

The Single Assessment Process in Hounslow

My Shared Care Plan: June 2004 - Version 1



An Integrated Health and Social Care Plan

Completed example of a fictional case

Introduction for Health and Social Care Staff in Hounslow

What is “My Shared Care Plan”?

The original idea for “My Shared Care Plan” came from a self-management tool that has been developed as part of the ‘Pursuing Perfection Project’ in Whatcom County, Washington, USA - <http://www.patientpowered.org/> “My Shared Care Plan” has now been placed on the <http://qualityhealthcare.org/qhc> web site, which is part of the international Institute for HealthCare Improvement.

“My Shared Care Plan”, Person Centred Care and The Single Assessment Process (SAP)

Under the Single Assessment Process, there is a need to share an integrated Health and Social Care Plan of the assessment, subject to consent, with the person who has been assessed, their carer(s) and all of those involved from health and social care.

The format of Hounslow’s “My Shared Care Plan” has been designed to link in with person centred care and the single assessment process. It will be used after the FACE overview or comprehensive assessment has taken place. Numerous SAP care plans have been examined and have contributed to this document, not least those from Knowsley, Croydon and the NWL Sector in London. Managers, Practitioners and Clinicians in Hounslow have also had the opportunity to input into this document.

It is person centred with the “My” indicating the information is owned by the person who has been assessed. However, with consent, it should be made available to all who have contributed to the assessment and those providing services. Whenever possible, the person (with capacity) will play a key role with their care coordinator in managing his or her own care. They should be encouraged to actively participate, with their doctors, nurses, social workers, therapists, pharmacists and others (including the voluntary and independent sector) – all working together to achieve the best possible outcomes.

The wording in the Care Plan is a guide only. Please use your assessment skills and knowledge from the completed assessment when developing the care plan with the person who has been assessed.

“My Shared Care Plan” is made up of 5 separate documents, which are not numbered so they can be completed on a computer (the front page and this introductory page **should not** be given to the person assessed).

1. **Hounslow - Health and Social Care Plan**

This document **must be completed** as it contains the conclusions/outcomes from the Overview or Comprehensive assessment. To be shared with the person, their carer(s) and all of those involved from health and social care. Basic Personal Information could sit on top of this document so that it does not have to be taken again.

2. **Hounslow - Timetable of Care + The people and organisations who provide these services**

When there is a need for complex care arrangements.

3. **Hounslow – Contact List**

Contact list including emergency numbers for the person assessed and their carer(s).

4. **Hounslow - Service Plan (Criteria and Charges for Non-NHS Services)**

Social Services requirement only: not necessary to share with whole care network. No need for NHS staff to complete.

5. **Hounslow - Medication Management**

Complete after a NHS Specialist Medication Management Assessment or Specialist Medication Management Review.

NHS No:	123456789-2	Hospital No:	
SSD No:		Other Ref No:	

Hounslow - Health and Social Care Plan

My Last Name: Brown (Mrs) My First Name: Margaret	My Preferred Name: Mo	Date of Care Plan: 6.4.2004
The Care Coordinator is: John Smith – Social Worker	The Care Coordinator's contact details are: Telephone: 020-8844-1234	
Contact out of hours: 020 8844 2222 (5pm-9am on weekdays, also on Saturday, Sunday and Bank Holidays)		

I would like the people providing services to know...

I have difficulties with: Thinking or Memory Problems Vision Hearing Talking Mobility

Comments: Will take a while for me to get to the door

My main language other than English is: French

Translator Needed: YES NO

I find it easier to understand by: Reading Being spoken to Being shown how Listening to tapes

Seeing pictures Other **Comments:** Because of my hearing impairment, please face me direct when speaking

Assessment – Conclusions and Objectives

The overall purpose of this care plan is: To provide a package of care in partnership with Mrs Brown to enable her to live as independently as possible with respect and dignity.

Identified risks and needs from the assessment	What will be done, and who will do it (Include start times, end times if known and the assessed person's participation)	What are we trying to achieve?
1. Mrs Brown Parkinson's Disease and Arthritis impacts on what she is able to do for herself. There is a risk of infection and a lowering of her self- confidence and so Mrs Brown needs assistance with hygiene and personal care.	Home Carer to arrive every morning, Monday to Sunday at 8.30-9.30 to assist with personal care tasks and breakfast. Home Carer to also return in the evening at 20.00-20.30 to assist with washing and preparation for bed.	To work with Mrs Brown to maintain her health and self-esteem.
2. Mrs Brown is insulin dependent and is at risk of serious ill health due to her diabetes. There is a need to assist Mrs Brown with daily injections.	The District Nurses will visit 2 x a day to help Mrs Brown administer insulin injections at 8.00-8.30 and 19.00-19.30.	To help Mrs Brown maintain her health.

3. Mrs Brown has a significant hearing disability that is contributing to her social isolation. There is a need to further assess in this area.	Rehabilitation Worker for People with Hearing Disabilities to visit on 10.4.04 to assess for appropriate equipment in the home. Will also liaise with Audiologist at Charing Cross.	For Mrs Brown's hearing to be maximised.
4. Mrs Brown is at risk of falling due to her reduced mobility because of her physical disabilities. Mrs Brown needs assistance with adaptations and equipment within the home.	Occupational Therapy assessment took place on 29.3.04. Grab rails and banister rails, a perching stool, kitchen trolley and toileting equipment have been ordered. Community Alarm ordered.	Improved mobility and safety for Mrs Brown thereby reducing risk of falls.
5. Mrs Brown is at risk of under nourishment during the week. She is need of a meal at lunchtime.	Social Worker has applied for Meals on Wheels. Will be delivered on Tuesdays and Thursdays. To start on 6.4.04.	To make sure Mrs Brown receives adequate nourishment.
6. Mrs Brown is at risk of social isolation. There is a need for increased socialisation.	Attendance at the Morley Day Centre will initially be three days per week, (Mondays, Wednesdays and Fridays) from 10.30 to 15.30.	For Mrs Brown to have the opportunity to enjoy the company of others.
7. Mrs Brown is at risk of depression due to her recent bereavement. There is a need for bereavement counselling	Bereavement counselling from Age Concern will take place every Wednesday from 16.00-17.00.	Emotional support for Mrs Brown.

Lifestyle and Personal Strengths

Abilities, interests and wishes	What can be done, and who will do it (include the assessed person's participation)	What are we trying to achieve?
8. Good interpersonal skills. Interested in concerts, opera, reading. Would like to continue to attend the theatre.	An Age Concern Volunteer to visit on a Wednesday afternoon and accompany to the nearby theatre when possible (Mrs Brown has a motorised wheelchair for long journeys).	To make sure Mrs Brown can still continue to enjoy one of her major interests.
9. Mrs Brown has excellent accounting skills and has an interest in having more choice and control over the care services she receives.	Referred to Direct Payments Support Worker on 3.4.04. Direct Payments Financial Assessment completed on 6.4.04	For Mrs Brown to be as independent as possible.
10. Mrs Brown wishes to try and stop smoking.	Mrs Brown has details of the smoking cessation service in Hounslow	Improvement in Mrs Brown's health.

Are there any needs being met by others (such as family and friends)? If YES,

Needs being met by others	How needs are being met
11. Friendship and company	Next door neighbour, Betty (020 8899 5432) visits regularly
12. Shopping	Son and daughter in law, Brian and Sylvie Karloff (020 8989 2345)
13. Correspondence	Daughter, Mary Brown (020 8899 6789)

Details of those involved (other than family and friends)

Name of Worker	Address	Organisation	Phone Number	Role
John Smith	5 Arnley Crescent, London W4 7UQ	Social Services	020 8844 1234	Care Coordinator/ Social Worker
Sylvia James	Morepark Surgery, 10 Lincoln Road, London W5 5AA	NHS	020 8686 5555	District Nurse
Sonia Tate	5 Arnley Crescent, London W4 7UQ	Social Service	020 8989 6789	Occupational Therapist
Dr. Stephen Johnson	Morepark Surgery, 10 Lincoln Road, London W5 5AA	NHS	020 8787 1111	GP
Coleen Nolan	26 Vale Drive, London W6 4YZ	Age Concern	020 8999 1234	Volunteer worker
Joan Davies	22 Beldon Road, London W4 4QW	Anchor Care	07958-123478	Home Care Manager
Jane Marchant	Morley Day Centre, 15, Corn Lane, London W6 6AZ	Social Services	020 8989 6767	Day Centre Manager
Dr. Johnson	Charing Cross Hospital	NHS	020 8846 1245	Audiologist

I agree that this **Care Plan** and other assessment information, if required, can be sent to all of those involved in my care and anyone who may need to access it in an emergency:

YES **NO**

If **NO**, please give details of any restrictions:

My services will be reviewed according to my needs, and in discussion with all concerned not later than: **18/05/04**

I received a copy of my care plan on the: **06/04/04**

My Signature	Assessors Signature	Line Manager's Signature

Hounslow– Timetable of Care

My Last Name: Brown (Mrs) My First Name: Margaret	My Preferred Name: Mo	Date of Care Plan: 6.4.2004
The Care Coordinator is: John Smith - Social Worker	The Care Coordinator's contact details are: 020 8844 1234	
Contact out of hours: 020 8844 2222 (5pm-9am on weekdays, also on Saturday, Sunday and Bank Holidays)		

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early a.m.	8.00–8.30 District Nurse	8.00-8.30 District Nurse	8.00-8.30 District Nurse	8.00-8.30 District Nurse	8.00-8.30 District Nurse	8.00-8.30 District Nurse	8.00-8.30 District Nurse
Breakfast	8.30-9.30 Home Carer	8.30-9.30 Home Carer	8.30-9.30 Home Carer	8.30-9.30 Home Carer	8.30-9.30 Home Carer	8.30-9.30 Home Carer	8.30-9.30 Home Carer
Mid - a.m.	10.00 Day Centre	Son visits for shopping	10.00 Day Centre		10.00 Day Centre	Daughter visits	Friends + neighbours
Lunch	Day Centre	Meals on Wheels	Day Centre	Meals on Wheels	Day Centre	Daughter visits	Friends + neighbours
Mid - p.m.	15.00 Day Centre		16.00-17.00 Bereavement Counselling	15.00-17.30 Volunteer worker visits	15.00 Day Centre	Daughter visits	
Tea	19.00-19.30 District Nurse	19.00-19.30 District Nurse	19.00-19.30 District Nurse	19.00-19.30 District Nurse	19.00-19.30 District Nurse	19.00-19.30 District Nurse	19.00-19.30 District Nurse
Evening	20.00–20.30 Home Carer	20.00–20.30 Home Carer	20.00–20.30 Home Carer	20.00–20.30 Home Carer	20.00–20.30 Home Carer	20.00–20.30 Home Carer	20.00–20.30 Home Carer
Night							

The people and organisations who provide these services

Name of Worker	Address	Organisation	Phone Number	Role
Joan Davies	22 Beldon Road, London W4 4QW	Anchor Care	079581234	Home Care Manager
Emma Dobney	22 Beldon Road, London W4 4QW	Anchor Care	079581234	Home Carer
Sylvia James	Morepark Surgery, 10 Lincoln Road, London W5 5AA	NHS	020 8686 5555	District Nurse
Jane Marchant	Morley Day Centre, 15, Corn Lane, London W6 6AZ	Social Services	020 8989 6767	Day Centre Manager
Coleen Nolan	Age Concern, 26 Vale Drive, London W6 4YZ	Volunteer Organisation	020 8999 1234	Volunteer worker
Jason Wright	11, Spencer Close, W4 IFG	Social Services	O20 8798 3176	Meals on Wheels Manager

Hounslow - Contact List

For Health Care

- If you need advice about health care, you can speak to your **GP**

Name: Dr. Stephen Johnston	Telephone Number:
Address: Morepark Surgery, 10 Lincoln Road, London W5 5AA	020 8787 1111

- **District Nurses:** Enquiries during normal hours, contact:

Name: D/N Sylvia James	Telephone Number:
Address: Morepark Surgery, 10 Lincoln Road, London W5 5AA	020 8686 5555

- **Twilight District Nurse Service** (7pm-5.30am) – Telephone No: **07949-113467**
- You can call **NHS Direct**, which is a 24-hour nurse-led, confidential helpline providing advice and information on what to do if you're feeling ill, on: **0845 4647** (calls charged at local rate) or <http://www.nhsdirect.nhs.uk>
- In a critical or life threatening situation; emergencies such as loss of consciousness, severe chest pain, serious accident or loss of blood; go straight to the nearest hospital's **Accident and Emergency Department** or call **999** for an ambulance.

For Social Services

- **Social Services:** Urgent enquiries during normal hours, contact:

Name: John Smith	Telephone Number:
Address: 15 Lincoln Road, London W5 5AB	020 8899 1234

- **Out of Hours Emergency Social Work Service** – Telephone No: **0208-583-2222**
(5.30pm-6.30am on weekdays, 24 hours on Saturday, Sunday and Bank Holidays)

NHS No:	123456789-2	Hospital No:	
SSD No:		Other Ref No:	

Hounslow - Service Plan (Criteria and Charges for Non - NHS Services)

My Last Name: Brown (Mrs) My First Name: Margaret	My Preferred Name: Mo	Date of Care Plan: 6.4.2004
The Care Coordinator is: John Smith - Social Worker	The Care Coordinator's contact details are: 020 8844 1234	
Contact out of hours: 020 8844 2222 (5pm-9am on weekdays, also on Saturday, Sunday and Bank Holidays)		

Fair Access To Care Services for Non-NHS Care

Please state overall FACS banding (Critical, Substantial, Moderate or Low): Substantial
Are there, 'Exceptional Circumstances'? YES NO
Action:

Direct Payments for Non-NHS Care

Was the Direct Payments scheme discussed with both the assessed person and their carer? YES NO

Was the assessed person or carer interested in pursuing this option? YES NO

Referred to Direct Payments Support Worker? YES NO

Comments: Financial assessment completed on 6.4.04

Care Package Costs for Non-NHS Care

Item Number	Service	Cost	Person's Contribution	Net Cost	Notes
1	Personal Care	£11 P.H.	Nil	£77 P.W.	14 hours of care per week
6	Day-care	£5.95 P.D.	Nil	£17.75 p.w.	
Total Costs		£16.95		£94.75 p.w.	

Assessed Person's Signature	Assessors Signature	Line Manager's Signature

NHS No:	123456789-2	Hospital No:	
SSD No:		Other Ref No:	

Hounslow – Medication Management

(Complete after a NHS Specialist Medication Management Assessment or Specialist Medication Management Review)

My Last Name: Brown (Mrs) My First Name: Margaret	My Preferred Name: Mo	Date of Care Plan: 04/04/04
The Care Coordinator is: John Smith – Social Worker	The Care Coordinator's contact details are: 020 8844 1234	
Contact out of hours: 020 8844 2222 (5pm-9am on weekdays, also on Saturday, Sunday and Bank Holidays)		

Medical Condition/Diagnosis		
Medical condition	Date of Diagnosis	Comments
Parkinson's Disease	1996	
Insulin-dependent Diabetes Mellitus	1964	
Arthritis	1984	

Important information about my use of Medication			
Drug Allergies/Intolerances	Reaction	Date Occurred	Comments
Penicillin	Generalised rash	1990	Avoid ALL penicillin's
Other Allergies			
Elastoplast	Localised urticaria	Years ago	

Over-the-counter Medications I take

Name	Directions	Times Taken	Why I take this	Comments
Paracetamol	When required (up to 8/day)		Arthritic pain	
Senna tablets	When required	Bedtime	Constipation	

Prescription Medications I am taking

Date	Prescribed by	Drug Name	Directions	Why I take this	B 8-9	L 12-1	D 6-8	Bed 9-11	Comments
May 03	GP	Diclofenac	50mg three times a day	Arthritic pain	✓	✓	✓	<input type="checkbox"/>	Take with food
Apr 02	GP	Co-careldopa 25/100	1 tablet three times a day	Parkinson's disease	✓	✓	✓	<input type="checkbox"/>	Urine can be red-coloured
Apr 02	GP	Humulin M3	20 units morning 20 units night	Diabetes	✓	<input type="checkbox"/>	✓	<input type="checkbox"/>	Store in fridge
May 03	GP	Lansoprazole	15mg morning	Dyspepsia prevention	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Medications I have stopped taking

Date I stopped taking it	Prescribed by	Drug Name	Why I took it	Why I stopped taking it
Apr 03	GP	Indometacin	Arthritic pain	Dyspepsia
May 03	GP	Pergolide	Parkinson's disease	Became breathless

My Signature

Medication Assessor's Signature

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