



Universal Care Plan

A care plan for all Londoners





What is a Universal Care Plan or UCP?



A **UCP** is your own online care plan.



It is available to all people who live in London.



How do I get a UCP?



If you would like a UCP speak to anyone who you get care from, such as your GP or nurse.



What is Personalised Care?



Personalised care makes sure you get the support you need to live a happy and healthy life.



Personalised care is for everyone.



The **UCP** is an online version of your **personalised care plan**.



The **UCP** means every Londoner can have a digital **personalised care plan**.



Health or care professionals can look at your **personalised care plan** or **UCP** to find out:



- If you need support



- How much support is right for you



- What is important in your everyday life



- How you want to get care

This could include where you get care, for example at a hospital or in the community.



- What support you need and the best people or organisations to support you



- Information about people you trust who might be involved in your care, including friends or family.



Who can see my plan?



Whenever you get support from a health or care professional they can view and update the information in your **UCP**.



You can view your **UCP** on the NHS App or login website.



Any health and care professional can use your **UCP** to quickly find information about your care and support. This includes:



NHS 111 staff



999 staff



London Ambulance Service staff



Accident & Emergency staff



Urgent care staff



Useful information



South West London

The UCP is managed by a team in NHS South West London



They are working with **One London** - a group of NHS organisations in London.

<https://www.onelondon.online>



For more information go to

www.ucp.onelondon.online



X (which used to be called Twitter):

[@LondonUCP](https://twitter.com/LondonUCP)