



# Help us write a good care plan for you

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**Information for service users, families, carers and supporters**



## What is a care plan?



A care plan is something you work on with your care co-ordinator or lead professional. The care plan looks at:

- your assessed needs
- the risks to you or others
- your goals
- help you need.



## Introduction



This guide gives tips on how to write a care plan.

You will have a copy of your care plan.

Family and staff can have a copy of your plan if you want.

## How and where to write a care plan



You can talk to us about your care plan at any time.



You can talk about your plan with your family and staff.



You will be given plenty of time to think about your plan and the support you would like or need.



Think about who can help you with your goals.



Use a quiet area when you write your plan.

## Writing a care plan you can understand



The care plan will be written in a way you can understand...



so you know who is going to support you and what help you can get.



Because the plan is about you, we will use the word 'I' instead of your name.



It will say what you are good at and how you can stay well.



Your plan will remind you about your skills to deal with problems...



and will have important telephone numbers you need.



Your plan will include information about your health...



and will say how  
you like to  
communicate.



Your plan will say  
who is paying for  
your support.

## **What to do if things go wrong or you are upset**

Your plan will say:

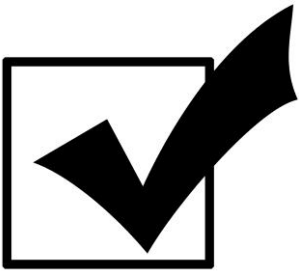


What does and does  
not help in an  
emergency



what numbers to ring in an emergency during the day, at night or on a weekend

Sentences will be short



and will use positive words.

## **What your care coordinator or lead professional will do**



Help you write your care plan.



Talk to people who support you.



Send a care plan to people who support you.



Make you feel safe when you are writing your plan.



Ask you questions about what you want now and in the future.

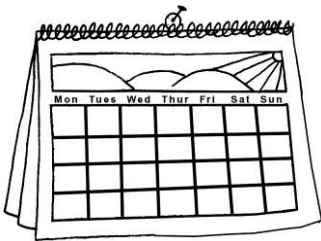


Ask you what has helped before.



Ask for your consent to share your information.

Review your care plan every six months if on care programme approach (CPA)...



Or every year if on standard care.

## If you are unhappy about our services...



Please tell a member of staff.



**Freephone** 0800 052 0219 or

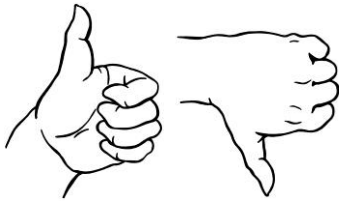


**Email** [tewv.pals@nhs.net](mailto:tewv.pals@nhs.net).

## Feedback

We'd like to know if you thought this information was





- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.



You can tell us by email.

[tewv.communications@nhs.net](mailto:tewv.communications@nhs.net)

Or you can telephone the communications team on:



**01325 552223**

Please do not use these contact details to contact us about your care. Instead use the contact details given to you by your care team.

**Staff can find this information at:**

T:\Patient and Carer Information\Trustwide

**Service users and carers can also view this information on our website:**

[www.tewv.nhs.uk](http://www.tewv.nhs.uk) > services > Trust information – guidance for writing a good care plan