

# Overview of Universal Care Plan Benefits for Care Homes



## Benefits for residents, their families and carers

- Do not have to repeat conversations about care preferences which can often be distressing
- Can share preferences for personal care to have their wishes respected
- Manage symptoms effectively
- Reduced confusion and stress particularly in emergencies
- Clearly states preferred place of care
- Helps residents receive consistent care
- Final wishes of loved ones are documented and followed at the end of their life



## Benefits for care home staff

- Helps staff to feel more empowered and confident when handling emergencies
- Better understanding of when to escalate
- Clear line of escalation, reducing pressure on staff
- Provides a structure for advance care planning



## Benefits for the care home

- Support residents' voices to be heard and wishes respected
- Help to structure difficult conversations
- Can be used in line with other assessments
- Help clear communication with other services
- Clear framework which can speed up processes
- May help residents remain in their chosen place of care
- Support compliance with Care Quality Commission (CQC) standards



## Benefits for the wider health and care system

- Resident's voice is consistently represented
- Clear plan for each resident enables staff to work together
- Enhances communication with other services
- Important information is secure and easy to access