



## Delivery of Care

Adult Community Services for Mental  
Health Service Users:  
8300 service users

Many service users will have contact with  
one member of staff in HPFT  
This member of staff is their named worker  
and key contact



# Standard Care

- The service user will have a single named contact person who is responsible for their care in HPFT e.g. doctor
- Care needs are reviewed annually
- A care plan is described in a letter to GP cc to Service User and to carer with service user agreement



# Care Programme Approach

- Approximately 20% of service users will receive care coordination under the Care Programme Approach
- This is for those with the most complex needs
- Service users in this level of care will have a named care coordinator



# Care Coordinator

- The role of CPA Care Co-ordinator will be taken by a professionally qualified member of the multi-disciplinary team who is well placed to oversee care planning, and risk management
- The Care Co-ordinator is responsible for keeping in close contact with the service user and for advising other members of the care team of changes in the circumstances of the service user which might require review or modification of the care plan



# CPA Care Plans

- Written care plan
- Identify the interventions and anticipated outcomes
- Be copied to the carer (where the service user is in agreement).



# CPA Review

- All service users on CPA will have a minimum of one review per year.
- Carers are invited with the agreement of the service user
- Awaiting allocation – oversight of team leaders, and contact from involved staff