



User Focused Monitoring

Do you have a care plan?

Presentation to Health & Wellbeing VOF, 21 Nov 2017

**What's special
about UFM?**



What we do

- ✓ give service users a voice
- ✓ users actively influence services
- ✓ ongoing user-led monitoring
- ✓ promote quality & positive outcomes

Care Plan

CPA

Care Programme
Approach

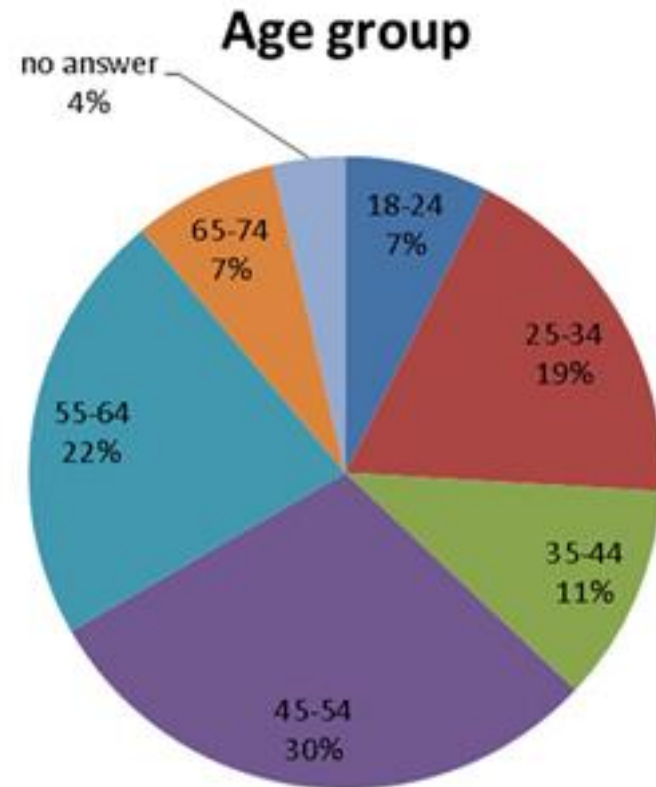
LPC

Lead Professional
Care

- ✓ Do people **know** they have a care plan?
- ✓ Were they **involved** in creating it?
- ✓ Did they find it **useful**?

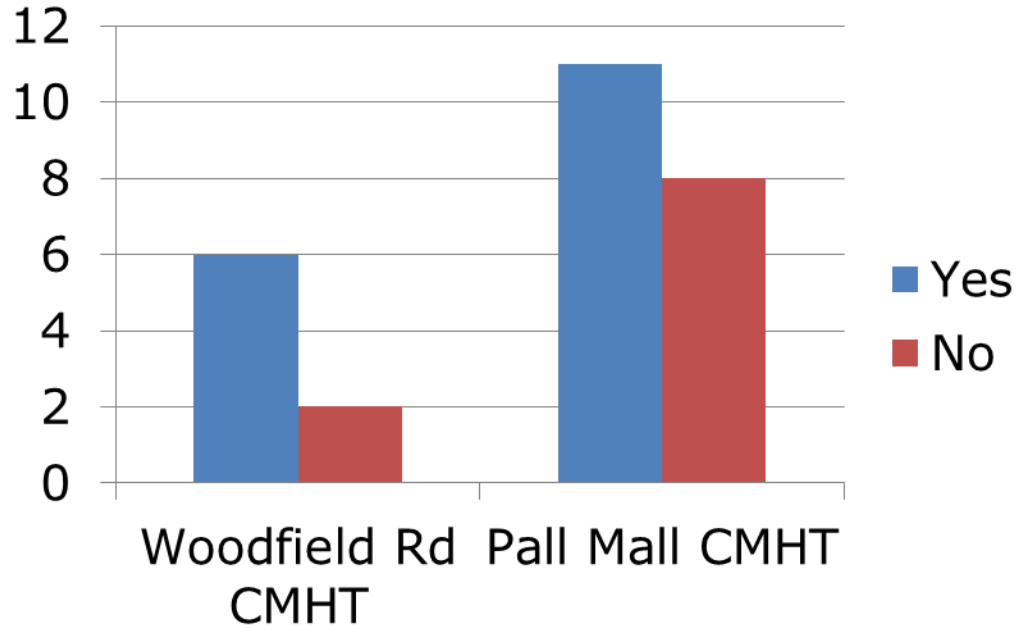
Who did we speak to?

- 27 people
- 30% aged 45-64
- mostly female
- 30% white British;
70% other ethnicities



Do you have a care plan?

- 37% said 'no'



Involvement in care planning

30%
discussed
in advance

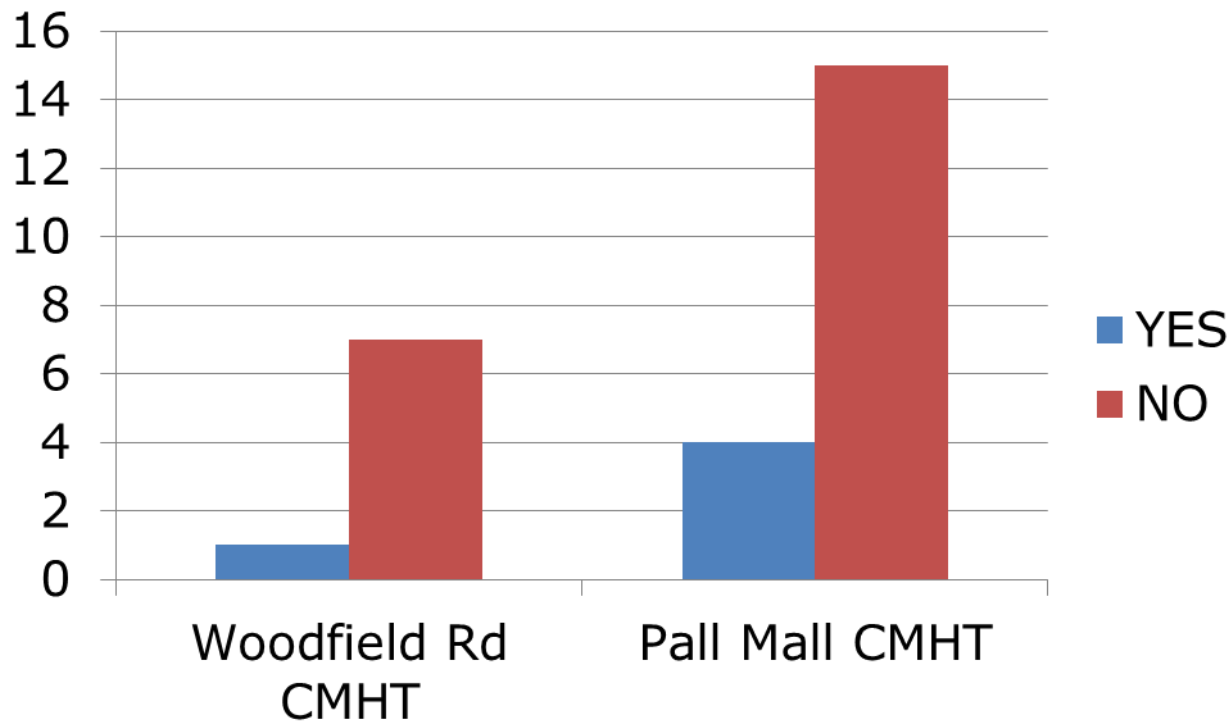
26%
involved in
set up

26% given
last mtg
notes

44% given
choice who
attends
mtg

lack of
under-
standing

Do you know the date of your next CPA or review meeting?



**How satisfied
were people
with their care
plan?**

Recommendations

1. Explain

2. Plan
together

3. Named
professional

4. Provide
a copy

5. Notes
ahead of
mtg

6. Invite
others

Recommendations (cont.)

7. holistic
planning

8. crisis
plan

9. set
agreed
review
date

10. Allow
more
review
meetings

**What does all
this mean?**

**For you to
think about...**

Any questions?



For a copy of the report please email
katja@advocacyproject.org.uk



Thank you!

Derek Williams,

Andrew Treanor,

Cady Stone,

Katja Huijbers

The Advocacy Project