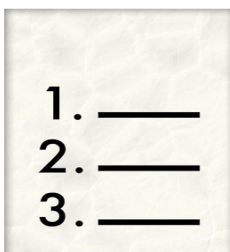
We will listen to your views.



If you do not understand something, ask us to explain it.



If you are not happy, we can stop the meeting.



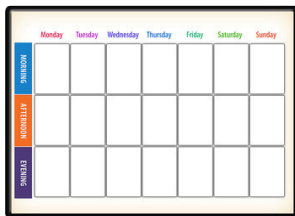
You can ask someone else what they think about your care.

We will write down what was said in the meeting.

## Actions



We will tell you when the next meeting is.



We will give you a copy of the care plan one week after the meeting.



We will tell you who can see your care plan. You can also show your care plan to a friend, carer, or family member.



We will make sure that what is agreed in the meeting happens.



You can contact our Patient Advice and Liaison Service (PALS) if you are not happy about your care.

## Contact us



You can telephone PALS on:

**0800 073 1778 or 01249 468 261**



You can write to PALS at:

**AWP PALS  
Jenner House  
Langley Park  
Avon Way  
Chippenham, SN15 1GG**



You can email PALS at:

[pals@awp.nhs.uk](mailto:pals@awp.nhs.uk)

We can supply larger print copies of this leaflet and we can put it on tape too. Please ask if you would like one of these.

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