

The Universal Care Plan

London's Digital Personalised Care Plan for Care Home Residents



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

What is personalised care planning?



Your **personalised care plan** is a **digital record all about you**. It helps your health and care team understand what is most important to you. This plan helps your team make sure your care matches your choices and wishes, where possible, and to support you to continue doing the things that you enjoy.

This plan is created by health and care professionals involved in your treatment. This might include your GP, care home team and specialist doctors. **They will create this plan after having conversations with you (and your family, if you agree).**

The plan includes things like:



Who you are, and what matters to you. Your daily life and interests, and who is involved in supporting you.



Your health conditions. Any treatments you want (or don't want) and information about your health conditions (for example, things like diabetes or mobility issues).



Planning for the future. What you would like if your health changes, and how your team can manage your symptoms.



Your care at the end of life. What matters most to you to be comfortable and support your dignity at the end of life. The plan also includes where you would like to have care (for example, in hospital or in your care home).

What is the Universal Care Plan?



The information from these conversations 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 health and care team in London, including emergency services.

You can view this information and change it if your wishes change.



Benefits of having a personalised care plan



Your voice, your choice. The information in the plan helps your voice to be heard, even in emergency situations when it may not be easy to speak for yourself.



The plan can change as your needs change.

You can make sure your care reflects what matters to you and supports you to continue to do what you enjoy. The plan can be updated if your wishes change.



You won't need to keep repeating your story.

Your personalised care plan will be available to all your health and care team in London, so everyone involved in your care has access to the same information.



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.

Frequently Asked Questions: For people living in a care home

Q1: Is the Universal Care Plan right for me?

Anyone can have a personalised care plan. Previously, the Universal Care Plan was used mainly for recording urgent and end-of-life care preferences. The plan now includes much more:

- How best to communicate with you
- How you would like to be treated in health and care settings
- Any adjustments needed to your care settings
- Details about your support system
- A record of your conditions, medications and allergies

It's a useful tool for any stage of your health journey and can be updated as your needs and wishes change.



Q2: How do I get a care plan?

A care plan can be started with the health and care professionals involved in your care, such as your GP, specialist team or care home team. They may have a conversation with you and your family about what your wishes, needs and preferences are.

You will be told by your team that they are working with you to develop your personalised care plan, and the information from the conversations will be documented on the **Universal Care Plan**, a digital tool. The document should be reviewed with you (and your family), to make sure you agree with what it says.

If you don't think you have a care plan in place and would like to know more, speak to a member of your health and care team.

Q3: How can I see my care plan? How do I get a copy?

You can view your Universal Care Plan on the NHS app.

If you do not have the NHS app or find it difficult to find things online, speak to your care home team to see how they can support you.

Q4: Who else can see and change my care plan?

Any health and care professionals in London involved with your care can **view** your care plan – this could include your GP, care home staff, hospice staff, or your specialist doctor. However, not everyone can **edit or change** your plan as this is based on their job role.

If you speak to the health and care professionals involved with your care, they can let you know who is able to make the changes.

In emergency situations, the London Ambulance Service paramedics know to look at your Universal Care Plan to help their decision making.



Q5: What kind of questions will I be asked? What if I don't know my preferences for care?

You may be asked about what care you'd like to receive in the future. "Care" can include day-to-day support, treatments and other things that are important to you. You may also be asked about where you would like to receive care (for example, in hospital or at your care home).

If you find it difficult to make these decisions, your health and care team will work together with you and your family to complete the care plan.

You may also be asked to share:

- What is important to you in your day-to-day life
- What support you need and who is best placed to provide this
- What are your likes and dislikes

We recognise that cultural preferences and practices are important. Please share these with your health and care team so they can be included in the care plan.

Q6: I want to change my preferences for care. If my wishes change, who should I tell, and how do I update my care plan?

You can change your mind at any stage. If your wishes change, tell your GP, care home staff, or another member of your health and care team.

A member of your health and care team should review the updated copy of the Universal Care Plan with you so you can see what it says and agree.

Q7: Is my care plan information safe and secure?

The Universal Care Plan team ensures your personal information is kept securely, and access is limited to authorised health and care staff only.

Q8: Can I choose not to have a care plan?

Yes, you can. If you decide a care plan is not for you, then your health and care team will still work with you to ensure the best care possible.

Please do think carefully before making this decision as sharing your health and social care information will make it easier for your team to provide the care and treatment that you want.

Frequently Asked Questions: For families and carers

Q1: I am a family member of a care home resident; can I be involved with the care plan?

We encourage family members to be involved with care planning conversations where appropriate and with their loved one's agreement.

This can help reduce any stress and confusion and reassure you that your loved one's preferences and wishes are documented and are being considered by the health and care professionals involved.

Your contribution supports your loved one's wishes and preferences, ensuring they are at the centre of the process.

Q2: 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.

Several family members may be asked to help with personalised care planning by their loved one's health and care team.

Q4: What kind of questions will I be asked?

If you are a family member of a care home resident, 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

We recognise that cultural preferences and practices are important. Please share these with your loved one's care team so they can be reflected in their care plan.

Q5: What if I disagree with the information in my loved one's care plan?

Speak to a member of your loved one's health and care team. The care team will work with you and your family to address concerns and ensure your preferences are respected as much as possible.

There are printable information leaflets for residents and family members on the UCP website. For more information, please see ucp.onelondon.online/patients.

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