Helping to deliver personalised care using the Universal Care Plan

A 'how to' guide focused on Carer Contingency Planning

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The Universal Care Plan (UCP) is a digital personalised care and support plan that enables every Londoner to share 'what matters to them' with all professionals involved in their care.

The care plan template captures information about whether the person has an unpaid carer who supports them. It also offers unpaid carers a place to record a Carer Contingency Plan (CCP). This CCP includes information about the person they care for and what to do in a situation where they are unable to provide that care i.e. due to an unforeseen emergency.

For more information watch our short video, explaining the UCP and CCP

Carer contingency plan video

Carer contingency plan - UCP

Universal Care Plan Programme

Click here

Accessing the Universal Care Plan

Carer Contingency Planning (CCP) with the Universal Care Plan (UCP)

A UCP can be created following a conversation with a professional involved in someone's care, such as a doctor, nurse or in some cases an organisation that supports unpaid carers. They will discuss the care provided, who it is provided to and enter the details into a CCP on the UCP.

The person who is being cared for can also have their own UCP, to stop the carer having to repeat both their story and the story of the person who is being cared for.

As soon as information is saved on the plan, it is visible to all health and care services who care for that person. This includes GPs, community services, hospitals, the London Ambulance Service, 111 and Out of Hours GP services who may see the person in an emergency. A UCP can be updated at any time when a person's needs or preferences change.

The unpaid carer can also instantly view their submitted CCP information in their UCP, from their NHS App or the NHS Login, under the 'your health section'.

The UCP is commissioned and hosted by the UCP Programme team within NHS South West London, on behalf of all London ICBs. The UCP is delivered in partnership with OneLondon; and Better who provide the digital system.

How could you support Carer Contingency Planning in the UCP?

Which professionals can have access to the UCP, to create care plans?

Professionals working in a direct care role, in non-Urgent Care organisations across health, social care and some voluntary sector organisations in London **could** have *editable* access to create and update UCPs (depending on their role). This can include creating Carer Contingency Plans (CCP).

If the professional works for an approved organisation (**see page 6**), then access to the UCP and what they can edit within the care plans will depend on their role.

Clinically qualified professionals (registered to a clinical professional body, such as a nurse, doctor, or allied health professional) can edit all sections of the UCP. Non-clinicians, such as non-clinical professional working at approved voluntary sector organisations, will be able to view all sections of a UCP, and update the non-clinical forms. A list of the UCP forms and their access controls, is on our Learn page under, 'Got 5 Minutes' – look for the **UCP Quick reference guide**.

How could you support carers start their own Carer Contingency Plan on the UCP?

Access the Universal Care Plan application yourself and create CCPs on behalf of unpaid carers. Steps to do this are on the following page.

Let unpaid carers know about the UCP and how to get started: It may not be appropriate or within your scope to create UCPs on behalf on unpaid carers and that is ok. Instead, you could signpost the unpaid carer to the UCP, explain what it is, and encourage them to speak to a professional involved in their care, to start a care plan for them. Resources to support you can be found on **page 17**.

Editable access: how to get started

The UCP is accessible in a number of different ways, depending on the type of electronic health record system used at the organisation. For a list of the different systems the UCP is accessible from, visit our Get on Board page:

https://ucp.onelondon.online/access/

For many organisations that support carers, the most common route to access the UCP is via the **UCP Web Portal**.

To start using the UCP Web Portal, you'll need to complete the following steps. If you are a non-CQC registered organisation, please refer to our guidance for additional information before applying for access.

Step 1: Make sure your **organisation is compliant with the Data Security and Protection Toolkit (DPST)**. You can find out more about the DSPT by clicking here. This is to make sure your organisation has the required Information Governance and Security Standards to access and manage sensitive information.

Step 2: Ensure you have a named email address that only you have access to and is provided by your organisation. Ensuring that the email address can only be accessed by you is necessary to ensure that information is secure and only being accessed by people who are caring for them.

Email example	Will it work for the UCP web portal?
John.smith@yourorganisationname.com	YES
John@yourorganisationname.co.uk	YES
John.smith@yahoo.co.uk John.smith@gmail.co.uk John.smith@hotmail.co.uk	NO – not linked to your organisation
John.smith@nhs.net	YES
Manager@nhs.net	NO – not linked to a specific person
manager@yourorganistionname.co.uk	NO – not linked to a specific person

## Editable access: how to get started

Step 3: Apply for a web portal log in on the UCP website. The link to apply can be found here: ucp.onelondon.online/web-portal-access/

- The UCP team will aim to issue your login details within three working days. Look for a confirmation email from ucp.better@nhs.net. This will include:

  o   your username
  o   a link to activate your account and set your password
  o   and instructions on how to access the UCP

Be sure to check your junk folder as well

> For more information on access, please see the UCP website:
>
> ucp.onelondon.online/access
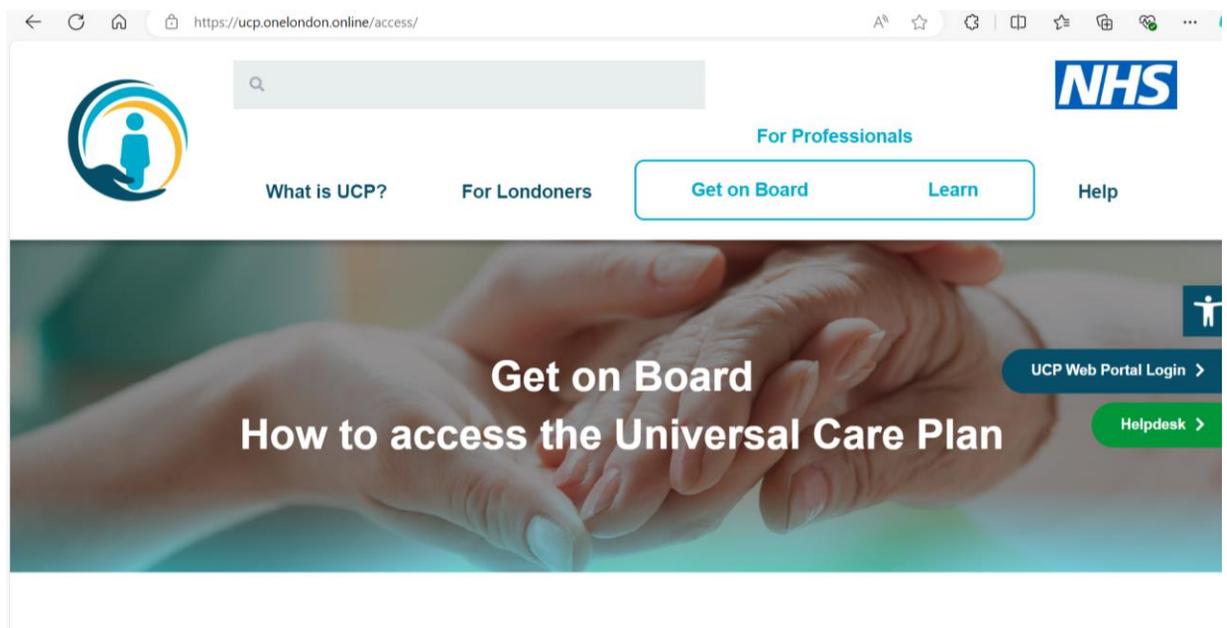
Training Resources

There is a range of resources to help you learn how to use the Universal Care Plan, available from the Learn page.

We recommend watching the full **system training video** under 'Time for lunch' and the **Carer contingency plan video** under 'Got 5 minutes'.

Carer contingency plan video

System training video
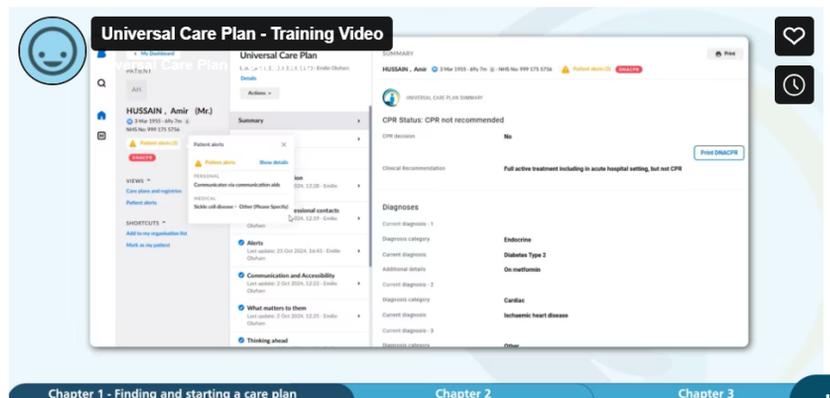
How to create Carer Contingency Plans in the UCP

How to create and view a CCP in the UCP - an example

The UCP can be used to enter details about a carer contingency plan, to support unpaid carers.

You can enter this information in the following area of the UCP (the below screenshot contains test patient information and is taken from the UCP training environment):

Once the information is entered, and you press submit, the information is instantly available across health and social care services that care for that person.

Other health and care professionals can also add to the UCP information, if appropriate.

Frequently Asked Questions

Frequently Asked Questions

Q1: Who should have a UCP?

Anyone can have a UCP. It can help set out someone's wishes for their care and their support needs so all people who regularly engage with health and care services, could benefit from a UCP. This includes unpaid carers, who can use the UCP to record their Carer Continency Plan, and also additional health and support information about themselves, if appropriate.

Q2: What is the difference between a UCP and a CCP?

A UCP is a place for people to record care information to share with health and care professionals involved in their care. A CCP is a type of information that can be recorded and shared using the UCP.

Q3: If a paper CCP already exists, why should it be duplicated into a digital UCP?

A paper copy is a great start, however it relies on the person to have this available and be able to show it, when needed. Having a CCP recorded digitally reduces the worry of having to remember to bring a paper copy and it means urgent care have easy access to the information in case of an emergency. If the person does not trust the sharing of information digitally, that is ok. They can choose whether to have a CCP created for them in the UCP.

Q4: Who can access the UCP?

GPs, care home support teams, London Ambulance Service (LAS), hospital staff and other health and care colleagues, including those working in social care and the voluntary sector. A carer or cared for person can view their UCP on the NHS App. They can also request printed copies of a UCP.

Q5: Who can edit the plan?

Health and care professionals in London who directly care for that person, including those working for approved voluntary sector organisations. It is important that consent is achieved before creating a UCP for a person, and that the person is involved in the discussions before recording UCP information.

Q6: Who signs off the plan?

Any changes made to the clinical sections of a UCP need to be 'submitted' by someone in a clinical role. Once this is done, the changes will be viewable by other UCP users.
Sign off is not required for the non-clinical sections of the plan.

Q7: Who is responsible for the plan?

All health and care professionals are responsible for looking at the plans and updating information.

Carers and those that are cared for, can view their UCP information from the 'your health' section of their NHS app. If they find that some information needs updating, they can request for this to be changed by a professional involved in their care, that has UCP access.

Q8: Does the UCP need to be written and completed in one sitting?

No, the UCP can be written section by section, and is not required to be completed all at once. The UCP can be continuously added to and updated. Any information that is submitted will be available to view by health and care professionals.

Q9: How often does the UCP need to be reviewed and updated?

Every time there is a change in a carer's or cared for person's wellbeing, the UCP should be updated to reflect the change.

It is recommended that this is done every 6 months, as a minimum.

Q10: What should I do if the UCP is incomplete, or needs updating with new information?

If you have editable access to the section that requires additional information, you can update the plan yourself.

If your organisation does not have access to the UCP the carer or cared for person can get in contact with their GP or another professional involved in their care, to make the updates.

Q11: What is the consent model for the UCP

It is best practice to obtain consent before initiating a UCP for a person. Creating, viewing and updating information in the UCP is supported under Article 6 and 9 conditions of the General Data Protection Regulation (GDPR).

Q12: What do I do if a carer or the cared for person disagrees with the contents of the UCP?

It is important to respect the wishes of the carer or cared for person. If changes need to be made to the information in the UCP, if it is within your scope of practice to edit the information you can do so. Otherwise recommend the person speak with a professional involved in their care, to make the changes.

Q13: Are there age restrictions for the UCP?

A care plan can be created for a person of any age. If the person is under the age of 16 or 18, there are additional and/or different sections within the care plan that are appropriate for a younger age group. Once the patient transitions over the age of 16 or 18, this information becomes viewable but not editable.

Q14: How do I know if my organisation meets the access requirements?

We recommend you apply to access the UCP web portal here. The UCP will be in touch if you do not meet the requirements, to explain what the next steps will be.

Q15: What do I do if I can't log in?

Contact the UCP helpdesk: ucp.onelondon.online/contact

Q16. Are there any resources I can give to unpaid carers?

We have a dedicated page for Londoners, that talks about the UCP. We also have printable versions of leaflets on this page, that you can print out or email.
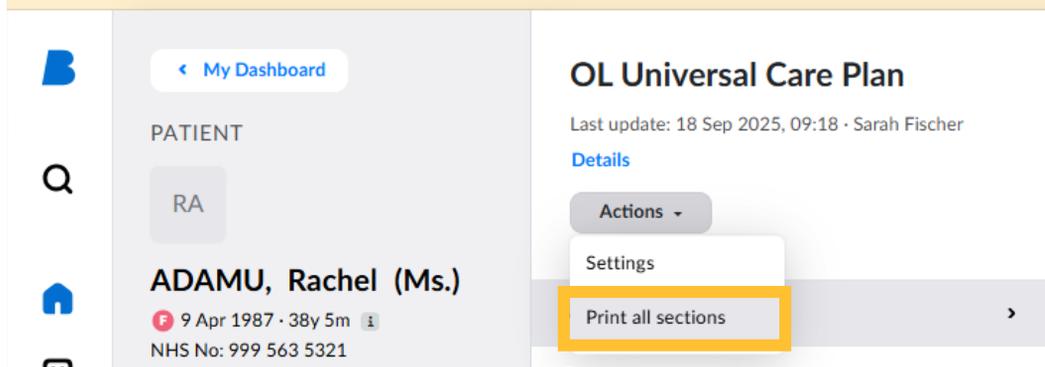
Q17. How do I print a copy of the UCP?

You can print a copy of the UCP by clicking the following options:

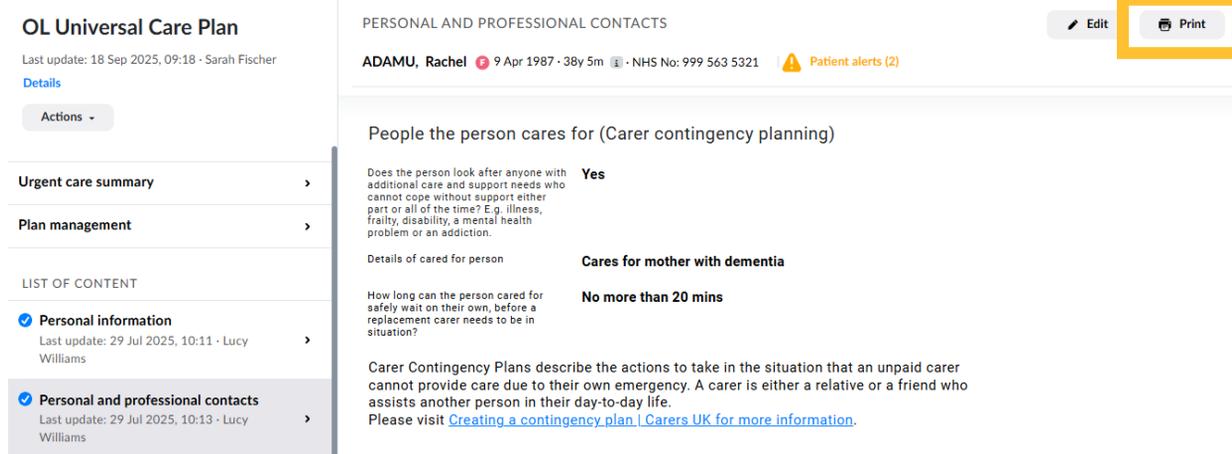**For a copy of the whole UCP go to the Actions menu**

To print a copy of the Carer Contingency Plan only, go to the Personal and Professional Contacts form and select 'print'

Q18: Is it possible to electronically share a copy of the plan with others?

Currently the Carer Contingency Plan, in the Universal Care Plan, is only sharable with the owner of the plan. They can view their UCP information from their NHS App if they are registered to a London based GP Practice. In 2026, people will be able to upload their own CCPs to their UCP, from the NHS app.

Q19: What if the carer and/or care for person lives outside of London?

A Universal Care Plan can only be created by a health or care professional that works for a London based organisation. If a carer or cared for person lives outside of London, but receives care in London, then their London based care provider can create a UCP for them. The UCP is visible to health and care providers outside of London, read only, from the National Record Locator. A UCP is not editable by organisations that sit outside of London. For example, if their GP is outside of London, they will not be able to view the UCP however if the Ambulance service has access to the National Record Locator, they may be able to view the UCP.

Section 10: Extra Information

Several other resources have been created for to support your use of the UCP. These resources are linked below.

Who	Item	Link
NHSE	Carer contingency planning: recommendations for integrated care systems	Click here
HWBA	Carer Contingency Campaign Pack: Supporting Carers and Strengthening Local Care Systems	Click here
Carers UK	Creating a contingency plan (see also - MyBackUp)	Click here
Carers UK	MyBackUp (Interactive online tool to support contingency planning)	Click here
UCP London	Carer Contingency Plan in the UCP (video)	Click here
UCP London	Training Resources	Click here
UCP London	Access Resources	Click here
UCP London	Helpdesk	Click here
UCP London	One Care plan Different Voices (video)	Click here

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