

CAPABLE CPA REVIEWS – DECEMBER 2004

Effective Care Co-ordination in Mental Health Services (Modernising the Care Programme Approach) Department of Health 1999 states that every service user should have a 'regular review' and that 'review' and evaluation of care planning should be ongoing. The CPA Handbook published with the CPAA in 2001 expands on this and puts forward that the purpose of a Review is to consider:-

- Any progress the service user has made.
- The views of the service user, carers and professionals.

The practices with regard to use/carer inclusion in review vary greatly across North Nottinghamshire. Service user and carer opinions however do not. A majority of users and carers feel excluded and bewildered by the review process. This is evidenced by feedback from CPA Audits, users, and carers involved in service developments.

Inevitably, some care co-ordinators are better at organising and running reviews than others. Long standing culture and some procedures also inhibit a review from being user friendly.

Reviews need to address the needs of the service user in the least bureaucratic and intimidating manner, but equally the realism of resources available and the competing priorities of other service users sometimes conspire to impair reviews effectiveness and service user acceptability.

The characteristics listed below are put forward as a baseline to begin a process of practice improvement.

Characteristics of a Capable CPA Review

1. The service user and significant carer should be given the opportunity, wherever practicable, to give verbal and written reports or summaries before the review.

In support of this the Care Co-ordinators should:-

- Give adequate notice to the service user/carer of the date, time and venue of the review as well as making every reasonable effort to arrange transport appropriate to service user/carers needs.
- Offer help and guidance in drawing up of a summary / report to the service / user / carer.

2. The venue and timing of the CPA Review should be as close to the service user / carers home as is possible and big enough to accommodate all concerned. Wherever possible the venue should have other comfortable private rooms that can be used for consultation by any parties involved with the review.

In support of this the Care Co-ordinator should: -

- Give adequate notice to the service user/carer of the date, time and venue of the review as well as making every reasonable effort to arrange transport appropriate to service user/carers needs.
- Book venue and ensure adequate lighting, heating, seating and privacy.
- Ensure any reception facilities are aware of the review and the issuing of relevant parking needs or public transport refunds wherever practicable.
- Ensure wherever possible that the timing of the review gives the service user / carer the best chance of attendance and positive participation.

3. The service user and significant carer should be present throughout the whole review and be consulted at relevant junctures as well as been given the opportunity to voice any concern of opinions. All persons should be introduced and their relevance to be being present in the review explained to everyone. The service user should be given the opportunity to object to any individual attending, the final decision on who should attend the review rests with the care co-ordinator.

In support of this the Care Co-ordinators should:-

- Take account of the service users / significant carers opinions regarding invitations to the review.
- Ensure all person's present are introduced in name, designation and role.
- Ensure the chairperson request any non-essential attendees leave if the service user wishes this. Ideally this should be avoided by ensuring all invitations are either essential or agreeable to service user.
- Translate any language / process the service user / carer does not understand.
- Attempt to keep any 'jargon' used to a minimum.
- Ensure that the service user / significant carer has a verbal summary of the plan agreed at the end of the review and what, if any roles they will be expected to play.
- Ensure relevant support for the service user / significant carer after the review especially in cases where it is considered that the outcome was not in accordance with the service users /significant carers wishes.
- Ensure an advocate is present when this is requested by the service user or deemed necessary by the Care Co-ordinator.

4. Where discussions are required between professionals before the review this should be completed with strict regard for not pre-arranging the care plan.

In support of this the Care Co-ordinators should:-

- Ensure that any pre-meeting does not pre-determine the review outcome.
- Ensure that any organisational disagreement or issues are resolved before the review so as not to cause distress to the service user / significant carer.
- Ensure the chairperson maintains the ethos described above.

5. The CPA Review must always address the issues listed below. It is the Care Co-ordinators role to ensure the points below are evidenced.

- Level of CPA relevant to Service User.
- Nomination of Care Co-ordinator
- Review of Care Plan and any progress / deterioration.
- Future agreed Care Plan and responsibilities therein.
- Risk assessment of a relevant level with regard to self, others and child care issues, with appropriate action plan.
- Next review date (specific)
- Clinical outcomes indicator
- Identification of unmet needs.
- Responsibilities of dissemination of relevant information.
- Service user / significant carer views.
- Carer needs assessment.
- Any physical health needs.

6. The records of the review should be in accordance with local Policy and Procedure and be an accurate record of events. Documentation should be kept to a minimum. Copies of reports / minutes and Care Plans should be issued to all concerned within ten working days.

In support of this the Care Co-ordinator should:-

- Ensure minutes are taken accurately and within an agreed format.

 - Ensure production of a accurate record and it's dissemination especially to the service user / significant carer.
 - Record who has been invited as well as attended.
 - Ensure the content of the minutes can be easily understood by the service user / significant carer.
 - Ensure the correct and safe storage of any documents produced by the review within Healthcare records Policy and Procedure.
7. Attention should be given to involving the service users General Practitioner or gaining a summary report fro those who cannot attend. In support of this the Care Co-ordinator should:-
- Send out letters of invite where appropriate and / or ask for a report.
 - Consider at relevant junctures inviting opinions from relevant specialist.
8. Any review is only as user friendly as the accompanying chairperson's belief in the ethos of service user involvement. The 'atmosphere' within the room is often the key to a comfortable and positive review experience.

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