

# The Universal Care Plan: Empowering and Informing Care Home Staff and Enhancing Care for Residents

**Sue Ann Nnamani**  
**Registered Care Home Manager**  
**Priscilla Wakefield House**  
**Haringey, North Central London**

Introducing the Universal Care Plan (UCP) in our 117-bedded nursing home has completely **transformed the way we provide care**. From the day we gained access, it felt like a **lightbulb moment for our team**. The ability to access **comprehensive and real-time information** about our residents has made us so much more informed, confident, and effective in delivering person-centred care.



**“**The UCP has been a game-changer, enabling better collaboration, more informed care, and greater efficiency.**”**

We now use the UCP for many aspects of resident care. Previously, we would spend time following up with our external partners like GPs or community matrons for information, which could delay decision-making, especially during weekend admissions. For example, if a resident arrived on a Friday evening without all their clinical documentation, we might have needed to send them to the hospital simply because we didn't have the full picture. **With the UCP, we now avoid these unnecessary disruptions by accessing everything we need in one place.**

The UCP has also **empowered our clinical staff**. With access to up-to-date information, they are **more confident when communicating with families and residents**. Administrative tasks, such as chasing discharge summaries have been significantly reduced, allowing nurses to focus on clinical care.

**Collaboration with our care home GP has improved too.** Using the UCP, our GP can review and update records offsite prior to our MDTs, making more **effective use of their visits** to the home. During London Ambulance Service callouts, everyone has instant access to the same critical information, ensuring **fast and well-coordinated responses**.

For us, **the UCP has been a game-changer, enabling better collaboration, more informed care, and greater efficiency**. It's an **invaluable tool that every care home should consider adopting**—it provides access to information that previously could feel difficult to obtain, **empowering staff and improving outcomes for residents**.

