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- Involvement and choice
- Risk



Core Care Standards

Introduction

Following a review of the Care Programme Approach the Trust has developed a set of 'Core Care Standards' backed up by principles.

The standards will enable all teams to have a consistent way of planning and delivering care, whilst recognising the needs and standards of particular services and the people they serve.

The standards aim to increase quality and safety and are not optional. They apply to everyone who uses our services.

The standards are listed on page three of this leaflet and the principles are on page four.

They build on existing good ways of working such as the Care Programme Approach.

The standards and principles have had input from representatives from all services, service users and carers and can be viewed at:

www.corecarestandards.co.uk



Core Care Standards

The Core Care Standards are listed below, and you can find further information on these on the relevant pages.

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Core care principles

The following core care principles apply to everyone who uses the services of the Trust:

- Quality - we will provide good quality service
- Dignity - we will treat you with dignity and respect
- Equality - we will respect your rights, and make sure you can access our services
- Recovery and wellbeing - we will try to help people be as well as they can be
- Communication - we will communicate well with everyone
- Staff - we will employ staff who know what they're doing
- Environment - we will provide care and support in a place that's safe
- Individual - you will be at the centre of your care and support
- Compliments and complaints - you can tell us what you think about services
- Safeguarding - we will safeguard children and vulnerable adults
- Information - we will keep information safe and share it when needed, and you will have the right information at the right time
- Partnership - we will work together with other organisations

The full principles are available at www.corecarestandards.co.uk.



Assessment

We will find out with you what your needs are

Assessment is the way we find out about how you are and what difficulties you might have, work out what treatment or support you might need and how we can help. Assessments are carried out by trained health or social care professionals.

We will talk to you about your situation, any difficulties you have, discuss what you would like to happen, and what's important to you.

The assessment process may vary depending on your needs and the service you are referred to. We may sometimes be asked for an opinion (a consultation) but may not need or be able to fully assess your needs, in which case we may give guidance, but there won't be a care plan produced as a result. In this situation, the full assessment standards may not apply – for more information see individual team or service pages on www.corecarestandards.co.uk.



Care planning

You will have a clear care plan

A plan of care is something that describes in an easy accessible way the services and support being provided, and should be put together and agreed with you through the process of care planning.

Agreeing a care plan with your health or social care professional means being able to talk about your situation, how it affects your life, what you want to do, and what more you can do for yourself with the right support. It's about being given all the information you need, being listened to, being able to ask questions and feeling able to say what's really important to you. The plan that is agreed should be the result of this process.

Sometimes plans will have to be made without the full involvement of the person, where they are not able to participate, but we will try our best to consult and communicate with them.

Care plans will also recognise that people can be in control of their lives and can regain a meaningful life despite a serious health problem, such as a mental illness. Staying well and wellbeing approaches, and health promotion initiatives such as smoking cessation, physical health etc will be an important part of this, as well as recovery tools and techniques such as Wellness Recovery Action Planning (WRAP).



Review

We will check that things are working for you

Any plan of care needs to be monitored and evaluated to see how it's working. It will get out of date in time, and needs to be reviewed regularly to make sure it's still right. It's important to check that you are happy with the way things are going.

Reviews should be designed around the needs of the person concerned, and should include contributions from everyone involved in the care plan. Review is an ongoing process, and not necessarily a single meeting.

Co-ordination

Your care will be co-ordinated

Any care process is improved by having a co-ordination role. Co-ordination of care means that a named worker will oversee your care and treatment, keep in close contact with you, and liaise with others involved. Sometimes they have other responsibilities – see your service page on the website for more information.

The way co-ordination works will be different in different services:

People with a mental health problem will have either a care co-ordinator or a lead professional.



Children or young people might have a lead professional if they need the support of the Children's Assessment Framework (CAF)

People with a learning disability may have a care co-ordinator if you need CPA.

Whatever the system or name, they are there to make sure that services work for you.

Discharge and transfer

We will make sure your transfer or discharge works well

We want to make sure that if you need to move between services, or when you no longer need our support, the process works smoothly and well for you. This might be when you leave hospital, change staff or services, or leave a service.

Any transition, whether discharge or transfer, may carry risks which need to be managed.

It's important the process is clear and everyone understands it.



Families and carers

We will work with families and carers

Families, parents, and carers are often a vital part of the life of someone who needs the services of the Trust, and they can be the people who are keeping them well and enabling them to live in the community. Where the person being supported is a child or young person, parents and families are an essential part of the process. The Trust values the role families and carers play as partners in care, and wants to support and work with them for the wellbeing of the person.

If children or young people are supporting a relative as a young carer, they are likely to be a child in need.

Where carer/relatives relationships are not identified as supportive, the individual will be supported to decide how this will be managed.

We also recognise that caring for someone who is unwell, or has problems, can have an impact on the lives of families and carers, and we want to help identify any needs they have and to support their wellbeing wherever we can.

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems (Princess Royal Trust for Carers).

Young carers are children and young people who look after someone in their family who has an illness, a disability, or is affected by mental ill-health or substance misuse (Princess Royal Trust for Carers).



A substantial and regular carer who is legally entitled to a carer assessment is defined as:

- Derbyshire County Council: If you provide at least 14 hours of support a week, or if you provide less than 14 hours per week but you feel it is still regular and substantial care, you are entitled to have an assessment of your needs as a carer.
- Derby City Council: If you are supporting someone who could not manage without your help, because they are ill, frail or have a disability, then you could be entitled to a Carers Assessment.

Involvement and choice

You will be involved as much as you want and are able to be

Services work best when the people who use them are involved in the care process.

We will take into account peoples diverse needs, particularly around communication and access.

We will always try to make sure people are involved as much as they want and are able to be, and have choices wherever possible, but choice may be limited by the services we have been commissioned to provide.

The service will protect your rights, as well as those of other people, and will protect you and others from harm wherever possible.



Risk

We will help manage risks to you and others

We want to make sure we find out about any potential risk of harm to yourself or others. This is so we can help to manage these and protect our patients, family/carers, staff, and the public. We will always consider risks to children, young people and vulnerable adults.

Types of risks would include: self harm; self-neglect; suicide; violence; bullying, domestic violence, substance misuse, vulnerability to abuse or neglect, sexual exploitation, moving and handling, infection control, physical health and falls.

Therapeutic or positive risk taking can also be used to enable people to develop new skills and opportunities.



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