

# Benefits of the Universal Care Plan for your care home



## Benefits for your residents, their families and carers

- The UCP is a shared record. This means that residents, their families and carers **do not have to repeat conversations** about care preferences which can often be distressing.
- Residents can share their **preferences for their personal care**, which helps support their **wishes to be respected** and gives them a **sense of dignity**.
- It helps to explain how to **manage a resident's symptoms effectively**.
- The plan provides clear information, which can help to **reduce confusion and stress**, particularly in an emergency.
- The plan outlines a resident's **preferred place of care**, for example in the care home or in a hospital.
- The plan's information follows residents to different care settings, ensuring **consistency of care**.
- Residents and families may find comfort in knowing the **residents' final wishes are documented** and will be **followed at the end of their life**.

## Benefits for care home staff

- Care home staff may feel more empowered and confident in **handling emergencies** as they can follow the directions given in the UCP.
- It **provides clarity** on the usual condition of a resident, so staff have a better understanding of which clinical decisions should be made.
- The information from the plan provides a **clear line of escalation, reducing pressure** on staff to make difficult decisions.
- The UCP also **provides a structure** which can help staff further **develop skills and knowledge of advance care planning**.

## Benefits for your care home

- The UCP will help to **support your residents' voices to be heard** and their **wishes to be respected**.
- It can be used to **structure difficult conversations about a resident's care with their families and carers**.
- It can be **used in line with other assessments** such as resident care plans, risk assessments and comprehensive geriatric assessments.
- The UCP can help **enable clear communication** with GPs, ambulance crews, urgent community response teams etc., further strengthening relationships between these services and other social care and health professionals.
- It provides **a clear framework that speeds up processes** and helps with clinical decision making, enabling decisions on next steps for a resident's care to be made more quickly.
- The UCP may help **residents to remain in their chosen place of care** by reducing callouts by London Ambulance Service (LAS) and hospital admissions where this is not in line with their wishes.
- The UCP can support care homes' **compliance with Care Quality Commission (CQC)** standards as it meets several criteria.

## Benefits for the wider health and care system

- The resident's voice is **consistently represented**, and their wishes are easily viewable by the multidisciplinary teams and organisations involved in their care.
- Everyone is clear on what the plan is for each resident. This enables care home staff and other health and care colleagues to **work together** to ensure better outcomes for residents.
- The UCP **enhances communication** with urgent and emergency care services and helps to make **important information easy to access** while remaining **secure** for everyone involved.