

Using the Universal Care Plan through the London Care Record to Support Resident's Wishes

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The Universal Care Plan (UCP), integrated with the London Care Record (LCR), has truly improved how we manage and deliver end-of-life care in our home. The UCP's **simplicity and accessibility** has transformed a complex and emotional process into one that is seamless, compassionate, and centred on our resident's wishes.

One of the most impactful aspects of the UCP is its **accessibility with the LCR**. This connection makes accessing UCPs straightforward for all team members, even out-of-hours. At 2 a.m., a staff member can simply click a tab and instantly view a resident's care plan, complete with the latest updates. This accessibility ensures that care is always informed by and **aligns with our resident's preferences**.

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For residents who already had a UCP in place when they came to Abbcross, it allowed us to **ease into end-of-life conversations with sensitivity**, as we could reference earlier decisions and conversations. And by seeing when a plan was last reviewed, we could **engage in timely, gentle discussions**, making what might otherwise feel like a daunting topic, more approachable. It has also helped us **avoid last-minute decisions**, which can often add stress to an already emotional time.

Our system of reviewing UCPs doesn't just help those with a plan already in place, it also identifies gaps. Regular monthly reviews by our local end-of-life Care Coordinator in our borough ensure plans remain detailed and up-to-date. This collaborative process allows us to address overlooked details and **follow up directly with GPs**, keeping the UCPs current and accurate.

The UCP empowers us to ensure that residents' end-of-life wishes are respected, whether that means staying in the home or opting for hospital or hospice care. It removes assumptions and puts control back into the hands of the residents or their trusted decision-makers.

Ultimately, the UCP ensures that residents' voices are heard clearly, decisions are respected, and care is delivered with dignity. It's not just a tool; it's a way of **ensuring autonomy for our residents and offering truly person-centred care**.

