Universal Care Plan Quick Reference Guide

How to create/update a care plan

Decide to create or update
Patient, carer, clinician or non-clinical staff.

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Find the UCP
In context - log on to local EPR system and find patient's Universal Care Plan.
Web portal access - search for patient, if not found, click 'add new citizen' & demographic details will import from NHS Personal Demographic Service (PDS).
Optional – mark as 'my patient' to add to personal worklist list or click 'Add to my organisation list' to add to organisational worklist.

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Access (or start) a care plan
First time, 'start plan' and agree to clinical responsibility and data sharing according to your local guidelines and GDPR regulations for direct care.

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Update one or more sections
Update data fields in one or more sections (see sections).
Sections can be updated and submitted individually.

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Submit for other users to view
You can submit sections based on your role (see legend - top right corner).
Submitting a section makes it 'live' for other users to guide treatment given at the point of care.

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Closing a plan
A care plan can be withdrawn for a number of reasons in the "settings" section.
NHS-PDS automatically updates date of death & changes status to 'deceased' & closes the plan.

Information about the UCP

How to access the Universal Care Plan

How to use the Universal Care Plan

Personalised care planning with the Universal Care Plan

Ageing well with the Universal Care Plan

Conversation Prompts

Prepare:
- Share leaflets and information with patient prior to conversation.
- Identify which sections and fields of care plan need input.
- Refresh understanding of requirements and mandatory fields of the UCP .

Conduct & Consult:
- Discuss purpose and benefits of UCP.
- Create in a collaborative way with patient/guardian/carer.
- Build on prompt questions included in personalised care and support plan.
- Consult with other clinical professionals delivering care to patient.
- Once care plan is created discuss with patient, notifying others of its existence.

Visit ucp.onelondon.online for links to relevant guidance, and find more prompts on p.19 of PRSB's Personalised care and support plan - detailed implementation guidance

Universal Care Plan content - quick guide

How to use the UCP

Universal Care Plan
System Training Video

Need Help?

UCP Helpdesk

020 3880 0285
ucp.helpdesk@swlondon.nhs.uk

Frequently Asked Questions

UCP Section	Content		Directions / Tips / Links
Personal Information	Preferred name Gender & pronouns	Patient contact details Personal details	Demographics will be imported (PDS)
Personal & Professional Contacts	Personal relationships & contacts Lasting power of attorney	Deputy for personal welfare People the person cares for professional contacts	Parental responsibility guidance Care contingency planning
Alerts	Medical alerts Mental health alerts	Personal alerts Social alerts	Shown in the banner of the care plan
Communication & Accessibility	Language Support to access healthcare	Additional support with communication	Has the reasonable adjustment flag imported from GP system
What Matters to Them	Who they are Daily life & interests	Concerns & wellbeing Goals	NHSE guidance on involving people in their own health and care NHSE dementia good care planning guidance
Diagnosis & Prognosis	Current diagnosis Awareness of diagnosis	Other significant medical past prognosis	The surprise question
Symptom Management Plan	Symptom management plan Crisis management plan	Day-to-day management plan Sickle cell pain management plan	Provide information for how to manage these in a crisis or non-crisis (day-to-day) situation
CPR & Treatment Escalation Decisions	Record CPR or treatment escalation decision	Capacity for involvement in decisions	Resuscitation Council UK
Thinking Ahead	Advance decision to refuse treatment (ADRT)	End of life care wishes Organ donation	Guidance of Advance Decision to Refuse Treatment Organ donation
Medications & Allergies	Current medications and allergies in GP record	Medications & MAAR chart locations in residence	The information will be imported from GP connect directly and will appear as read only Medications and allergies will not be entered manually
Daily Activities & Support Needs	WHO performance status Frailty score GMFCS	Patient disabilities Social situations & support	The Rockwood Clinical Frailty Score is a tool used to estimate individual's degree of frailty on a scale of 1 (very fit) to 9 (terminally ill)
Medical Devices	Feeding equipment Catheterization Stoma	Respiratory Cardiac Intravenous	Information about any devices currently in use to support care