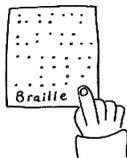


Care Planning

An information leaflet
for service users and carers



This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.

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What is care planning?

Care planning is about making sure that you get all the help and support that you need.

You may need help with:

- housing
- benefits
- day services
- health
- getting a job
- going to college

Details about what help you need and who is going to help you are written in your **care plan**.

What is a care coordinator or lead professional?

You will either have a care coordinator or lead professional. This will be dependant on your needs and will be explained to you. They will:

- Look after your care plan.
- Work with you to write your care plan.
- Arrange your **care planning meetings**.



Advocacy

An advocate is someone who can support you at your care planning meeting or speak up for you at any time.

If you would like to have an advocate, there are free advocacy services who can help you.

Please speak to your care coordinator/lead professional or Helen from PALS who will arrange this for you.

My care coordinator/lead professional is:

Name:.....



Other information



What if I am not happy with my care ?

We want to know what you think.
This is so that we can make our services better.

If you are unhappy it is important that you talk to your care coordinator.

You can also talk to Helen Chadwick who is the Patient Advice and Liaison Services (PALS) officer.



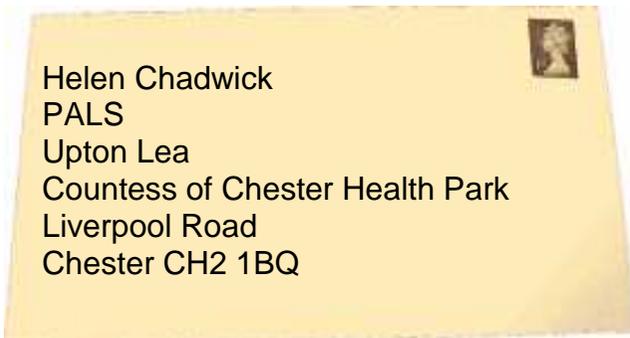
You can contact Helen by:



01244 364 217



Helen.Chadwick@cwp.nhs.uk



Helen Chadwick
PALS
Upton Lea
Countess of Chester Health Park
Liverpool Road
Chester CH2 1BQ

What are care planning meetings?

These are meetings where you, and anybody else who helps with your care plan, can come together to talk about the plan and how to carry it out.



People who might go to the care planning meeting:

- you
- care coordinator or lead professional
- your family or carer
- your support worker
- social worker
- community nurse

You don't have to go to the meeting if you don't want to.

Your care coordinator/lead professional can tell everyone at the meeting what you think about your care plan.

You can ask a friend or a relative to speak for you, or you can have an advocate.

There is information about how you can get an advocate on page 7.

What is a risk assessment?

A risk assessment is part of your care plan.
It is about keeping you safe.

This may be:

- if you are in danger of hurting yourself.
- if you are in danger of hurting other people.
- when you want to try new activities.

Your care coordinator will write the risk assessment with you and involve the other people who support you.

What happens at the end of the meeting?

You will be asked to sign your care plan if you can.

The date, time and place of the next meeting will be talked about.

You, your carer or the people who support you can ask for a care planning meeting at any time.



What happens after the meeting?

You will get a copy of your care plan.

The other people involved in your care will also get a copy of your care plan.

This is to make sure that the people who support you know what has been agreed at your meeting.

Your care coordinator/lead professional will speak to you after your care planning meeting to make sure that you understand what is written in your care plan.



What about making changes to the care plan ?

You may want to make some changes to your care plan and add new things.

On a regular basis, or when needed, everyone involved in your care will look at your care plan to see how it is going and whether it needs changing.

If you are leaving hospital your care plan will be looked at before you leave.

