

Patient Centred Care Planning the Journey Continues



OUR VALUES



Patients &
people first



Partnership



Respect

What is the Problem?

- ❖ Many patients
 - ... do not have a Care Plan
 - ... are not involved in their Care Plan and it is not recorded 'why not'
 - ... do not have a copy of their Care Plan
- ❖ The quality of Care Plans is not consistently good
- ❖ Electronic Care Plans may be hard to locate in the Electronic Patient Record (EPR), or may be recorded in multiple places
- ❖ The Care Quality Commission (CQC) and external Auditors have highlighted Care Plan issues for Southern Health



What is a Care Plan?

“In its most simple form a care plan is what different people agree to do in response to a person’s assessed needs. It then provides a document for discussing progress against those needs.

The aim should be to create care/support plans that are working documents that reflect personal priorities and can be **more easily owned by people who use our services.**”

Steve Morgan (www.practicebasedevidence.com)



The Patients Voice



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Feedback

Patient

No one has ever asked me what's important to me....I really like that

Staff

I love that we are asking the patient what's important to them, its not about what we want

Live in Carer

It would be very useful to have a copy in the carers folder for reference at all times, especially when there's a change of carer.

OUR VALUES



MY CARE PLAN

I like to be called

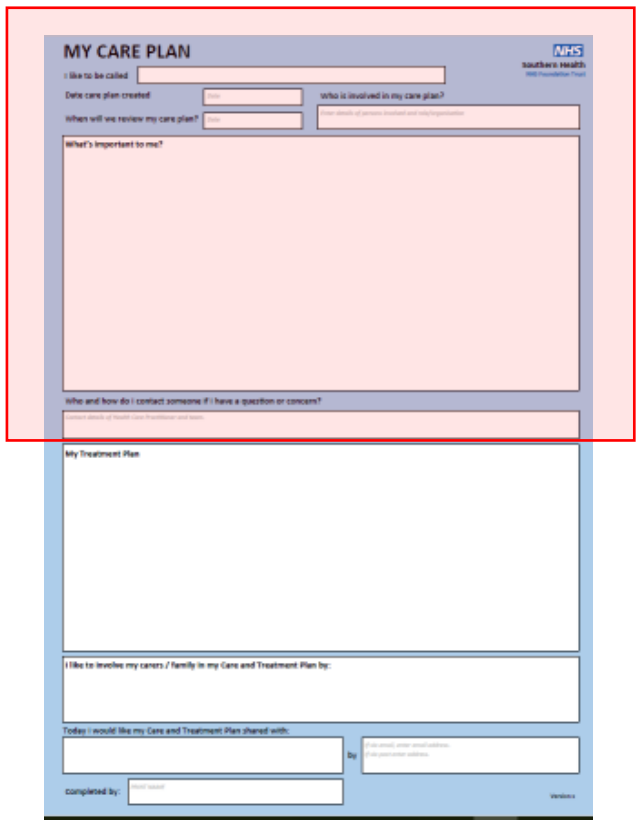
Date care plan created


Who is involved in my care plan?
Enter details of persons involved and role/organisation

When will we review my care plan?

What's important to me?

Who and how do I contact someone if I have a question or concern?
Contact details of Health Care Practitioner and team.



MY CARE PLAN  NHS
Southern Health
NHS Foundation Trust

I like to be called

Date care plan created Who is involved in my care plan?

When will we review my care plan?

What's important to me?

Who and how do I contact someone if I have a question or concern?

My Treatment Plan

I like to involve my carers / family in my Care and Treatment Plan by:

Today I would like my Care and Treatment Plan shared with:

Completed by:

My Treatment Plan

I like to involve my carers / family in my Care and Treatment Plan by:

Today I would like my Care and Treatment Plan shared with:

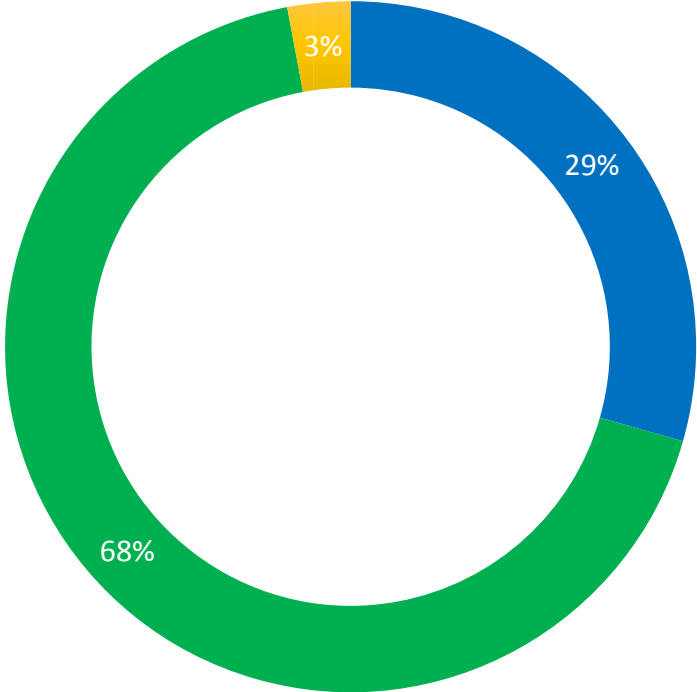
by

*If via email, enter email address.
If via post enter address.*

Completed by:

PRINT NAME

90 day Action Plan –progress on 26 actions



- Completed
- In progress / on track
- In progress / not started



Challenges

- ❖ **Digital Ability** – huge variation in digital ability across the Trust. This has proven hard to measure the Trust have not done this before. But.....there is a new project the digitally enabled clinician/workforce scoping this
- ❖ If there is real commitment to release time to care then staff need to be able to use the tools they are given efficiently and effectively.
- ❖ **Electronic Patient Record Replacement (EPR)** – The Trust has decided to work with one main system RiO . There has been a delay in 8 actions arising from a major RiO system upgrade in August which required all System Support Team (SST) resources for testing and release management. SST are required to prioritise Business as Usual requests for new starters and to respond to any system issues where there may be a risk to patients or where there is an NHS directive to make a change. Consequently there has been a delay in progress.
- ❖ **OPPORTUNITY:** one system gives us the ability to monitor care plan recording and monitoring to be able to satisfy auditors and the Care Quality Commission

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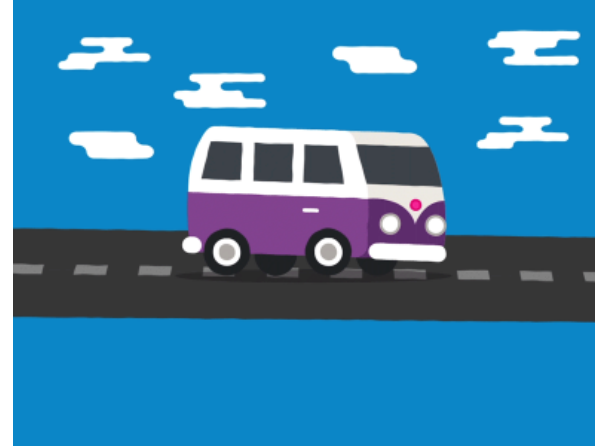


Partnership



Respect

... Are we nearly there yet?



to infinity & beyond



60 Days:
Team to address weaknesses
in digital ability
Further review and refine
current electronic care plan

90 Days:
Work with People
Development to revise care
planning training
Review and revise
communications regarding
care plans

And Beyond....
Scale up project across
wider footprint-
rationalise many
projects with patient
voice at centre.
Plan Do Study Act.....

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