

## Patient Centred Care Planning the Journey Continues



## 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](http://www.practicebasedevidence.com))



## The Patients Voice





## Challenges

- ❖ **Digital Ability** – huge variation in digital ability across the Trust. 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.
- ❖ **Mobile Working Strategy** – ease of mobile working impacts greatly on what is recorded and when. There are a number of initiatives that could significantly impact how the data discussed here can be recorded more efficiently.
- ❖ **Electronic Patient Record Replacement (EPR)** – three EPRs operate across the Trust each record care plan information differently. It is expected that the final choice of EPR combined with mobile working options will impact on the ability to monitor care plan recording and monitoring to be able to satisfy auditors and the Care Quality Commission



## ... Are we nearly there yet?



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

