

Mental Welfare Commission (MWC)

The MWC has an interest in matters concerning patient welfare, for example, if you are detained under the Mental Health (Care & Treatment) (Scotland) Act 2003.

Further information can be obtained by contacting:

The Mental Welfare Commission

Telephone: 0131 225 7034

Fax: 0131 313 8778

Email: enquiries@mwscot.org.uk

Website: www.mwscot.co.uk

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Lanarkshire Links

This is an organisation for mental health service users and carers in Lanarkshire who support you in the planning, development, monitoring and evaluation of mental health services. If you use or have used mental health services or are a carer of someone who has or is using services, you can join Lanarkshire Links. Membership is free.

Further information can be obtained from your Key Worker or by contacting:

Lanarkshire Links

Telephone: 01698 265232

Fax: 01698 265254

Email: admin@lanarkshirelinks.org.uk

Web: www.lanarkshirelinks.org.uk

If you need this information in another language or format, please e-mail: Translation.Services@lanarkshire.scot.nhs.uk

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| Clinical Lead: | |

Care Programme Approach (CPA)

Service User/Carer Information

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WHAT IS THE CARE PROGRAMME APPROACH (CPA)?

CPA is a way to make sure your needs are identified through regular discussions with all of those involved in your care. These needs could include:

- ❖ Your care and treatment
- ❖ Managing your finances
- ❖ Housing Issues
- ❖ Safety Issues
- ❖ Any other needs your care team are involved with

WHO WILL BE INVOLVED?

Anyone who is involved in your care can attend your CPA meetings, as well as you and a family member, friend or carer if you choose to have them involved.

WHEN WILL CPA BE USED?

This will be used to help improve the links between mental health services and other agencies involved in your care. It helps to identify what each of the agencies are doing for you in order to meet your needs. This prevents duplication of care as well as making sure you have the most appropriate support at the right time by the right people.

HOW CPA WORKS

1. You will be invited to take part in an initial meeting with those involved in your care. At all meetings you will be asked your views and opinions on your care and treatment to date.
2. Information from all present at these meetings will be taken into consideration and a care plan put in place or updated, a copy of which you will receive. This then provides a written record for discussing progress of your needs at future meetings. Additionally you will be provided with a list of signs to look out for when things are 'not so good' for you and what actions you need to take to safely manage your needs.
3. At this initial meeting it will be agreed how frequently future CPA meetings will take place, this could be 3, 6, 9 or 12 monthly. In between times, you will still have contact with the various groups involved in your care as agreed.

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CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at www.nhslanarkshire.scot.nhs.uk or ask a member of staff for a copy of our Data Protection Notice.

USEFUL INFORMATION

Independent Advocacy Worker

This is an Independent Advocate who can help you:

- ❖ Express your views and opinions on your care
- ❖ Know your rights
- ❖ Understand the choices & decisions in your life
- ❖ Negotiate with groups of professionals

Further information can be obtained by contacting:

The Advocacy Project
Telephone: 0141 420 0961
Textphone: 0141 420 0989
Email: enquiry@theadvocacyproject.org.uk
Website: www.theadvocacyproject.org.uk