My Care Planning Meeting – Service User Paperwork

Guidance Notes for Staff

The service user care planning paperwork has been developed as part of the CPA process. The paperwork:

- aims to create a process of involving service users in their CPA meeting and in turn to develop ownership of their meeting.
- has not been developed as a leaflet to be given out to service users and it will not be suitable for use with all service users.
- has been developed as a resource, for staff to use with service users who may benefit from this style of support.
- creates an opportunity to prepare for the CPA meeting with the service user, by listening to the service users' experiences of their care and support, and capturing any views that they wish to share/talk about at their meeting.
- should be used by the care co-ordinator or someone who knows the service user well and who will be present at the CPA meeting.

Detailed below are some notes on using the paperwork with service users.

- Prior to the CPA meeting arrange to meet with the service user and take a copy of the paperwork.
- Talk through the meeting using the layout in the paperwork (trying to reinforce to the service user that this is their meeting and an opportunity for them to have a say or be supported to have a say).
  Talk about:
  - Date, time and location of the meeting
  - Advocacy – what an advocate is, option of having an advocate and establishing if the service user already has an advocate.
  - People who will be coming to the meeting (write their names or add pictures as appropriate)
  - Discuss the various topics in the paperwork that the service user may wish to say something about (the topics match the 6 domains covered within the CPA meeting). There is also a blank page at the back to add anything else the service user would like to say that is not covered within the topics listed. Try to support the service user to think about their current situation and anything they want to say about their life **now** – what is and isn't working and how things could be better.
    Please note: Be aware of the risk of raising unrealistic expectations by focusing too much on future aspirations.

  - Write anything the service user mentions in the ‘before the meeting’ section (this may be simply a statement and not necessarily an issue).

- Give a copy of the paperwork to the service user to bring to the meeting and keep copy yourself (if the service user does not wish to attend the meeting then their views/comments are captured on the paperwork and can still be taken to the meeting).

- During the meeting ensure that there is an opportunity to go through the topic areas in the paperwork and note down any actions that are agreed.

- Following the meeting arrange to meet with the service user again. Talk through what was discussed about their statements/issues and who will be supporting them. Write this information in the ‘after the meeting’ section.

- Discuss when the next meeting will be and ask the service user to sign (if appropriate) to say they are happy with what was discussed and the support they will receive.

- Give a copy of the completed paperwork to the service user and keep a copy in their file/on the computer.

The service user paperwork has recently been developed following pilot work across the clinical division. Any comments on the paperwork itself, the guidance notes for staff or how the paperwork fits within the present CPA process would be really helpful in making sure this process is as beneficial as possible.