



Core
Care Standards

Care Plan

Welcome

Here at Derbyshire Healthcare NHS Foundation Trust we want to help you with the difficulties you have been experiencing, and this folder is one way of making sure you have the right information about your care and services.

This folder

This folder is for you to use as you wish but it has been designed to help you keep important information about your care in one place. As well as the information already included you might want to use it to keep:

- letters
- care plans and contact details
- leaflets and information about services
- your own plans for keeping well, advance directives or statements of wishes.

You can bring it with you to appointments if you like.

About us

Our aim is to meet the health and wellbeing needs of our local population by providing the best service we can, and promoting individual choice, recovery and independence. We believe everyone has the right to:

1. have optimum **health**
2. fulfil their **potential**
3. be **valued** and **respected**
4. make informed **choices**
5. be **heard** and **understood**
6. feel **safe** and **supported**
7. have all their **needs** and **preferences** considered including: **R**ace, **E**conomic circumstances, **G**ender, **A**ge, **R**eligion or belief, **D**isability, **S**exuality, mental health and physical wellbeing, emotional and psychological needs, family, parental and social needs.

What you can expect from us

We want to be able to support you in the best way we can. We have set Core Care Standards for all our services, with some having extra ones for some services to meet standards such as the Care Programme Approach. You can see these at: www.corecarestandards.co.uk where you can check what standards your service sets. These standards mean:

- **Assessment: we will find out with you what your needs are.**
We'll explain what's happening.
- **Care planning: you will have a clear care plan.**
You'll be offered a copy of this, including who to contact in an emergency. See below for more information.
- **Review: we will check that things are working for you.**
You can involve a friend or relative in this.
- **Co-ordination: your care will be co-ordinated.**
Someone will be there to make sure things work for you.
- **Discharge and transfer: we will make sure your transfer or discharge works well.**
We'll make sure everyone involved knows what's happening.
- **Families and carers: we will work with families and carers.**
We'll offer advice and support wherever possible.
- **Involvement and choice: you will be involved as much as you want and are able to be.**
You can ask for a change of worker if you wish.
- **Risk: we will help manage risks to you and others.**
We'll also safeguard children and vulnerable adults.

Care planning standard:
You will have a clear care plan

A plan of care is something that describes in an easy accessible way the services and support being provided, and should be put together and agreed with you.

Agreeing a care plan with your health or social care 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. The plan that is agreed should be the result of this process. Sometimes plans will have to be made without your full involvement if you're not able to participate, but we will try our best to consult and communicate with you.

Care plans also recognise people can be in control of their lives and regain a meaningful life despite a serious physical or mental health problem. Staying well and wellbeing 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).

We will make sure that you will:

- be **involved** in putting the plan together, as much as you are able and want to be
- be asked to **consent** to any treatment, and have any risks and benefits explained. If you aren't able to consent because of your age or condition, we'll take account of this
- be **offered a copy** of the plan, and understand what's in it
- have someone who is **responsible** for making sure the plan happens.

You can help

Because you have an important part to play in your care, we would ask that you:

- make someone aware of **any changes** in your health or situation
- **attend appointments** or let someone know if you can't be there
- **respect the rights** of people you come into contact with.

My main contact (Care Co-ordinator/lead professional/key worker) is:

They are based at:

Their telephone number is:

When they are not available during the day, I can contact:

At night or weekends, I can contact:

If I have an urgent problem I can contact:

Derby City Careline 01332 711 250

Call Derbyshire 08456 058 058

Samaritans Helpline 08457 90 90 90

Out of Hours Focus Line 08000 27 21 27

NHS Direct 0845 46 47

I can also contact the **Improving the Patient Experience Team** on: **0800 027 2128**

Friends or relatives who help a lot are:

They can be contacted on:

Other services I use are:

Love Your Local NHS

Join Derbyshire Healthcare NHS Foundation Trust
and help to shape the future of health services in Derbyshire.

Membership entitles you to benefits including
discounts at a wide range of high street stores and a
dedicated members' magazine.

Sign up now

www.loveyourlocalnhs.co.uk

Available in other languages and other formats. 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.

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

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

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