North West London Integrated Care System
Working together for better health and care

NWL Digital Care and Support Plan Webinar 27 September 2023

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NWL Digital Personalised Care and Support Plan

- This is a relaunch of a S1/EMIS template to support the digital recording of personalised care and support plans (NWL ICS Care Planning)
- Personalised Care and Support Planning ensures the patient actively participates to explore the management of their health and well-being within the context of their whole life and family situation.
- The template was co-produced with the support of clinical leads and stakeholders in NWL to achieve a simple and fit for purpose template that captures ‘what matters’ to patients.
- The main changes meet the 23/24 PCN DES requirements for care planning for care home residents, align to the UCP and the NHSE digital standards.
- The template will allow care plans to be recorded in a consistent manner in NW London, irrespective of whether they are recorded on SystmOne or EMIS.
- S1 is now live with EMIS to follow in the next 4-8 weeks

Who is the DPCSP for?

If your role includes any care planning activity for patients, then this template is for you. This includes but is not limited to:

- GPs
- Nurses
- HCAs
- Pharmacists
- Practice and PCN Managers
- ARRS roles, including but not limited to Social prescribing Link Workers, Care Co-ordinators, Health and Wellbeing Coaches, Mental Health practitioners, First Contact Physiotherapists, Physician Associates, Dieticians
- Any other clinical roles in primary care

Can patients see their care plan?

- They can see it through their NHS App (UCP) – view only function
- There is print out functionality

How does the DPCSP interface with the new Universal Care Planning (UCP) for London?

- The UCP has replaced London's previous digital shared care planning tool for urgent and advance care plans, Co-ordinate my Care (CMC).
- It allows contribution from system wide health and care, across clinical and organisational boundaries, integrating with current electronic record systems including the London Care Record.
- It is the only digital platform LAS can access to view important information about our patients
- Using the NWL ICB Care planning template will support UCP creation by supporting auto-population where possible

UCP v CMC

- **Template design**
  - The lay out supports the conversation and documentation (ReSPect)
  - Can save individual sections versus having to complete entire plan i.e DNAR only
  - Can print directly if accessing via S1/EMIS (previously had to print from web browser)
- **Some auto population**:
  - Some snomed codes auto-populate between S1/EMIS. Prognosis/preference, phase 2 is meds and allergies
  - Automatic population patient death
  - Writes back into EMIS/S1
- **Template development**:
  - Currently building other care plan templates, making it possible to support a greater variety of clinical pathways, including, but not limited to End of Life.

Where can professionals gain further training on personalised care and UCP?

- At the Personalised Care Institute they are equipping health and care professionals with the knowledge, skills and confidence to help patients get more involved in decisions about their care. Evidence shows this leads to better health outcomes and increased patient and clinician satisfaction

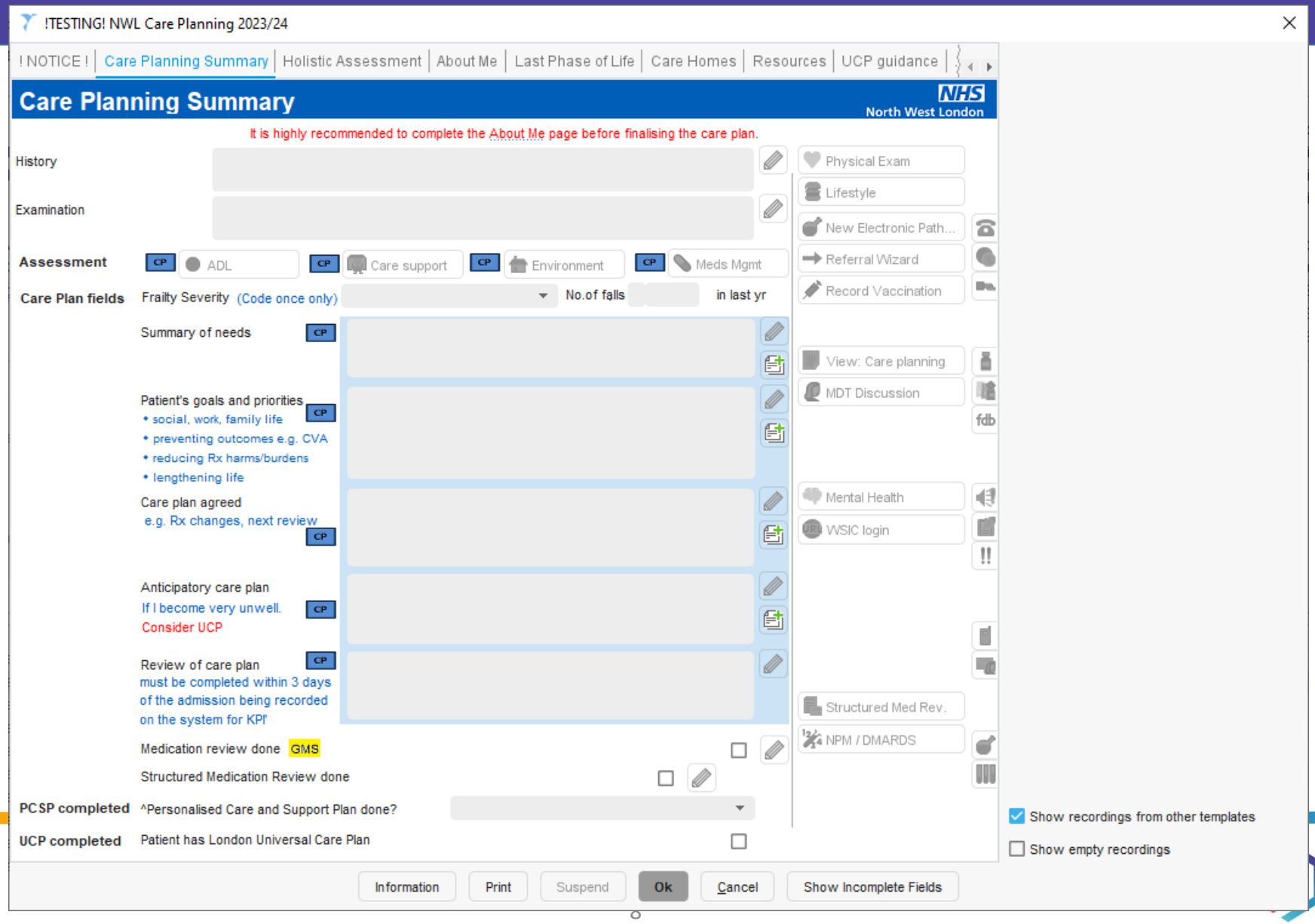
- The free courses are suitable for all health and care professionals, regardless of profession or seniority. Please see the core courses (core skills; shared decision making; PCSP and Maternity PCSP) which take a short 30 minutes and are designed to introduce you to a range of personalised care curriculum topics https://www.personalisedcareinstitute.org.uk/your-learning-options/

- We recommend the short PCSP module to support your use of the DPCSP

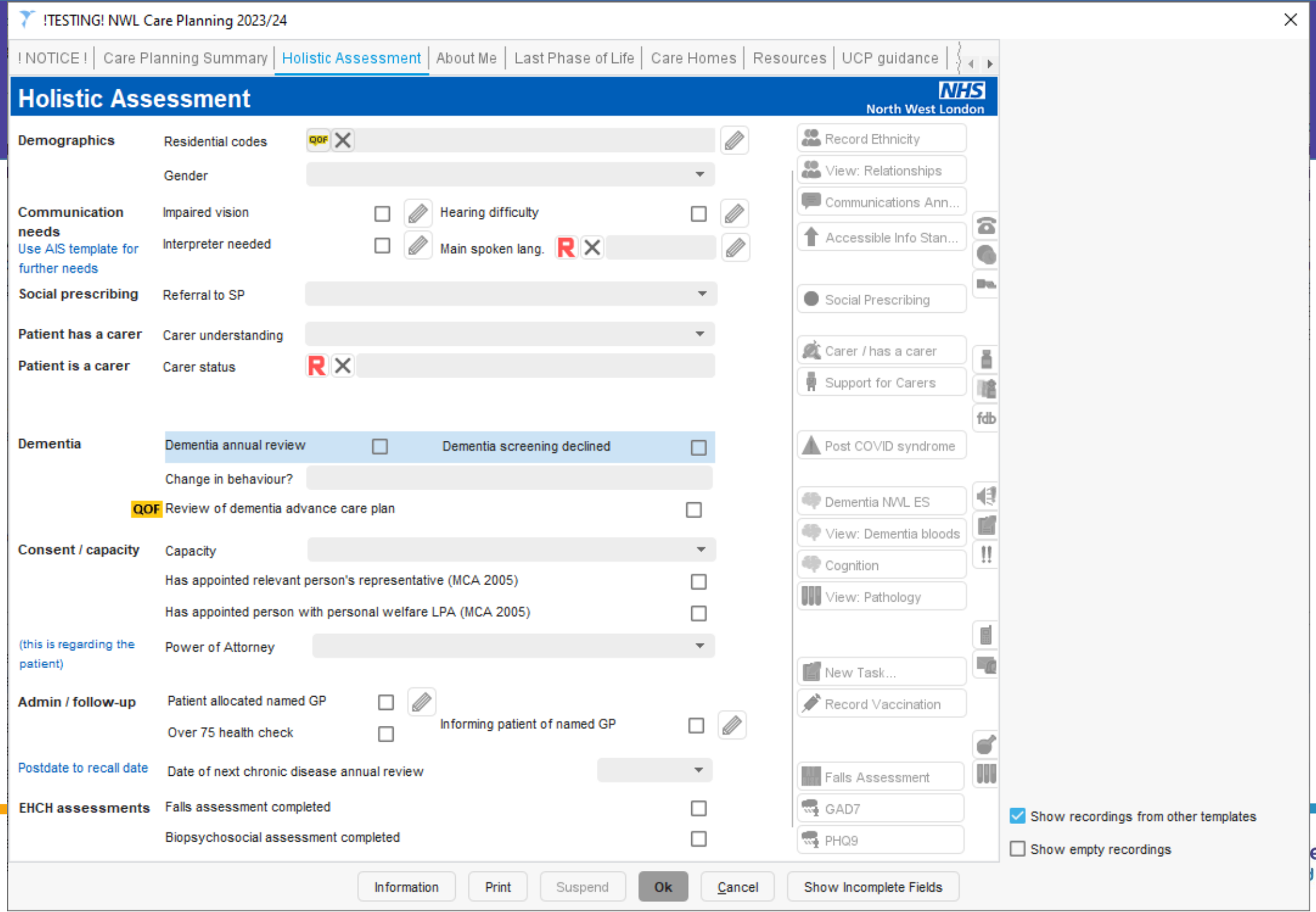
- We will have 3 cohorts for motivational interviewing 1 day course on offer shortly, this will be advertised via the training hubs

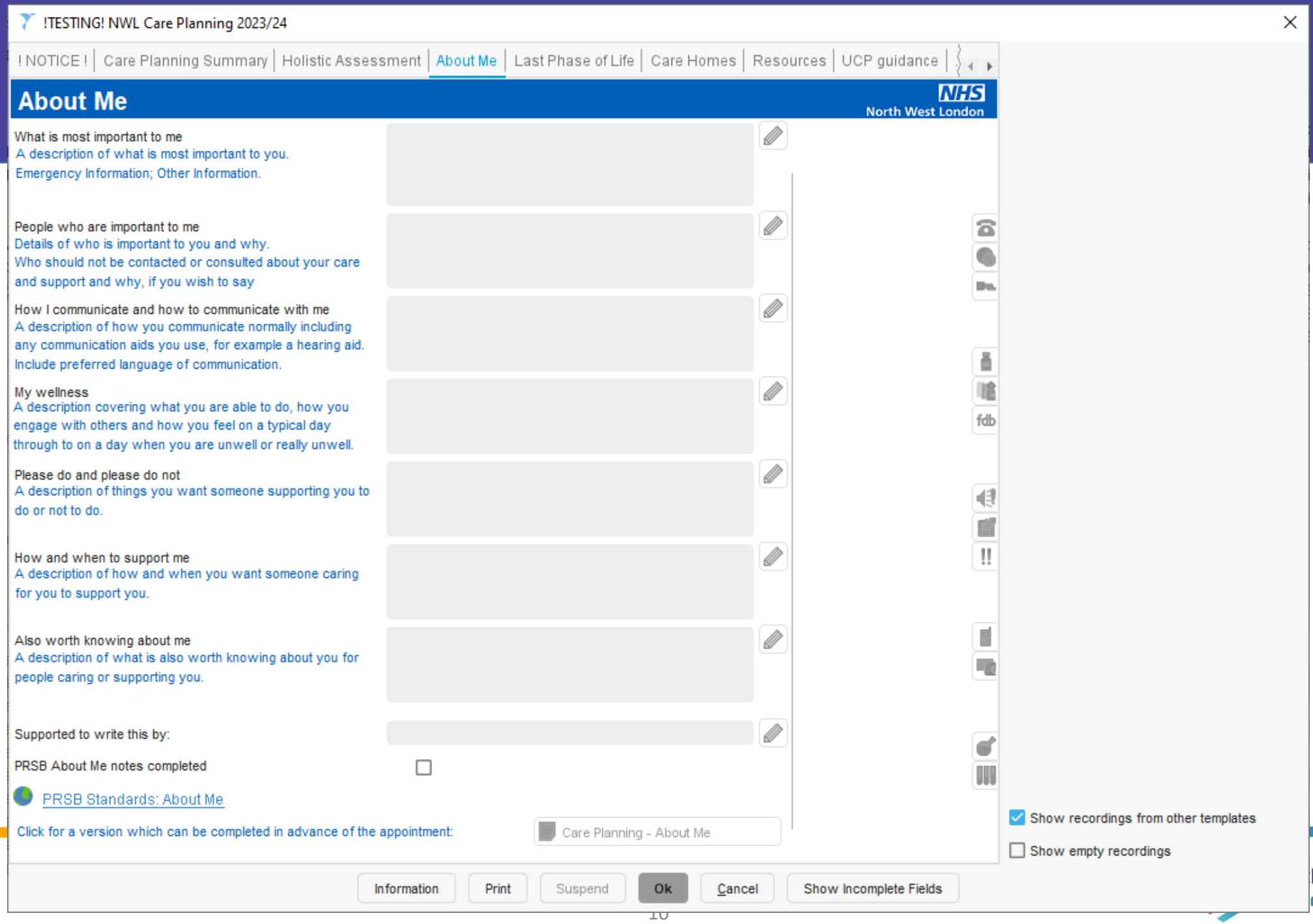
- WWW.UCP.ONELONDON

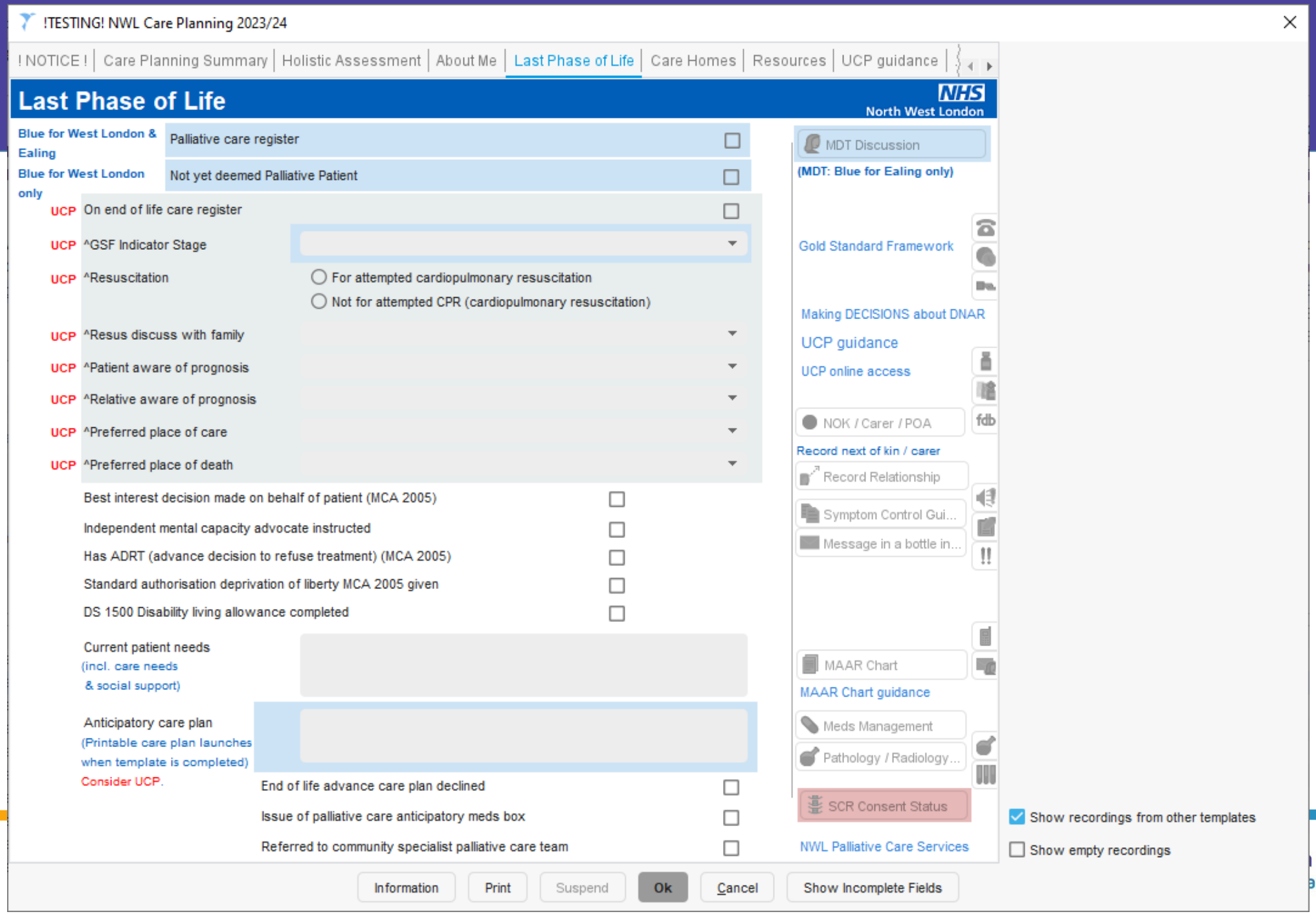
NWL Care Planning 2023/24



North West London Integrated Care System


!TESTING! NWL Care Planning 2023/24
! NOTICE ! | Care Planning Summary | Holistic Assessment | About Me | Last Phase of Life | Care Homes | Resources | UCP guidance
Holistic Assessment
NHS North West London
Demographics
Residential codes
QOF
Gender
Communication needs
Use AIS template for further needs
Impaired vision
Hearing difficulty
Interpreter needed
Main spoken lang.
Social prescribing
Referral to SP
Patient has a carer
Carer understanding
Patient is a carer
Carer status
Dementia
Dementia annual review
Dementia screening declined
Change in behaviour?
QOF
Review of dementia advance care plan
Consent / capacity
Capacity
Has appointed relevant person's representative (MCA 2005)
Has appointed person with personal welfare LPA (MCA 2005)
(this is regarding the patient)
Power of Attorney
Admin / follow-up
Patient allocated named GP
Over 75 health check
Informing patient of named GP
Postdate to recall date
Date of next chronic disease annual review
EHCH assessments
Falls assessment completed
Biopsychosocial assessment completed
Record Ethnicity
View: Relationships
Communications Ann...
Accessible Info Stan...
Social Prescribing
Carer / has a carer
Support for Carers
Post COVID syndrome
Dementia NWL ES
View: Dementia bloods
Cognition
View: Pathology
New Task...
Record Vaccination
Falls Assessment
GAD7
PHQ9
Show recordings from other templates
Show empty recordings
Information
Print
Suspend
Ok
Cancel
Show Incomplete Fields


!TESTING! NWL Care Planning 2023/24
! NOTICE !
Care Planning Summary
Holistic Assessment
About Me
Last Phase of Life
Care Homes
Resources
UCP guidance
About Me
NHS
North West London
What is most important to me
A description of what is most important to you.
Emergency Information; Other Information.
People who are important to me
Details of who is important to you and why.
Who should not be contacted or consulted about your care and support and why, if you wish to say
How I communicate and how to communicate with me
A description of how you communicate normally including any communication aids you use, for example a hearing aid.
Include preferred language of communication.
My wellness
A description covering what you are able to do, how you engage with others and how you feel on a typical day through to on a day when you are unwell or really unwell.
Please do and please do not
A description of things you want someone supporting you to do or not to do.
How and when to support me
A description of how and when you want someone caring for you to support you.
Also worth knowing about me
A description of what is also worth knowing about you for people caring or supporting you.
Supported to write this by:
PRSB About Me notes completed
PRSB Standards: About Me
Click for a version which can be completed in advance of the appointment:
Care Planning - About Me
Show recordings from other templates
Show empty recordings
Information
Print
Suspend
Ok
Cancel
Show Incomplete Fields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! NOTICE ! | Care Planning Summary | Holistic Assessment | About Me | Last Phase of Life | Care Homes | Resources | UCP guidance
Last Phase of Life
NHS North West London
Blue for West London & Ealing
Palliative care register
Blue for West London only
Not yet deemed Palliative Patient
UCP On end of life care register
UCP ^GSF Indicator Stage
UCP ^Resuscitation
For attempted cardiopulmonary resuscitation
Not for attempted CPR (cardiopulmonary resuscitation)
UCP ^Resus discuss with family
UCP ^Patient aware of prognosis
UCP ^Relative aware of prognosis
UCP ^Preferred place of care
UCP ^Preferred place of death
Best interest decision made on behalf of patient (MCA 2005)
Independent mental capacity advocate instructed
Has ADRT (advance decision to refuse treatment) (MCA 2005)
Standard authorisation deprivation of liberty MCA 2005 given
DS 1500 Disability living allowance completed
Current patient needs
(incl. care needs & social support)
Anticipatory care plan
(Printable care plan launches when template is completed)
Consider UCP.
End of life advance care plan declined
Issue of palliative care anticipatory meds box
Referred to community specialist palliative care team
MDT Discussion
(MDT: Blue for Ealing only)
Gold Standard Framework
Making DECISIONS about DNAR
UCP guidance
UCP online access
NOK / Carer / POA
Record next of kin / carer
Record Relationship
Symptom Control Gui...
Message in a bottle in...
MAAR Chart
MAAR Chart guidance
Meds Management
Pathology / Radiology...
SCR Consent Status
NWL Palliative Care Services
Show recordings from other templates
Show empty recordings
Information
Print
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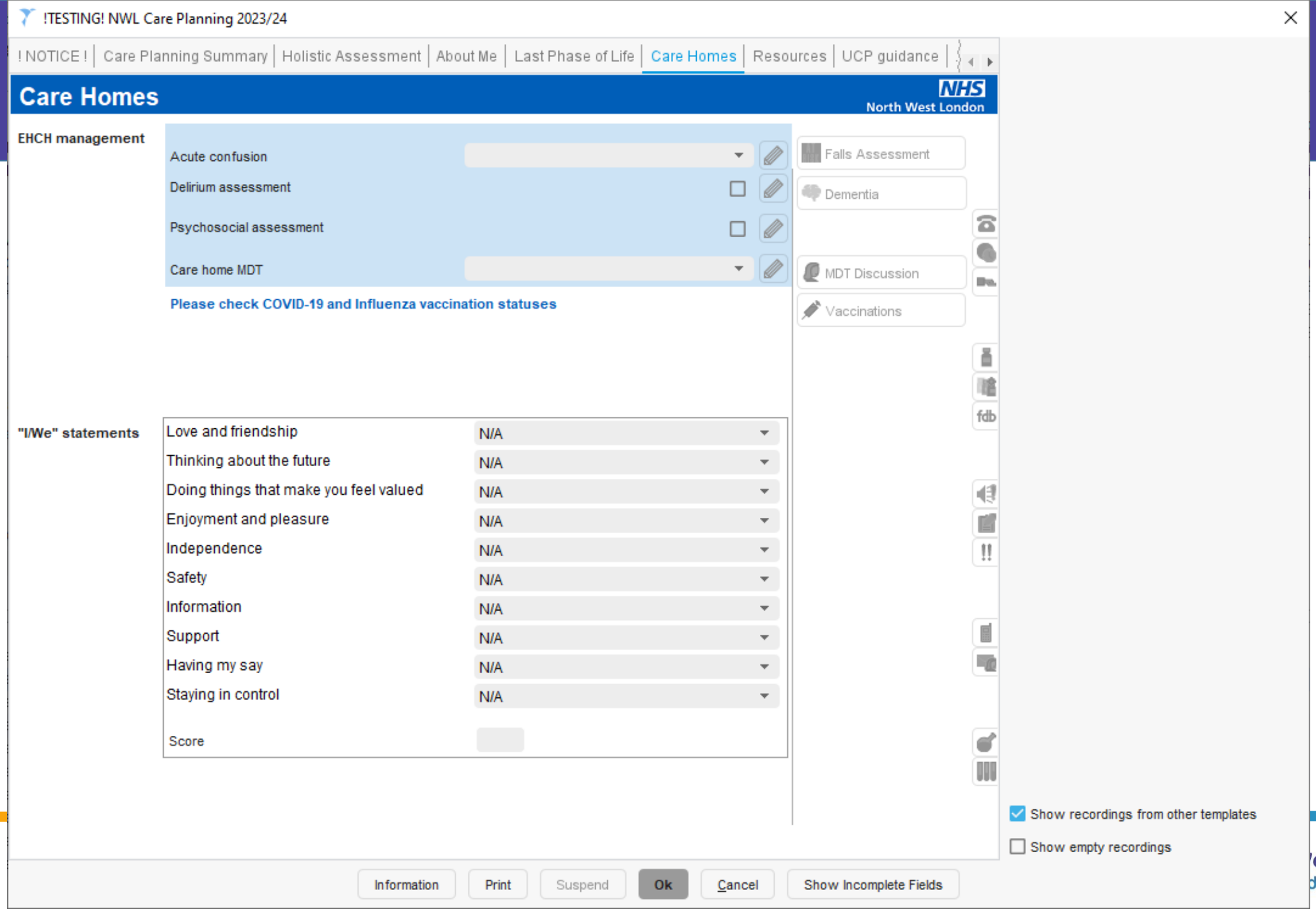
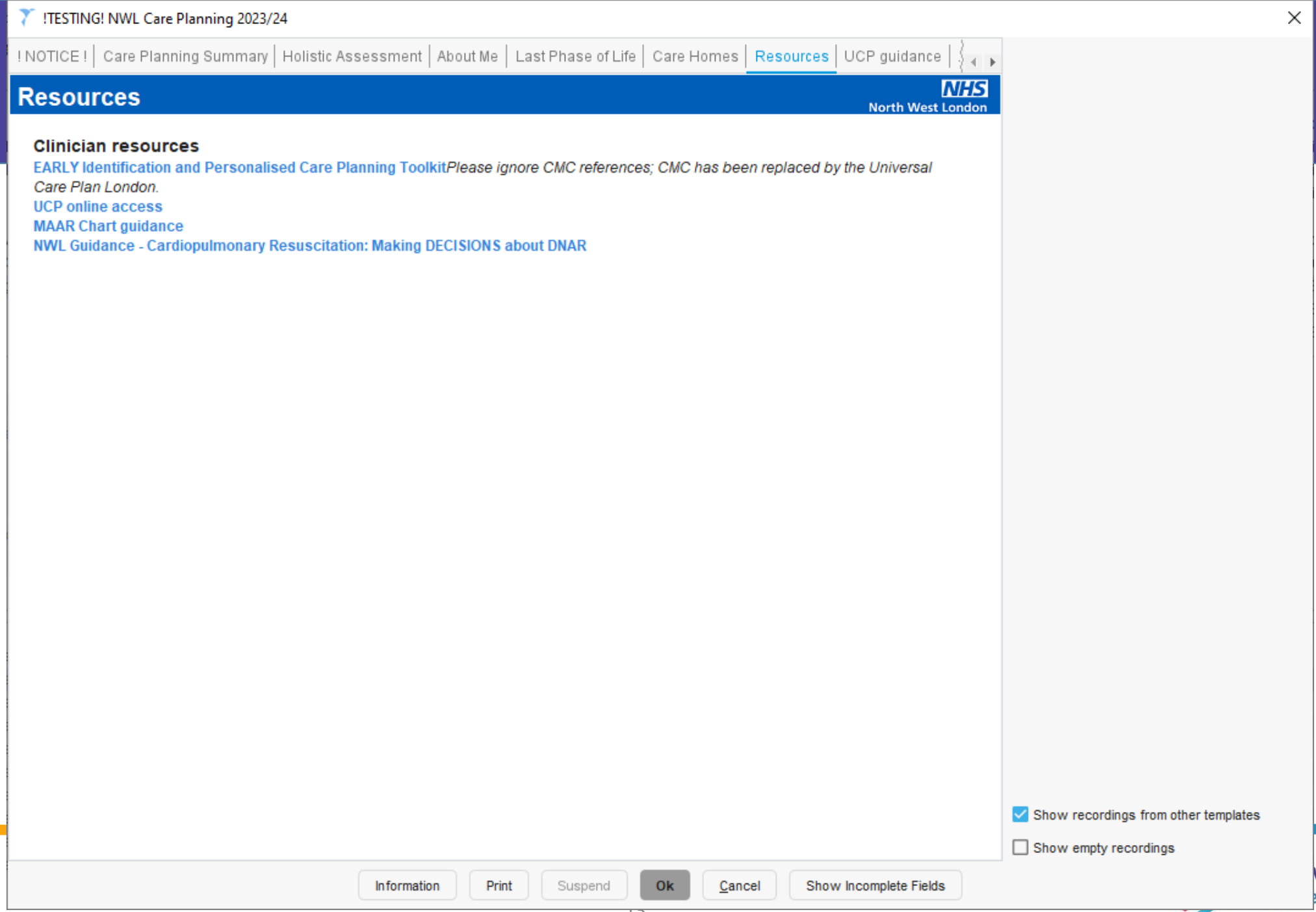
Ok
Cancel
Show Incomplete Fields


!TESTING! NWL Care Planning 2023/24
! NOTICE ! | Care Planning Summary | Holistic Assessment | About Me | Last Phase of Life | Care Homes | Resources | UCP guidance
Care Homes
NHS North West London
EHCH management
Acute confusion
Delirium assessment
Psychosocial assessment
Care home MDT
Please check COVID-19 and Influenza vaccination statuses
Falls Assessment
Dementia
MDT Discussion
Vaccinations
"I/We" statements
Love and friendship N/A
Thinking about the future N/A
Doing things that make you feel valued N/A
Enjoyment and pleasure N/A
Independence N/A
Safety N/A
Information N/A
Support N/A
Having my say N/A
Staying in control N/A
Score
Show recordings from other templates
Show empty recordings
Information
Print
Suspend
Ok
Cancel
Show Incomplete Fields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Care Planning Summary
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About Me
Last Phase of Life
Care Homes
Resources
UCP guidance
Resources
NHS
North West London
Clinician resources
EARLY Identification and Personalised Care Planning Toolkit
Please ignore CMC references; CMC has been replaced by the Universal Care Plan London.
UCP online access
MAAR Chart guidance
NWL Guidance - Cardiopulmonary Resuscitation: Making DECISIONS about DNAR
Show recordings from other templates
Show empty recordings
Information
Print
Suspend
Ok
Cancel
Show Incomplete Fields

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UCP Guidance

NHS North West London

Contact UCP Helpdesk: 020 3880 0285

• The UCP Support team available 9:00am – 5:00pm, Monday – Friday, excluding Bank Holidays. Bank holiday support will be available to users reporting a Priority 1 or Priority 2 incident only. All other queries will be addressed on the next working day.

UCP Web Portal link not working: you may not be connected to the secure Health and Social Care Network connection (HSCN) – please try this alternative link to access: **UCP Web Portal - non HSCN link** (this link requires a 2 factor authentication step). More information can be found here on website: **Contact - Universal Care Plan**

•Sign up for our monthly newsletters via the UCP website: **https://ucp.onelondon.online/**. Users interested in data reporting can select the 'UCP Data reporting' tickbox to receive data reports when published.

TRAINING:

• Training videos and webinars are available on the **Training** page – there is a project underway to improve these further.

• Users can find out more about access to the UCP through EMIS, TPP SystmOne, London Care Record (HIE), Adastra and Cleric on the Access page.

Users who do not have access through these systems can request a UCP Web Portal account on the same page.

Imported from GP system to UCP if added or changed in GP system:

On End of Life care register / Prognosis / Patient aware of prognosis / Family aware of prognosis / Preferred Place of Care / Preferred Place of Death

Exported from UCP to GP system if added or changed in UCP:

Has Urgent Care Plan / On End of Life care register / CPR Decision / Prognosis / Patient aware of prognosis / Family aware of prognosis / Preferred Place of Care / Preferred Place of Death

☑ Show recordings from other templates

☐ Show empty recordings

Information | Print | Suspend | Ok | Cancel | Show Incomplete Fields

!TESTING! NWL Care Planning 2023/24

Care Planning Summary | Holistic Assessment | About Me | Last Phase of Life | Care Homes | Resources | UCP guidance | Disclaimer

NHS
North West London

Disclaimer

This template has been created by the North West London CCGs to support Member Practices' effective delivery of patient services. It has been developed in close liaison with local clinicians, tested extensively within live clinical system environments and is, to the best of our knowledge, accurate. However, responsibility for ensuring the accuracy of the data produced using this template remains with the Practice; the CCGs strongly recommend that Practices ensure appropriate checks are in place and that any errors are reported to the NWL IT Team by emailing
nwlccg.servicedesk@nhs.net

Your template feedback is important to us. Please email your comments/requests to the address above and they will be addressed at the next review date (sooner if need dictates).

Purpose
The purpose of this template is to allow for data entry in line with the Care Planning enhanced service contract requirements, the PRSB care planning standards, the London Universal Care Plan, and the creation of a printed patient care plan.

Amendments
- January 2013 - first version released
- June 2019 - layout changed to support clearer data entry and better care plan output
- August 2019 - updated to include social prescribing and updated version information
- June 2021 - Care Plan view page added as shortcut button on front page, changed to Holistic Assessment to align with PRSB care planning standards. Some items moved to holistic page. More shortcut buttons to other useful templates added to summary page (pg1).
- September 2023 - Expanded to include Last Phase of Life, About Me, Care Homes (EHCH), UCP codes and guidance for a more holistic care plan

Developed by
Developed by NWL PCS System Development team, with guidance from NWL IT GP Leads and Enhanced Services team.

Signed off: September 2023
Published by: SJK/SM

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☐ Show empty recordings

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ted Care System

Close and Thank You

- We will share the link to the recorded session – will be on the Learning Management system
- Factsheet

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