



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.

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.

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.

Update one or more forms

Update data fields in one or more forms (see 'forms').
Forms can be updated and submitted individually.

Submit for other users to view

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

Closing a plan

A care plan can be withdrawn for a number of reasons in the "settings" section.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

Non-clinicians and clinicians can submit

Only clinicians can submit

Click links (underlined text) to open examples from completed UCPs and external websites

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 Form	Content		Directions / Tips
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 they care for Professional contacts	Parental responsibility guidance Carer contingency planning
Alerts	Medical alerts Mental health alerts	Personal alerts Social alerts	Shown in the banner of the care plan
Communication & Accessibility	Communication differences Support with communication	Supportive adjustments to access health and care services	Has the reasonable adjustment flag imported from GP system
What Matters to Them	Who they are Daily life & interests	Concerns and 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 diagnoses	Other significant medical history 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 is imported from GP connect directly and will appear as read only Medications and allergies cannot be entered manually
Daily Activities & Support Needs	WHO performance status Frailty score GMFCS	Support required with activities Lifestyle factors Driving and keeping safe	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