

WMQRS - Identified Good Practice
CWPT Care Programme Approach Framework
Simon Wheeler, CPA Lead – simon.wheeler@covwarkpt.nhs.uk

WMQRS assessors visited the Coventry and Warwickshire Partnership Trust in June 2011. The programme included a total of four days reviewing adult and older adult mental health services, all of whom use the Care Programme Approach as the fundamental framework for secondary mental health service delivery. During those days the reviewers and (at final summary) the WMQRS representatives identified a number of areas of good practice in and around the area of the Care Programme Approach. This has continued to be reinforced by a recent award for excellence from the CPA Association in relation to the Trust's CPA care planning framework, and in particular it's adoption of an electronic care planning model.

Below is an outline of the contents, structure, ethos and development, looking both backwards and forwards, of the identified good practice in relation to the Care Programme Approach within Coventry and Warwickshire Partnership Trust.

The Policy

The Care Programme Approach policy has been purposefully designed to provide clear and concise advice to the application of Refocused CPA to operational services. We have taken the view that the only time staff and managers ever view a policy is when they have a query or lack of understanding in relation to specific area; as such policies should be written to enable the quick reference of clear and concise information.

In 2009 the Care Programme Approach policy was deemed highly commended by the CPA Association; judges said that:

The Coventry and Warwick document accurately reflects all aspects of the national CPA standards. It is both comprehensive in its coverage of CPA and is an expertly written, easy to follow policy that is well structured with clearly defined sections. The sections covering both the CPA processes and Care Co-ordinators responsibilities are particularly well produced. There is good use of flow charts and documentation in the body of the policy. It was a close call for the Award – this is very highly commended.

Since then it has been revised and updated to include ongoing changes and to future proof against anticipated developments within care clusters.

The Tools

Following the release of the Refocusing guidance in 2008 we took the opportunity to completely overhaul and standardise the organisation's Care Programme Approach tools and too simplify them to represent the key milestones in a service user's treatment journey. Our current suite of forms are made up of:

Core Documents:

- Initial Assessment
- Statement of Care
- My Care Plan
- Review
- Transfer / Discharge

Working with Risk:

- Current Situation
- Detailed Review
- Positive Risk Taking
- Personal Safety Plan

Supporting Documents:

- CPA Determination Tool
- Intervention Summary
- Information Waiver

All of these documents are available as electronic templates within our clinical IT system (ePEX) and form the basis of our growing electronic patient record. Recently we have revised the Initial Assessment and Review



documents to streamline their format and incorporate version 4 of the MHMDS. The new versions of these will be incorporated into ePEX before being re-launched, along a simplified application of the My Care Plan document.

My Care Plan

The My Care Plan document was extensively developed to provide not only a document but a clear care planning framework which places the service user, and their recovery, at the centre of the process. The care plan itself is designed to balance Service Users goals with statutory requirements, to provide a document that is flexible enough to be meaningful where a lack of insight, capacity or motivation exists whilst ensuring the Service Users input is promoted first and foremost.

The care plan document promotes SMART practice, non-professional language and recovery principles, as well as enabling a full and frank discussion to be had between the Service User and Clinician around the contents of the care plan, the sharing of information to enable a multi-agency approach and providing contact details of key people. This completed document is then input into the ePEX system and functionality within this enables the care plan to be easily reviewed and updated with no repetition and minimal administration time. It also ensures that the care planned goals, along with the risk assessment and self user personal safety plan, can be access 24/7 by all CWPT staff members through the ePEX system.

This has recently been given an award in Best Example of an electronic care plan from the CPA Association stating that it was:

A really useful care plan that is easy for service users and other agencies to follow. This care plan is fluid with clear service user involvement and collaboration and use of language common to all. The care plan identifies national targets which can be analysed without intruding into the flow of the care plan. This is service user friendly and what is written on the IT system is translated into the hard copy for the service user – what you see is what you get.

Remote access to the IT system

As part of our ongoing drive to improve efficiency we have been developing and rolling out an 'Agile Working' framework to our community teams. One of the key tools as part of this has been mobile access to the Trust network, resources on the Intranet and the clinical IT system. These netbooks have 3G mobile technology which can access the Trust network via a secure Citrix software and password process. They have been successful in supporting the service delivery in our rural North Warwickshire areas and have been a key element in the organisations estates consolidation strategy. As a planned continuous development strategy the application of new technology is ever evolving and we are now evaluating the success of these tools with a view to a wider roll-out to other areas.

Care Co-ordinator Training

The CWPT Care Co-ordinator training day has been specifically designed to focus on the skills and competencies associated with the care co-ordinator role. This is in order to provide training to all staff within our wide range of services including LD, CAMHS, Eating Disorders, Adult and Older Adult Mental Health, and more recently Community Care Services. The care co-ordinator training day has been carefully designed to make best use of the national training resources developed by Lincoln University and ensures that a wide range of learning techniques are utilised. The day itself covers Role, Authority and Responsibilities of the Care Co-ordinator (Unit 3), Transition Points in Care (Unit 4), Managing Risk Effectively (Unit 6), Care Planning (Unit 7), Whole Systems Working (Unit 8) and Outcomes, Evaluation and Review (Unit 9).

The CPA association recently deemed it as highly commended stating that it was:

A very comprehensive training day using national programme content, tailored to the trusts needs. A very intensive day, with a good and varied use of interactive methods during the session.

