

## Rapid Access

If you have no need for support from AWP, your care will be coordinated by your GP.

A rapid access plan will be agreed, This will enable you to access support from your care coordinator for up to a year after 'step down'.

The plan will tell you:

- When you should contact someone
- Who you should contact
- What response you should receive.

## Your rights under CPA

- To be fully involved in planning your care and to be given a copy of your Care Plan.
- To have reasonable time to prepare for the meeting.
- To withdraw from some or all parts of the CPA process at any time.
- To have support from someone at CPA meetings.
- To ask for a CPA meeting at any time.
- To know who has access to your personal information.
- To ask for another opinion on any aspect of your care.
- To have your plan implemented.
- To complain if you are dissatisfied with any aspect of your care.

## Contact us

If there is anything you are upset or unhappy about, you should speak to your care coordinator

Their name is .....

Telephone .....

If you do not want to discuss with your Care Coordinator, you can contact their manager,

Their name is .....

Telephone .....

For information on Trust services visit  
[www.awp.nhs.uk](http://www.awp.nhs.uk)

## PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS)

Tel: 01249 468261

Freephone: 0800 073 1778

Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

## Other formats and languages

If you need this information in other formats (such as large print, Braille) or in another language, please call the PALS number.

Lead: Lead Nurse  
Leaflet code: AWPNov2010-169  
Last review: Nov 2013  
Next review due Nov 2016

# The Care Programme Approach (CPA)

It's your care plan

Information for service users

You matter, we care

The Care Programme Approach (CPA) describes how mental health and social services identify your needs and help you to get the help you want and need.

### **Your care coordinator**

A care coordinator will be allocated to you and together you will plan the care and support that you need. He or she will:

- Be easy to contact
- Explain how services work, what is happening and put your needs first
- Know or find out, what help is available
- Consider the needs of your family and /or carer, and make sure they have a carer's plan
- Work with everyone involved (including your carer, and voluntary organisations) to make sure you get the best available care, whether at home or in a hospital
- Write a care plan with you to describe the help and services you need
- Give you and everyone involved in your care a copy of your care plan and check that it works out.

### **The Care Planning Approach meeting**

Care plans work best when everybody involved discusses together how things are going. The care coordinator will make sure agreed actions are taken between meetings.

It is your meeting and it is up to you who you want to invite (for example, your friend, relative or carer).

Your care coordinator will:

- Explain what will happen at the meeting and talk to you about how you can be helped to feel comfortable.
- Help you think about what you want to talk about, including any worries and concerns you might have.
- Explain the role of an advocate and what to do if you want one at the meeting.
- Explain who may be at the meeting and what they can do to help you, so that you can decide whether you want them there.
- Tell you about any financial implications of services which are to be provided.
- Help you to understand what choices are available to you, so that you can choose the care and support that is right for you.
- Explain the CPA meeting checklist and how this will be completed.

### **At the CPA meeting**

Someone will lead the meeting to make sure that everyone gets a chance to speak and knows what will happen next. You will be supported to lead this meeting if you want to.

- You should feel that your views matter and you are listened to.
- All aspects of your life and your needs should be considered.
- Everything that goes on at the meeting should be explained. If you do not understand something, you should say.
- The meeting can be stopped if you feel confused or upset.

### **At the end of the CPA meeting**

- A checklist will be completed to make sure everything has been discussed and all recorded information updated.
- You should know when and where the next CPA meeting is going to take place.
- You should feel clear about what went on and the plans made and agreed. If not please ask your care co-ordinator.
- You will receive a copy of your care plan within one week of the meeting.