



Frequently asked questions

How does my loved one get a care plan?

If they would like to start a plan, your loved one should speak to their health and care team (e.g. your GP, specialist doctor or care home nurse), or you can do this on their behalf.

Can I be involved with the care plan?

Yes! We encourage family members to be involved with care planning conversations with their loved one's agreement.

What kind of questions will I be asked?

You may be asked to consider your loved one's preferred place of care and type of treatment in situations where they are very unwell or unable to communicate their own wishes. For example, you

may be asked whether your loved one would wish to go to hospital for treatment or stay in the care home or other familiar environment.

You may also be asked to share:

- What is important to them in their day-to-day life
- What support they need and who is best placed to provide this
- What are their likes and dislikes

Do I need to have lasting or enduring power of attorney to contribute to the care plan?

No, the Universal Care Plan is not a legal document like power of attorney. Your loved one's health and care team will want to hear from family members who know the resident well and know what matters to them.

The Universal Care Plan in Care Homes

Information for Families of People Living in Care Homes



“What matters to me is just as important as what's the matter with me.”

Access a more detailed version of this leaflet, or visit ucp.onelondon.online/patients/



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What is a personalised care plan?

A **personalised care plan** is a digital record all about your loved one. It helps their health and care team understand what is most important to them.

This plan helps the team make sure your loved one's care matches their choices and wishes, where possible, to support them to keep doing the things they enjoy.

Their health and care team create the plan after having conversations with your loved one. Family members are often involved too.

The plan includes things like:

-  **What matters to your loved one.** Including their likes and dislikes, and their daily routines.
-  **Their health conditions.** Including any treatments they want (or don't want).
-  **Planning for the future.** Including what your loved one would like if their health changes.
-  **Care at the end of life.** Including where your loved one would like to have care (for example, in hospital or in the care home).

The information is put into a secure digital record used in London called the **Universal Care Plan**.

The **Universal Care Plan** can be viewed online by your loved one's health and care team in London, including emergency services.

Benefits of having a personalised care plan



Your voice, your choice. The information in the plan helps your loved one's voice to be heard, even in emergency situations when it may not be easy for them to speak for themselves.



The plan can change as their needs change. The plan is a tool that can be updated if your loved one's wishes change.



Everyone involved in your loved one's care has access to the same information. The Universal Care Plan is available to all health and care teams in London.



If you are a caregiver and your loved one needs care, using the plan can take the pressure off you having to explain your loved one's conditions and preferences to their health and care team.

