Ageing Well Comms Toolkit

People often face significant challenges arising from fragmented care across NHS, social care, and third sector organisations. The Universal Care Plan (UCP) represents a vital opportunity to enable coordinated, person-centred care across these services. At its core, the UCP prioritises what matters most to the individual, supporting seamless care even when someone has communication difficulties.

We strongly encourage all those involved in supporting individuals living with dementia, frailty, and palliative or end-of-life care needs to embrace the UCP and help realise its transformative potential.

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Purpose

This slide pack has been developed from the UCP comms toolkit to include the information that is particularly relevant for services supporting older people.

You can find the full comms toolkit here
Additional information on the full toolkit includes:
- **Key information for patients**
- **Patient FAQs**
- **Straplines and calls to action**
- **Comms materials such as posters and screen savers**
- **Personalised care video**
- **More care home resources**
- **Sickle cell information**
- **Learning disability and autism information**
- **Difference between London Care Record and UCP**
- **UCP expansion webinar**
- **Worklist user guide**
- **Brand guidelines**

Ageing Well

Length: 03:36

Featuring: Kate White, Duvie Dafione & Dr Chris Streather

View on Vimeo

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Benefits of UCP

To the individual

- Access to **true personalised care planning**

- Your care is **coordinated across services**

- **Increased involvement** in your care, through your wishes and preferences

- Your entire **support network** on the same page

- A single version of **your care 'truth'**

- Improved care planning and quality of care tailored to your **personal wishes**, leading to better outcomes

- A care plan that is **visible to everyone who cares for you** means that you will not have to retell your story.

To the professional

- **Access to NHS plans** of care and involvement in **joint care planning** for the person you care for, therefore achieving better care outcomes

- Easily **accessible** care plan via local EPR systems or the webpage, with the potential to edit plan data to reflect up to date information

- Ability to **build relationships quicker** with the person you're caring for

To organisations

- **Reduced crises** through early access to support and information

- Improved **reputation** and **rating** (if applicable) through improved care delivered to patients

- Financial **non-cash releasing benefits** through getting the right care solution quicker, resulting in increased efficiency

- **Reduced admissions** of patients to hospital where that is not in line with their wishes

- **Interoperability** with other health and social care providers

How to access the UCP

The Universal Care Plan can be accessed through some Electronic Health Record (EHR) systems click for further information

London Care Record (Cerner HIE)	EMIS	TPP SystmOne	Medicus

The UCP can also be accessed through the web portal

Key messages - What clinicians need to know

The UCP is delivering on its vision to support every Londoner with a personalised care and support plan

- Over 3,000 new plans are being created monthly—a substantial increase from earlier years.

- Urgent care services are using the UCP more frequently, making real-time care more informed and coordinated.

- It is still a tool for advanced and urgent care planning but now supports people with a wide range of long-term conditions

Supporting cost efficiencies through better, more personalised care

- Estimated £6.6 million saved in 2023-24, and £7 million saved in 2024-25—primarily through helping people meet their preferred place of death.

Designed for collaboration

- The UCP is a living, shared document. Multiple professions contribute to the completion of it.

- Champions report that the expanded UCP is more user-friendly and clinically useful, especially with teams working together.

Personalised Care is now built-in

- New forms and data fields launched to provide a richer picture of the person receiving care

Universal Care Plan

Key messages - What clinicians need to know

Adopted and trusted across settings

· Including acute hospital dementia leads, end-of-life care teams, acute and community frailty teams

· Islington Memory Service clinicians described UCP as intuitive and easy to navigate.

Inclusive

· The UCP supporting better communications with diverse populations including use in the Somali community

· Accessibility features – like the potential for voice notes – are being explored to support individual preferences.

Integration with social care

· UCP is now being used through the London Care Record by social care teams in areas like Camden and Islington, improving care coordination across sectors.

Key enhancements coming in 2025/26:
· GP Connect access to improve medications/allergies data
· NHS App write access
· Improved analytics dashboard

Universal Care Plan

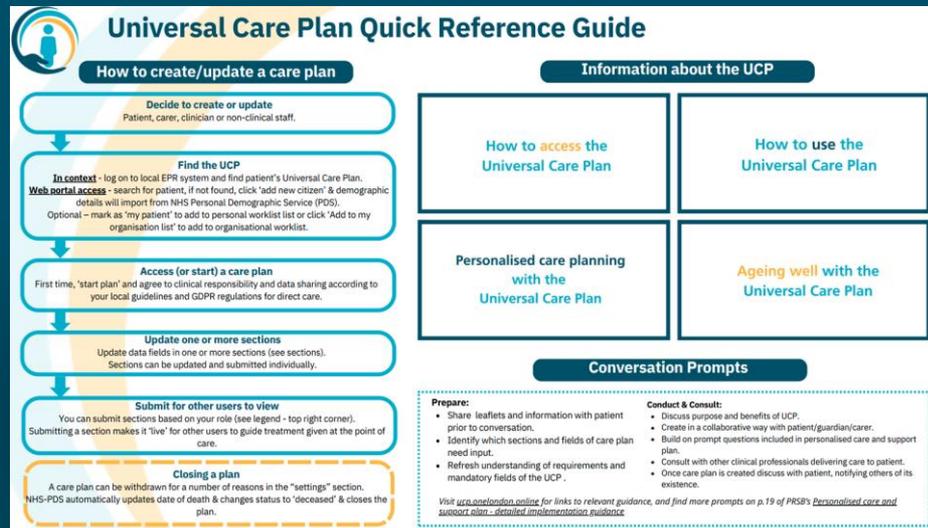# What Makes a Good UCP Video

[View on Vimeo](#)

Length 3:50

- Why are UCPs important
- What information is important for your specialism
- How does a well completed UCP help health and social care professionals

One Care Plan, Different Voices
Advice on Completing a UCP Successfully

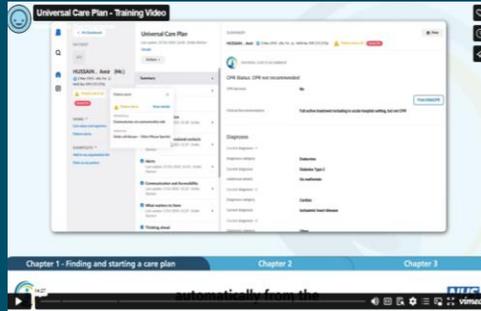**NHS**

Quick Reference Guide for Clinicians

Download pdf

System Training Video
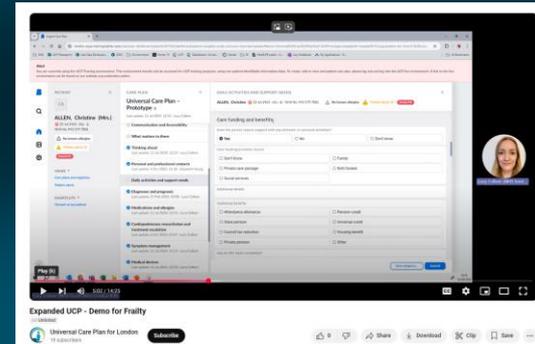
Length: 14:27

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Frailty Demo Video

Length 14:25

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Universal Care Plan

Advance Care Planning for Patients

[Download pdf](#)

Advance Care Planning Information and Resources for Patients

The Universal Care Plan (UCP) is a digital care plan that records an individual's wishes as well as their care and support needs. Our UCP champions have recommended the following resources for health and social care professionals to share with patients before discussions about creating their UCP. While not all the information in these resources is included in the UCP, they can help patients prepare and consider the type of care wishes and preferences they may be asked about. To make it easier to find the most relevant information, the resources are divided into three sections.

Please note: all resources are publicly available, or we have received permission to share them.

General Information on Advance Care Planning

These resources offer general information on advance care planning without focusing on specific illnesses.

Marie Curie – Advance Care Planning
HospiceUK – Advance Care Planning
AgeUK – Planning for End of Life
Guy's and St Thomas' NHS Trust – Let's Talk: Advance Care Planning
St Raphael's Hospice – Advance Care Planning FAQs
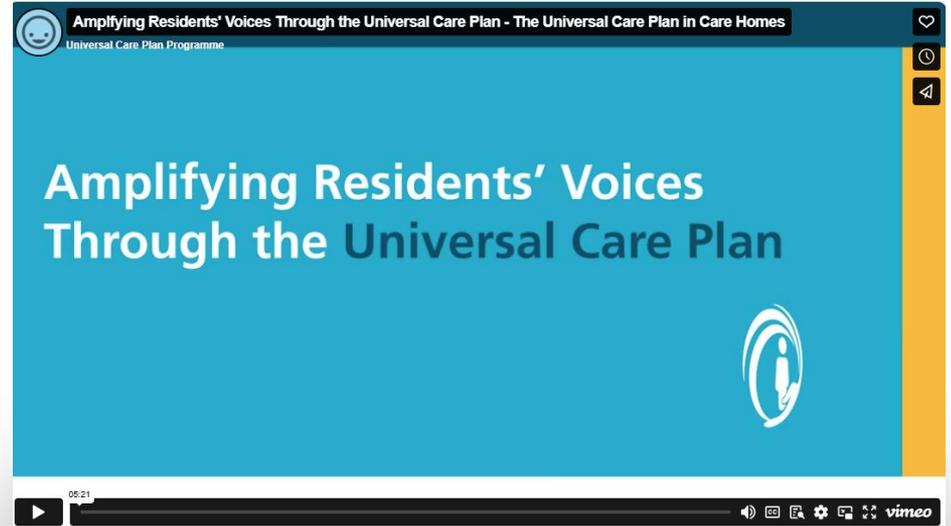
Universal Care Plan

The UCP in Care Homes

Length: 05:21

[View on Vimeo](#)

[Download](#)

Care Home Guidance

[Download pdf](#)

Carer Contingency Plan

Length: 04:39

Featuring: Debbie Hustings, Matthew McKenzie, Mary Adeturinmo, Dr Diane Laverty

View on Vimeo

Download with Carer Stories

Download with Debbie Hustings

A 'how to' guide for Carer Contingency Planning

[Download pdf](#)

Helping to deliver personalised care using the Universal Care Plan

A 'how to' guide focused on Carer Contingency Planning

Universal Care Plan

Materials to support communications with patients

Follow the links below to download or view our patient leaflets.

What is the Universal Care Plan leaflet (Print ready)

What is the Universal Care Plan leaflet (Web version)

Universal Care Plan – Care home resident leaflet (Print ready)

Universal Care Plan – Leaflet for families of care home residents (Print ready)

Universal Care Plan – Care home resident and family resource (Web version)

Universal Care Plan – NHS App leaflet

Easy read patient leaflet (print ready)

Easy read patient leaflet (web version)

The Universal Care Plan for Unpaid Carers Leaflet (Print ready)

The Universal Care Plan for Unpaid Carers (Web version)

Information to support Clinicians/Training

Learn

The UCP provides training resources that have been designed to provide just enough information, just when you need it. Resources are designed to be easy to use and can be adapted locally for formalised training, peer to peer learning or self-guided study. All resources provided are also available on the NHS Learning Hub.

Resources have been separated into three areas; Got 5 minutes, Time for lunch? and protected learning time.

A full list of resources specifically for care home staff can be found here.

Got 5 minutes?

Time for lunch?

Protected learning

Thank You

Comms Toolkit created by
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*Adapted by Ageing Well London Clinical Networks –
Palliative and EOLC, Dementia and Frailty*

nooh
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noohstudio.com