

Your Care

How you can be in control and a partner in your care and treatment



Explaining our Core Care Standards and the Care Programme Approach



Making a positive difference

This booklet is yours. Use it to help you think about how you would like your needs to be met and the services you receive to be provided. You can use the booklet to record things that are important to you. You can bring it to appointments, and talk to our staff about things. You can even share it with family.

It includes:

- **Involvement and choice**
- **Assessment**
- **Care Planning**
- **Review**
- **Discharge and Transfer**
- **Families and Carers**
- **Coordination**
- **Safety**
- **Your Records**
- **Tell us what you think**
- **Our values and standards**

Our mutual expectations (what I expect, and what you expect):

- If we have to cancel appointments we will let the other know beforehand (except in emergencies)
- We will treat everyone we meet with respect
- I will let services know if my health gets worse
- I will respect the Trusts no-smoking policy
- I will contribute to my care, engage in: telling my story; my assessments; and my care plan

Add others in here:

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INVOLVEMENT & CHOICE

You will be involved as much as you want and are able to be

We want to help you to make **informed choices** through:

- **Understanding** your care, treatment and support choices
- **Being a partner** in decisions about your care
- **Having information** to help you make choices and decisions about things like medication
- **Being involved** in working out what makes your health worse or better, and using advance statements or advance decisions if you want to, to say what you would like to happen
- **Your family and carers being involved** in your care when they need to be (when you're happy with this)

Think about how you would like to be involved

I would like to have:

- An understand of my health condition, and to talk about how it can be managed
- A copy of any letters about me
- Choice in the treatments and support in my care plan
- Information about other services I can use
- A care plan that accurately reflects my views opinions and choices
- A copy of my care plan
- Someone there to speak for me (see Advocacy p.4)
- The opportunity to work out my own plan for keeping well
- My family/carers involved and considering their needs
- The ability to work in partnership on setting my health goal
- An understanding about how my treatment ends and how I exit the service well when I no longer require support
- The opportunity to provide feedback on the service I received

Advocacy – who can help make sure your voice is heard?

Advocacy is about making sure that someone gets their views heard. Most people are able to speak up for themselves, but sometimes we all need some help. An advocate does not tell you what they would do; they help you to decide what you want. Advocates respect your views, work together with you and do not judge your choices



Support for people with a mental health problem or who do not have capacity to make their own decisions

Some people who experience mental health problems are detained under the Mental Health Act 1983. People who are sectioned under the Act can use the services of a specialist advocate called an **IMHA** (Independent Mental Health Advocate). The IMHA service is free and every area has to provide one. Information on how to contact an IMHA should be given to you if you are sectioned, admitted, accepted into guardianship or placed on a community treatment order.

Some people may lack the capacity to take decisions in certain specific, important situations. **IMCAs** (Independent Mental Capacity Advocates) are instructed by the Local Authority or NHS where a person has been assessed as lacking capacity in relation to a specific decision, and they have no-one in their lives who can be involved in the decision making. IMCAs are also involved in specific decisions around long term accommodation moves and serious medical treatment. They are instructed by the Local Authority to support people subject to the Deprivation of Liberty Safeguards (DOLS) under the Mental Capacity Act 2007.

For help please contact:

- if you live in the county of **Derbyshire** contact **Derbyshire MIND** on 01332 623732 or email advocacy@derbyshiremind.org.uk
- if you live in **Derby City** contact **ONE Advocacy** on 01332 228748 or email support@oneadvocacyderby.org

NHS independent complaints advocacy

If you wish to make a complaint about an NHS funded service, either about your own treatment or that of a family member, child or carer then you can use the NHS Complaints Advocacy Service. This service is free and confidential and it can help you understand your rights, assist with complaints, applications and support people at meetings.

- If you live in the County of Derbyshire contact **Derbyshire MIND** on 01332 623732 or email advocacy@derbyshiremind.org.uk
- If you live in Derby City contact **ONE Advocacy** on 01332 228748 or email support@oneadvocacyderby.org

Independent Community Advocacy

The Care Act 2014 requires Local Authorities to ensure that people are fully involved in their assessments, reviews and the development of their support plans, safeguarding enquiries and reviews. If someone is likely to have 'substantial difficulty' in being involved, and if they do not have an 'appropriate person' to support and represent them, then the Local Authority has a duty to arrange independent advocacy.

- If you live in the County of Derbyshire contact **Derbyshire Independent Community Advocacy Service** on 01332 623732 or email enquiries@derbyshireindependentcommunityadvocacy.org.uk
- If you live in Derby City contact **ONE Advocacy** on 01332 228748 or email support@oneadvocacyderby.org

If I have an Advocate his/her name is:

Contact on:

I would like my Advocate to help me with:

-
-
-

Safeguarding and you

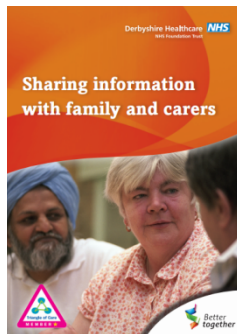
We work with other agencies to try and make any safety or safeguarding plans for you, personal to you and all about your support needs

- If you are referred to a team to talk about safeguarding you should expect that when you first meet your safeguarding worker you should be asked what you want to happen
- You should feel listened to during conversations and meetings about helping you feel safe
- You should feel like your perspective and your story is valued and if you don't agree with the plan, your worker should tell you why they are concerned and why your wishes can't be met, and you should still be involved
- When you have a plan in place to support you, and your shared safety goals are met, then you should talk to your worker on how the experience was for you

My safeguarding notes:

Advance decisions - having your say

An **advance decision** (which used to be known as an advance directive or a living will), explains what **medical treatment you would not want** in the future if you lack the capacity to make decisions (as defined by the Mental Capacity Act 2005). It can be about all future treatment, not just that which may be life-saving. An advance decision is legally binding (unless it is overridden by other legislation or there is a danger to you or others), but it does not have to be written down, unless you decide to refuse life-saving treatment.



You can also make an **advance statement**, which is not legally binding, but will be taken into account by health and social care services. You can use one to say who you would like to manage your affairs, such as paying bills, or looking after children, or who you are happy for your information to be shared with. Ask for a copy of our booklet and advance decision form **‘Sharing Information with Family and Carers.’**

You can get help with Advance Decisions and Statements from:

- NHS Choices www.nhs.uk
- The Alzheimer’s Society www.alzheimers.org.uk
- Rethink www.rethink.org
- Age UK www.ageuk.org.uk

My advance decision/statement:

- I have an advance decision to refuse treatment
- I have an advance statement
- My family know about this
- I have given a copy to:
- My advance decision/statement is kept at:

ASSESSMENT

We will find out with you what your needs are

When you are referred to our services, we will arrange for someone to assess your situation and work out with you what your needs are. This will be someone who knows about the type of difficulties you have. We will:

- Listen to you, and hear what you say
- Involve you in your assessment as much as you want or are able to, and explain what happens in a way that makes sense to you
- Involve other people or agencies if we need specialist advice or information
- Find out about any assessments or tests you've already had, and try not to ask you the same questions again
- Include information from parents/carers, relatives, or others (with your agreement if you are able to consent)

Think about:

- ✓ What's the background to the situation you are in?
- ✓ What are the things that worry you at the moment?
- ✓ What are the most important things you'd like to deal with?

The Care Programme Approach (CPA)



The Care Programme Approach (CPA) is the system of standards that support people with serious and complex mental health problems. It's not needed by everyone. The decision about CPA is made when the assessment has been completed.

If you are supported by CPA you will have:

- An **assessment** of your needs and safety, including your mental and physical health, carried out by health staff, and perhaps other organisations if needed
- A written **care plan** that's shared with you and those providing services, which includes a safety plan and one for crises and contingencies. The plan should be clearly written and easy to read, include recovery and wellbeing, and support your choices
- A **review** of the care plan, that you're involved in, which you can also involve an advocate in. There should be a review whenever needed, but at least once a year. You or others can ask for a review
- A **CPA Care Coordinator** you can contact, to make sure everything works as well as possible, and a deputy in case they're not available
- **Discharges and Transitions** between or from services that are well organised, safe, planned and recorded
- Your family and **carers** involved in your care (with your agreement) and offered support, assessment and information

My CPA

My CPA Care Coordinator:

My deputy Care Coordinator:

Care Plan date:

Next review date:

Contact numbers:

My advocate:

CARE PLANNING

You will have a clear care plan

A care plan is a plan that describes in an easy, accessible way your needs, views, preferences and choices, the resources available, and actions to meet those needs. It should be put together and agreed with you through the process of care planning and review. Agreeing a care plan with your health professional means being able to talk about your situation, how it affects your life, what you want to do, and what you can do for yourself with the right support. It's about being given all the information you need, being listened to, being able to ask questions, and feeling able to say what's really important to you. It's likely to include timescales. The plan that is agreed with you should be the result of all this. To find out more about services and support:

- **Choice and Medication** on: www.choiceandmedication.org/derbyshcft/
- **Infolink Resource Directory** on: www.derbyshirehealthcareft.nhs.uk/about-us/publications/infolink/
- **Recovery and Wellbeing Centre** on: www.corecarestandards.co.uk/recovery-centre/

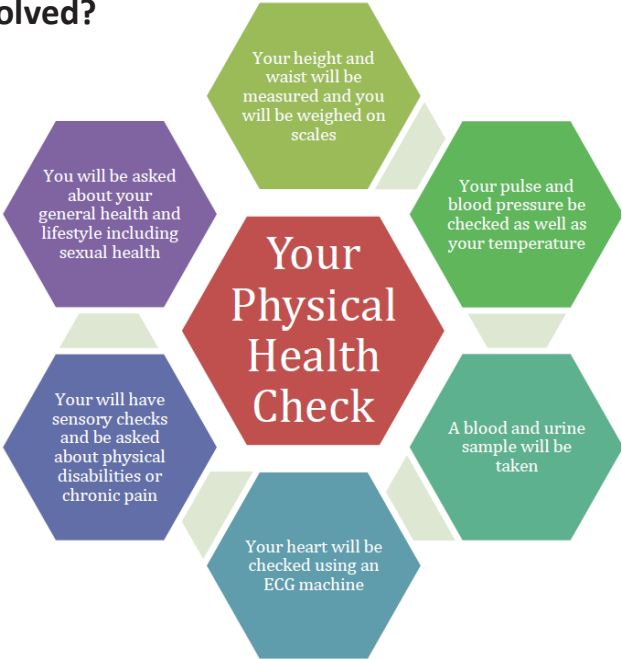
My plan includes...

- The aims of the plan, and what we hope the outcome will be
- Your aims and views and choices
- Planned actions
- Who is responsible for each action
- What to do in an emergency
- Contact phone numbers
- The name of the Care Co-ordinator or main named professional
- The date of the next planned review
- A place for you to sign if you agree with the plan

My physical and mental health

It's important to make sure that you have all the health checks you are entitled to. You may be more at risk of having problems because of your health, lifestyle or situation. If so, we recommend you have an annual health check by your GP. If you need help or support, talk to your Care Co-ordinator or main health professional

What is involved?



If problems are identified, for example you need support with stopping smoking, or with your diet, you should be given advice about getting the help you need.

Date & place of check	Results	Actions needed	Health professional

Managing your own health

Care plans will also recognise that people can be in control of their lives and can regain a meaningful life despite a serious physical or mental health problem. Staying well and well-being approaches and health promotion initiatives such as smoking cessation, physical health etc. will be an important part of this, as well as recovery tools and techniques such as 'Wellness Recovery Action Planning (WRAP).'

Work out how you feel when you are not feeling well and think about the best way to manage this. Think of a health issue you would like to manage better and work out your plan. It might be something simple like ringing a friend for a chat, or going for a walk, or ringing a health professional.



My Plan

Health issue:

What things make it better or worse?

Who or what can help, and any phone numbers?

What I plan to do:

REVIEW

We will check that things are working for you

A review is a chance to see how the plan is working, and your care plan should be reviewed regularly with you, at least once a year. Before your review, think about how you feel about how things are going:

- Are the services working?
- Are they the right services?
- Are they helping you to reach your aims?
- What else would help?

Don't forget!

You can bring someone with you to a review who knows what you think

Try filling in the grid below:



What's working?



What's not working?

I think



My family think



My staff think



DISCHARGE & TRANSFER

We will make sure your transfer or discharge works well

We want to make sure that if you need to move between services, or when you no longer need our support, that the process works smoothly and well for you. This might be when you leave hospital, change your staff or services, or leave a service. It is important that the process is clear and that everyone understands it.

Discharges and transfers will:

- Involve you in planning
- Be co-ordinated by a named person
- Include someone to check that it went well where needed
- Be agreed with other organisations or services where needed, such as general or specialist hospital services, GP's and Primary Care Services, including letting them know about any significant changes to your care
- Include suggestions for access to other support where appropriate
- Have access to support with the process
- Involve your family/carers, taking into account issues of confidentiality



My transfer or discharge is on:

It is from:

to:

Who is co-ordinating it?

Who is my contact after the transfer?

What I want to ask about:

(If you need another booklet for another transfer, just ask, or add pages)

FAMILIES & CARERS

We will work with families and carers

'A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support'

Families, parents, and carers are often a vital part of the life of someone who needs the services of the Trust. We understand that caring for someone who is unwell, or has difficulties, can have an impact on the lives of families and carers and we want to help work out any needs they have, and to support their well-being wherever we can. If you have family or friends who help you with day to day needs, or support you emotionally, there are ways in which they can get help themselves.



Carers Assessment:

- **Derby:** You can complete your own assessment document at: <http://www.derby.gov.uk/media/intranet/documents/transformation/adultshealthandhousing/careactguidance/derbycitycouncil-carers-assessment.doc> or contact **Derbyshire Carers Association** on Pride Park – Ground Floor, 22 Mallard Way, Derby DE24 8GX or email: derby@derbyshirecarers.co.uk or ring: **01332 200002**
- **Derbyshire:** The Derbyshire Carers website is on: www.carersinderbyshire.org.uk/ You can also complete the Carers Emergency Card directly on: www.derbyshire.gov.uk/carerscard For an assessment contact Derbyshire Carers Association on **01773 833833**, or the Chesterfield Carers Resource Hub, South Lodge, Boythorpe Avenue, Chesterfield S40 2BF, Tel: **01246 559524** Email: chesterfield@derbyshirecarers.co.uk,

Support for Carers:

- **Derbyshire Carers Association:** has Carer Assessment Workers who will complete Carers Assessments, access emergency cards, respite, grants, information and help to further support Carers in their role. This now includes a young carers service. Tel: **01773 833833** Derby Carers Hub Tel: 01332 200002 Chesterfield Carers Centre Tel: 01246 559524 www.derbyshirecarers.co.uk/
- **Creative Carers** www.creative-carers.org/ for people aged over 18 caring for someone living in Derby City. 'Unwind, socialise and have fun'. There are free activities for carers. Tel: 01332-227711
- **Making Space** Derby City and Derbyshire Dementia Support Service Tel: 01332 497640 or 01246 592010 <http://www.makingspace.co.uk/our-services/derby-city-and-derbyshire-dementia-support-services/>
- **Umbrella** Derby & Southern Derbyshire - families of disabled children/young people – Tel 01332 785658 <http://umbrella.uk.net/parent-and-carer-support/>
- **Derbyshire Autism Services Group (DASG)** for family and friends Tel: 01773 741221 <http://www.derbyshireautismservices.org/>
- **First Steps Derbyshire** support for families of people with eating disorders Tel 01332 367571 <http://firststepsderbyshire.co.uk/>
- **Frank** Free and confidential advice, support, counselling and information for anyone affected by drug misuse Tel: 0300 123 6600 www.talktofrank.com
- **Talking Mental Health Derbyshire** A free service providing talking therapy for anyone who feels they may benefit. Telephone: 0300 123 0542 for an appointment or email: talking@derbyshcft.nhs.uk



CO-ORDINATION

Your care will be co-ordinated

Co-ordination of care means that a named worker will co-ordinate your care and treatment, keep in close contact with you, and liaise with others involved. Sometimes they have extra responsibilities, such as **Care Co-ordinators** do under the **Care Programme Approach (CPA)**. The way co-ordination works will be different in different services:

- People with a mental health problem will have either a CPA Care Co-ordinator or a lead professional
- Children or young people might have a Lead Professional if you need the support of the Early Help Assessment (EHA)
- People with a learning disability might have a CPA Care Co-ordinator (if you need the support of the CPA) or a Health Co-ordinator

The person who co-ordinates my care is:

Based at:

Telephone number:

If they are not available, I can contact:

I am happy that:

- I can contact someone when I need to**
- I can contact someone in the evening and at weekends if I need to**
- My co-ordinator/main worker keeps in regular contact with me**
- My plan is agreed, and happens**
- My plan is regularly reviewed and updated**
- I am involved as much as I want or am able to be**
- Everyone involved in the care plan knows what's happening**
- They know about the situation, and any changes, and keep others informed**

Ask for a contact card with numbers for people who can help

SAFETY

We will help you and others be as safe as you can

We want to make sure you are as safe as you can be and so we will work with you to find any potential areas where you don't feel safe. This is so that we can help you to manage these situations and help you, your family/carers, staff, and the public, to keep safe. We will always 'Think Family' and consider safety for children, young people and vulnerable adults, and try to safeguard them.

Your care plan will include a safety plan that says what everyone will do if either your health gets worse, or part of your plan is not working. It will include numbers you can ring, such as:

- For emergencies (fire, police or ambulance) call 999
- Call 111 if you need medical help fast but it's not life-threatening
- For non-emergency police issues call 101
- If you are feeling unwell but it's not urgent contact your GP
- Derby City Careline - During office hours call 01332 786968 for social care support in Derby. Outside hours call 01332 640777.
- Call Derbyshire offer social care support in Derbyshire – Tel: 01629 533190. Outside hours call 01629 532600.
- Samaritans offer emotional support 24 hours a day - Tel: 116 123

My local emergency numbers:

- My GP:
- My Co-ordinator:
- My Family/friend/carer:
- My local service:
-
-
-

Asking for help

When you are ringing for help, it's sometimes difficult to get your message across, so try using the **SBARD** framework:

- **Situation:** Who is calling and why? Be clear about the situation
- **Background:** How has this come about? What is the history?
- **Assessment:** What are the problems that you and the person you are calling identify?
- **Recommendation:** What do both you and the person you are calling feel would help?
- **Decision:** What has been agreed and who will do what?



Situation

My name is:

I am calling because:

Background

This is what has led to me calling (what has happened):

Assessment

This is what I am worried about:

Recommendation

This is what I think would help:

Decision

I spoke to:

We agreed:



Derbyshire Healthcare **NHS**
NHS Foundation Trust

How to get help families and carers

When you're worried about the person you're looking after, it can sometimes be difficult making people understand what's wrong and why you're concerned. The SBARD structure helps you to organise your thoughts before you call so that you can get the help you need. Things to remember would include:

- Think about who might be able to help, and who you could contact - have you got a copy of a care plan, a contact card, or an Intake/Resource Directory?
- Make sure you take the person's name that you speak to, and a contact number
- Talk about the options - there may be solutions that you've not considered.

If you've got the consent of the person to be involved in their care, please contact their main worker. If not, please call our Family Liaison team on 0800 027 2 128 or email family.liaison@derbyshirehst.nhs.uk

Overleaf is a place to make notes, but these are the main things to think about:

Situation:	Who is calling and why? Be clear about the situation.
Background:	How has this come about? What's the history?
Assessment:	What are the problems that you and the person you're calling identify?
Recommendation:	What do both you and the person you're calling feel would help?
Decision:	What has been agreed, and who will do what?

@derbyshcft | f | HCT | www.derbyshirehealthcareft.nhs.uk



YOUR RECORDS

We hold records about everyone we support and we keep these safe and confidential. Under the Data Protection Act, you have the right to ask to see these. When asking to access a health record, you can ask for personal information either about yourself or another person who you are representing (this could be a relative, someone you are a carer for, or a friend). We will come back to you as soon as we can and let you know how your request is going.

Telephone: 01332 623760 ext 33760
Email: accesstohealthrecord.dhcft@nhs.net
Write to: Access to a Health Records,
IM&T and Records
Derbyshire Healthcare NHS Foundation Trust
Kingsway House East,
Kingsway site Derby DE22 3LZ



Notes about my records:

YOUR FEEDBACK - TELL US WHAT YOU THINK

The most important way we monitor and improve the quality of our services is from the comments we get from the people who use them, and their family and carers. If you have any feedback about the service you have received - good or bad – we would love to know.

For service users, carers or families who have compliments, comments, concerns or complaints, please let us know by either speaking or writing to us. Its best if you talk to staff locally first, as they might be able to sort out any problems for you, but if they can't, or if you would prefer to talk to our Complaints Manager, please contact us on:

- Register your feedback or complete the 'Friends and Family Test' on www.derbyshirehealthcareft.nhs.uk
- E-mail us your feedback to dhcft.patientexperience@nhs.net
- Telephone our Patient Experience Team on 01332 623751

If you are still concerned

If you have talked to our clinical teams and our patient experience team and you are still concerned, you can contact any of the following:



Health watch is the health and social care consumer watchdog. You can call them for information, advice and support and to raise an issue.

- **Healthwatch Derby city** on 01332 643988 or Text: 07812 301806 Email: info@healthwatchderby.co.uk
- **Healthwatch Derbyshire** on 01773 880786 or Text: 07943 505255 Email: enquiries@healthwatchderbyshire.co.uk

You can talk to the local **safeguarding team** in the local authority and talk to a social worker in **Derby City** on: 01332 640777

You can talk to the local **safeguarding team** in the local authority and talk to a social worker in **Derbyshire** on: 01629 533190



You can share your care experience and raise a concern about your care and treatment with the **CQC** on: Speak up and tell us by calling 03000 616161, emailing enquiries@cqc.org.uk or using their online contact form at: www.cqc.org.uk

My Notes

You can use this space to write down anything important you want to remember

All about me

What I like:

What I don't like:

How I like to communicate:

Who can support me:

This person can be contacted on:

Anything else:

Our values and standards

Services work best when the people who use them are involved in the care process as partners. Our values put patients at the centre of everything we do:

- **People first** – We put our patients and colleagues at the centre of everything we do.
- **Respect** – We respect and value the diversity of our patients, colleagues and partners and support a respectful and inclusive environment.
- **Honesty** – We are open and transparent in all we do.
- **Do your best** – We work closely with our partners to achieve the best possible outcomes for people.



We will take into account peoples **diverse needs**, particularly around communication and access, and respect your privacy, dignity and independence. Our services will **protect your rights**, as well as those of other people, and will **protect you and others from harm** wherever possible. We will always try to make sure that people are **involved** as much as they want and are able to be, and have **choices** wherever possible. Find out more on

our Core Care Standards website: www.corecarestandards.co.uk

Become a member

Our public membership is very important to the Trust. It allows us to have regular dialogue with our local communities, including people who use our services and their families and friends, local residents and people who have an interest in the services we provide. Through these conversations and relationships we can work together to improve the local NHS services we provide across Derbyshire and to ensure the Trust is responsive to the needs of our local communities. See our website for more information on:

<http://www.dhcft.co.uk/membership/>

Derbyshire Healthcare NHS Foundation Trust

Trust HQ, Kingsway Site, Derby, Derbyshire, DE22 3LZ

Tel: 01332 623700

 DHCFT

 @derbyshcft

www.derbyshirehealthcareft.nhs.uk

This information is available in other languages, formats and large font. Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

دیگر زبانوں اور صورتوں میں دستیاب ہے۔ براہ کرم ترجمے کے لیے کہیں۔