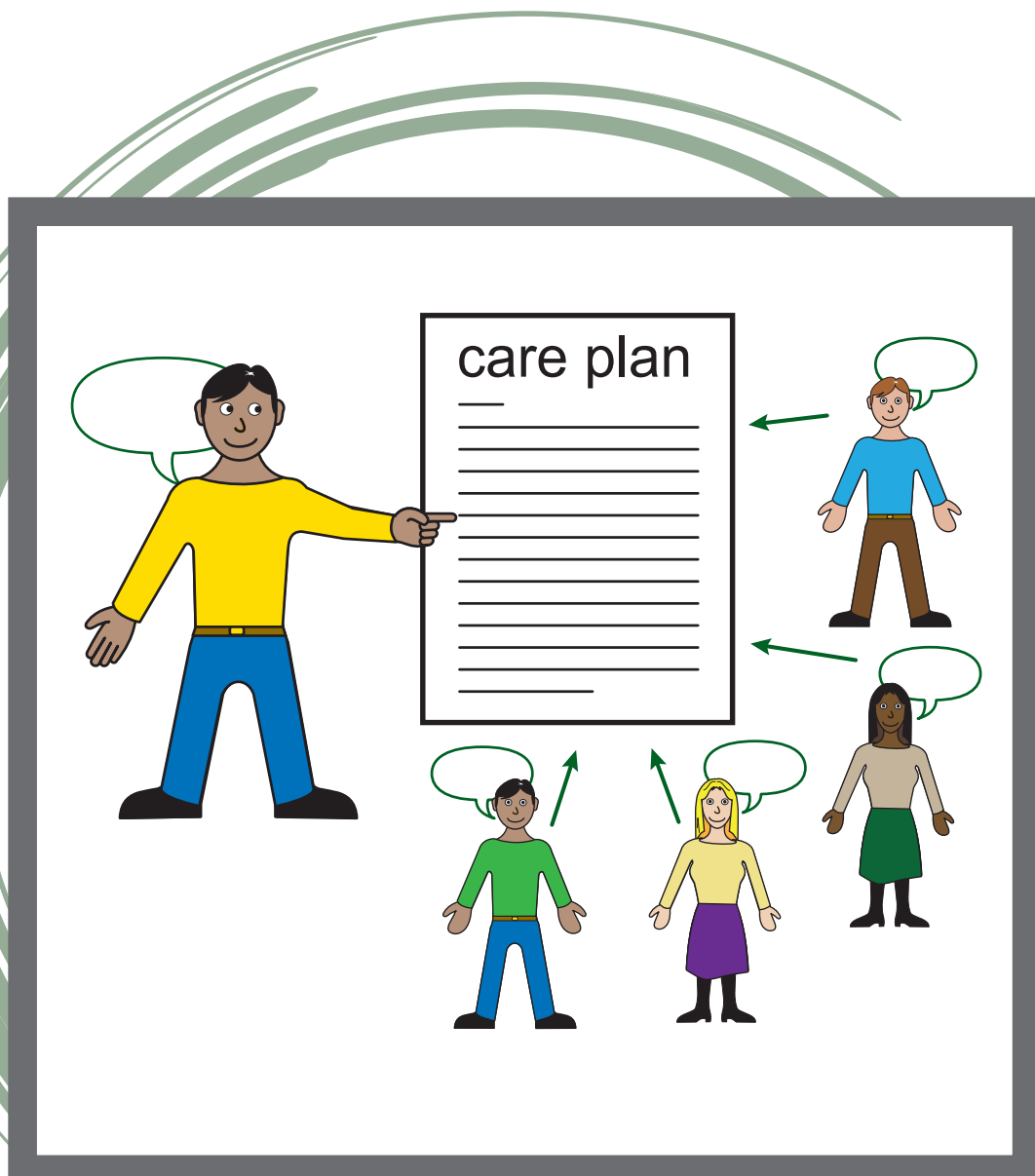
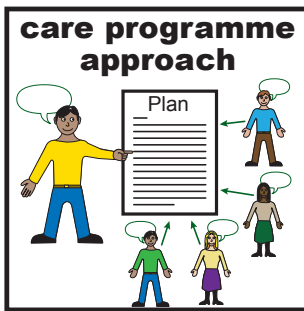


Care Programme Approach



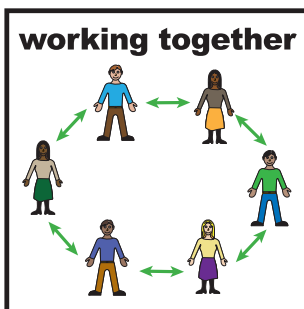
What is Care Programme Approach?



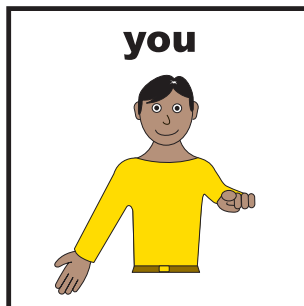
Care Programme Approach is also called **CPA**.

CPA makes sure you get all the help you need to improve your health and your life.

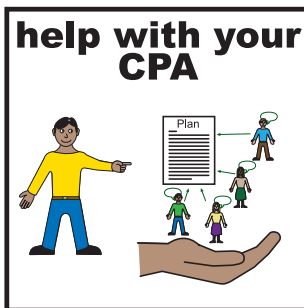
CPA is used when you need help from more than one person.



CPA makes sure everyone who is helping you works together.



The most important person in your **CPA** is you.



Everyone who is part of your **CPA** is there to help you.



This booklet tells you more about **CPA**.

Your Care Coordinator

You will have a **Care Coordinator**.

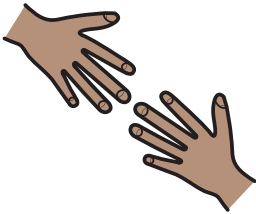
Your Care Coordinator makes sure you get the support you need.

Your care coordinator makes sure you have your say about what support you want to improve your health and your life.

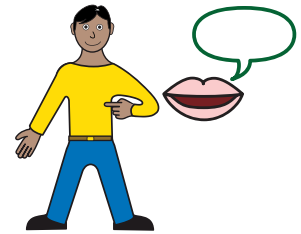
Your Care Coordinator makes sure your support and care is helping you improve your health and your life.

If you have any questions about CPA you can ask your Care Coordinator.

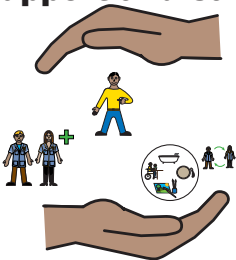
help



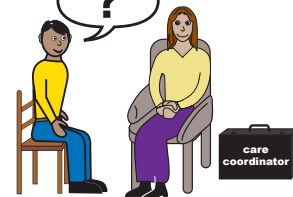
have your say



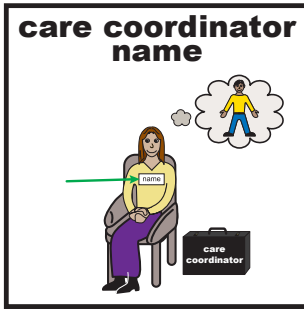
support and care



?



Who is my Care Coordinator? _____



Your Care Coordinator is:

.....



Phone

.....



If your Care Coordinator is not there you could leave them a message. You could also ask to speak to someone else who is helping you.

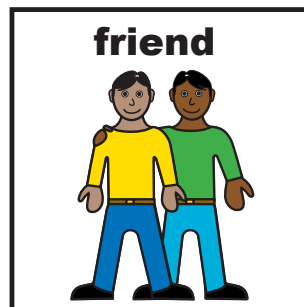


You can also call

.....

Phone

.....



If you have a good friend, carers or neighbour or support worker who you trust you could talk to them.

What happens in CPA? _____

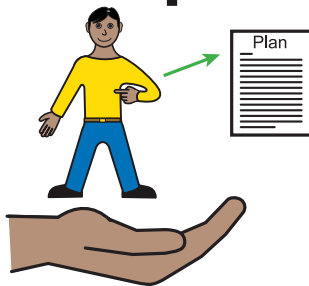
There are 3 parts to CPA.

assessment



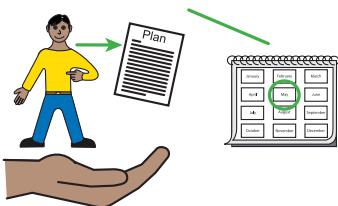
An **assessment** will find out what help you need to improve your health and your life.

care plan



A **care plan** will say how you will be helped to improve your health and your life.

review your care plan



A **review** will check that your care is helping you.

Assessment



The first part of CPA is **assessment**.



Assessment means finding out what help you need to improve your health and your life.



Improve your health and your life means something different for every person.
We will ask you what improve your health and your life means to you.
We will ask you what you think your life will be like when it is improved.



This will help us to know what care and support you need.



In assessment we will also find out what help you need to stay safe.



Care Plan _____

your say



We will listen to what you say about how your care and support is delivered.

writing your plan



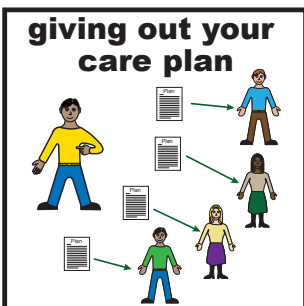
Once you have agreed your care and support, we will write your care plan.

care plan



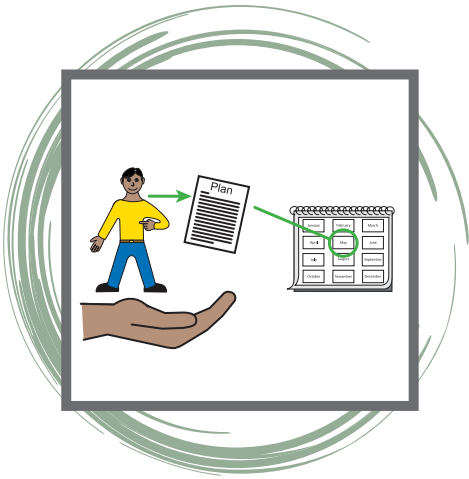
Your care plan says what everyone involved will do to support you.

giving out your care plan



You and the people involved will be offered a copy of the care plan.

Review



There will be a review of your care plan at least once a year.

A review means checking to see if the care plan is still right.

You can choose how and where the review will happen.



The review could be a meeting with you and the people who are support you.

This might also be called a CPA meeting.

Or you can choose a different way to have your review.



Your Care Coordinator will talk to you about your review.

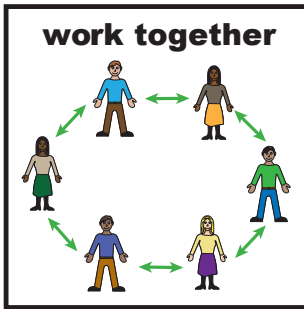
Your Care Coordinator will ask you if your care is helping you improve your health and your life.

You can talk about this in your review.

Or you can talk about this just to your care coordinator

How will people work with me? _____

The people who work with you will do these things:



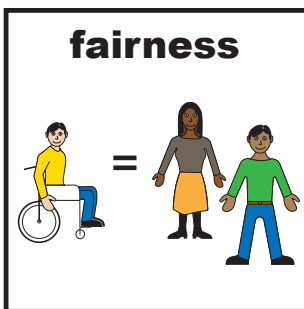
Work together

We will work with you to agree the support you need. If you have a carer you can choose for them to be part of CPA as well.



Respect you as an individual

The people supporting you will respect you by taking your views and wishes into account.

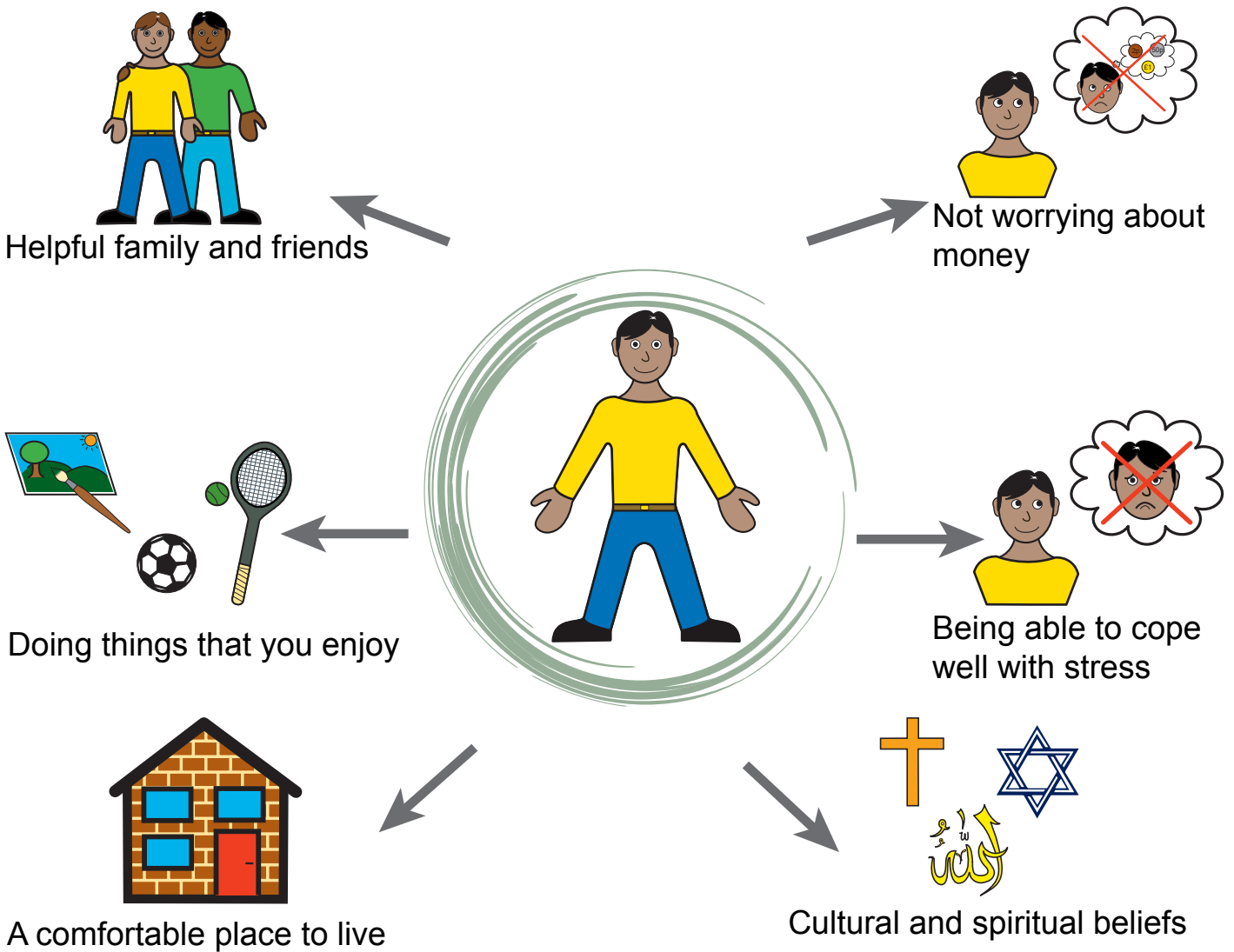


Treat you fairly

Everyone will treat you fairly. You will not be treated differently because of the colour of your skin or because of an illness or disability. If other people treat you differently because of these things we will ask them to treat you fairly.

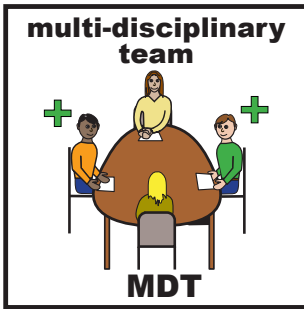
Improve your health and your life

There are things that can help you improve your health and your life:

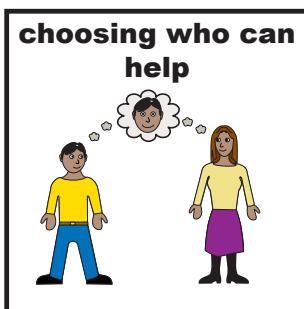


Your care plan can say what support you want with any of these things. Your Care Coordinator will help you think about what things are important to you.

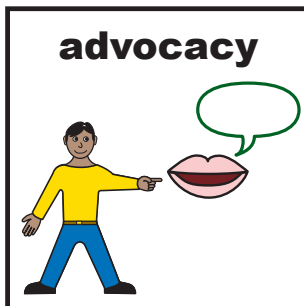
Who else can be part of my CPA?



CPA is about getting the right support for you. You might have other people you want to be part of your CPA.



Your Care Coordinator can help you choose if you want any other people to be part of your CPA. This might be your carer or someone from your family or a friend.



You can have an advocate as part of your CPA. An advocate is someone who helps you have your say or who speaks for you. If you find it hard to say what you want in CPA meetings an advocate can help you.

Your Care Coordinator can help you get an advocate if you want one.

Or you can ask York Mind **01904 643364**

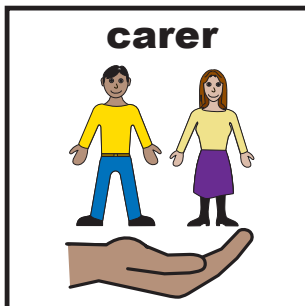


If you are under a section of the Mental Health Act you can also get an Independent Mental Health Advocate.

This is an advocate who helps you have your say about things that happen to you because of the Mental Health Act.

You can contact an Independent Mental Health Advocate - Cloverleaf **01904 557644**

Carers



A carer is someone who gives you care without being paid.
If you have a carer they can have a carer's needs assessment.

A carer's needs assessment is to find out if your carer needs help to give you care.



Your Care Coordinator can arrange a carer's needs assessment for your carer if they want one.

Or your carer can contact the customer advice centre on **01904 554141**



York carers centre can offer information and support to carers - **01904 715490**



They also give information on employment, education and social activities.

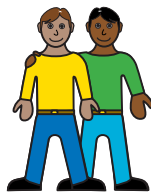
What should I do if I feel unwell or need urgent help? _____



If you think you are getting unwell you should tell your Care Coordinator.



Or you could tell your carer if you have one.



Or you could tell someone else that you trust.



If you are getting unwell you or your carer can also ring your GP.

Your GP will give you the telephone number for the on call service. This service can help you when your usual care team is not there.



You could also telephone NHS Direct on **0845 46 47** Or you could go to A&E in hospital if it is an emergency or if you need to keep yourself safe.

It might be someone else that sees you are getting unwell. They might tell you this and try to help you. You might need help from your support team or from other services.

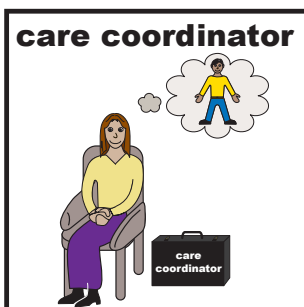
Can I choose what help I want if I am unwell?



Your care plan will also say what should happen in an emergency.

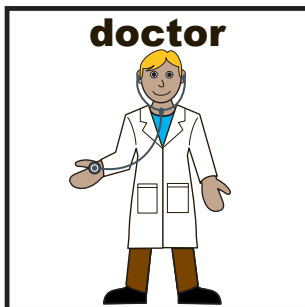


Your care plan can have an **advance statement** in it. An advance statement says what help you want if you get unwell.

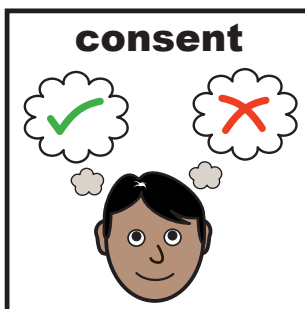


Your Care Coordinator can tell you more about advance statements.

Who is allowed to know information about me?



We will tell your GP and the people supporting you about your CPA unless you ask us not to. Sometimes we need to give information about you to someone else. This is so they can help you. We only give people the information they need to do their job.



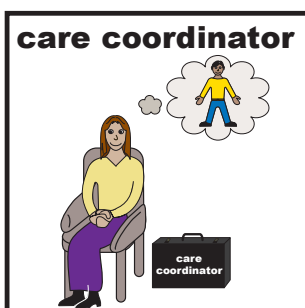
We will ask you if it is ok to tell anyone information about you. This is called asking for your consent.

We will always ask for your consent before telling someone information about you except for these times:

- If there is an emergency
- If you are a danger to yourself
- If you are a danger to someone else
- If the law says we must

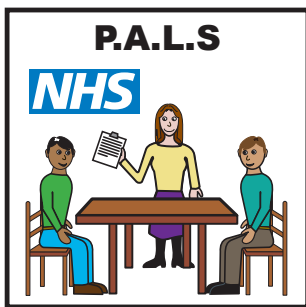


To give you the right help we need to keep information about you. We keep this information safe and private. This is a promise called The NHS Care Records Guarantee.



Your Care Coordinator can tell you about who might need information about you.

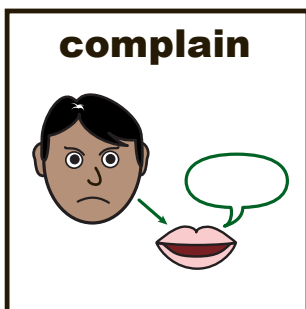
How can I get more support and advice?



You can get more information and advice from PALS. PALS stands for The Patient Advice and Liaison Service. PALS is a free service.



PALS can help you if you need some advice about your care. PALS can help you find other care and support that you might want.



PALS can help you sort out any problems you have with our services. PALS can also help you complain.



PALS follow the same rules about keeping your information private.



PALS are open Monday to Friday from 9am to 5pm. You can telephone them on **0800 0525 790**. Or you can email **pals.lypft@nhs.uk**

Where can I get more support and advice from? _____



You can also get information from York Mind. York Mind can give you advice and support.



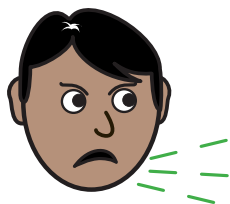
Information for York Mind are open Monday to Friday from 9am to 5pm.



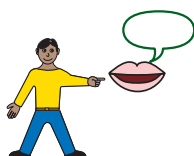
office@yorkmind.org.uk
Or you can telephone them on
01904 643364

What if I want to complain?

You have the right to disagree with the care and support you get.



You can talk about this with your Care Coordinator.



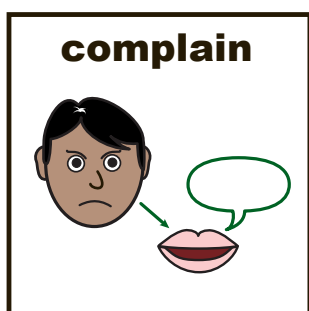
You can talk about this to an advocate who will help you have your say.



You can also talk about this with a friend or member of your family.



You can also talk about this with PALS.



If after this you still disagree with the care and support then you should write to our Complaints Department

Complaints Department
Leeds and York Partnership NHS Foundation Trust
Trust HQ
Twenty-one Fifty
Thorpe Park
Leeds
LS15 8ZB

