



Frequently asked questions

How do me and my loved one get a care plan?

If you would like to record a carer contingency plan, please speak with your GP.

If you would like a care plan for your loved one, speak to their health and care team (e.g. their GP, specialist doctor or nurse).

Can I be involved in my loved ones care plan?

Yes! We encourage family members and carers to be involved with care planning conversations with their loved one's agreement.

What kind of questions will I be asked?

You may be asked to consider you and your loved one's preferred place of care and type of treatment in situations where they are very unwell or unable to communicate their own wishes. You will also be asked

for information on who can provide care if you are unable to.

How can I access mine or my loved one's care plan?

You can view your own care plan in the NHS App by going to your health > care plan > Universal Care Plan.

Please ask a Health or Social Care professional to print a copy of your loved one's care plan.

Do I need to have lasting or enduring power of attorney to contribute to my loved one's care plan?

No, the Universal Care Plan is not a legal document like power of attorney. Your loved one's health and care team will want to hear from family members who know them well and know what matters to them.

The Universal Care Plan for Carers

Information for unpaid carers



What matters to me is just as important as what's the matter with me.

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What is a Universal Care Plan?

The **Universal Care Plan (UCP)** is a digital care and support plan that shares what matters most to people with all health and social care professionals involved in their care.

This plan helps make sure the person you care for receives care that matches their choices and wishes, where possible, to support them to keep doing the things they enjoy. It can also support you as a carer by recording information about who you care for and what to do if you are unable to provide care.

The plan includes things like:

-  **What matters most.** Including likes and dislikes, and daily routines.
-  **Health conditions.** Including any treatments that are wanted (or not wanted).
-  **Information on your caring responsibilities.** Including details about who you care for.
-  **Carer contingency planning.** Details of a replacement carer if you are unable to provide care.

Both you and the person you care for can have your own UCPs.

If you're a carer, the UCP can be used to record a carer contingency plan as well as your own care and support wishes and any relevant medical information.

Benefits of having a Universal Care Plan



Helps your voices to be heard. Stopping you having to repeat both your story and the story of your loved one.



The plan can change as your needs change. The plan is a tool that can be updated if you or your loved ones wishes or needs change.



Everyone involved in your loved one's care has access to the same information. The UCP is available to all health and care teams in London, including the London Ambulance Services.



Provides peace of mind by reducing stress in emergencies, knowing that replacement care can be organised if you are unable to care for your loved one.

