



The UCP enables every Londoner to have a digital personalised care and support plan



Website: [ucp.onelondon.online](https://ucp.onelondon.online)

Twitter: @LondonUCP

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*“What matters **to** me is just as important as What’s the matter **with** me”*

London’s Digital Personalised Care Plan

## What is a Personalised Care Plan (PCP)?

Personalised care is enabling people to live well, irrespective of their health status or support needs.

A PCP communicates:

- What is important to you in your day-to-day life.
- Your preferences or wishes about your care, such as where you prefer to be cared for.
- What support you need and who is best placed to provide this.
- Information about others who may be involved in your care, such as relatives.

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## How do I get a Universal Care Plan (UCP)?

Speak to those involved in your care, such as your GP or nurse and tell them you would like a personalised care plan recorded on the UCP.

## Who can see my plan?

Any healthcare professional involved in your care can view and update your information.

The UCP forms part of the London Care Record and those supporting you can access it quickly and easily.

And when it matters, Urgent Care Services know to look to the UCP for this information.

