

When will I have a review?

Every time you meet your Lead Professional, they will listen to you, consider your care with you and make changes to your plan if needed. Your Lead Professional will review your needs on an ongoing basis. Every meeting is a review.

What is a care review?

A Care Review is an opportunity for you and those involved in your care and support to review your progress, ongoing needs and package of care and to make any adjustments that may be needed. As a minimum, a Care Review will take place annually, although, it can happen more frequently if needed. Your Mental Health Professional will talk to you about the Care Review in advance and make sure that you are supported in giving your views and feedback on your care. How and where the Review takes place will be flexible to meet your needs. You may prefer this is done between you and your Mental Health Professional or with the wider team involved in your care and support.

What can my carers expect from Standard Care?

- Standard Care will recognise the importance of carers as partners in your care, in providing valued care and support.
- We will also offer your Carer an assessment of their needs.
- Carers have a right to their own assessment of needs and a plan of support.

Carer involvement

- Carers will be kept up-to-date and involved in the care plan, although you as the Service User need to be agreeable to this.
- Wherever possible, Carers will be included in reviews.
- Carers can expect to have information and training to support them in their caring role.
- Carers can expect their views to be kept confidential if they so wish.
- Service User confidentiality may be overridden if the carer is deemed to be at risk.

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

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Standard Care

Working together for patients

Respect and dignity

Commitment to quality of care

Compassion

Improving lives

Everyone counts

Commitment to learning



Dorset HealthCare University NHS Foundation Trust

Sentinel House
4-6 Nuffield Road
Poole, Dorset
BH17 0RB
☎ 01202 277000

🐦 @DorsetHealth
🌐 www.dorsethealthcare.nhs.uk

**Information
for patients,
relatives and carers**

**Excellence
Compassion
Expertise**

What is Standard Care?

Standard Care is a framework that Mental Health Professionals work within to assess your needs, plan ways to meet them and check they are being met. Your care will then be planned in partnership with you, based on these needs. You should always feel able to ask Mental Health Professionals to explain this framework clearly to you.

Following an assessment of your needs, a Mental Health Professional will discuss with you what care and treatment could be provided in order that you can jointly agree the way forward, depending on the level of your needs. Most people will be on Standard Care. This means that you will have an assessment of your mental health and your needs will not be too complex, for example:

- You require contact with only one agency.
- You are better able to self manage your mental health needs and care, including medication.
- You have an active informal support network.
- There is low risk to yourself or others.
- You are likely to maintain appropriate contact with services.

A care plan will be agreed with you and your care will be reviewed on an ongoing basis until you are discharged from the Service. As part of your care plan, you will be allocated a named Lead Professional who will be responsible for facilitating your care. Within the Standard Care framework, **Mental Health Professionals will work with you for up to one year and will not usually exceed this.**

The staff working with you will do so within a set of personal and/or professional values that:

- Show respect for you as a person and treat you with dignity.
- Recognise your strengths and qualities to help you in your recovery journey.
- Offer you information about choices you can make regarding your care and support.
- Demonstrate respect for equality of opportunities for all, regardless of age, ethnicity, gender, sexual orientation, disability, culture or spiritual beliefs.
- Help you to have as much control of your care as possible.

What is meant by 'Lead Professional'?

The Lead Professional is responsible for facilitating your care.

They will:

- Assess your needs with you.
- Provide support and care in a positive way.
- Agree your personalised care plan with you.
- Ensure the plan is implemented.
- Review your progress with you and adjust the plan if you feel this is needed.
- Act as a consistent point of contact.
- Maintain contact with you until you are discharged.
- Direct your carer to support they might want/need.

Who will be my Lead Professional?

The Lead Professional is often a Doctor. Sometimes it will be another team member such as a Mental Health Nurse or a Social Worker. You will always be informed of the name and contact details of your Lead Professional. You will have a written care plan which you should be involved in developing.

What is my care plan?

Your care plan is a record of your needs, what you would like to achieve through your contact with our services, the care that is being put in place for you and who is responsible for providing this care. Care plans are written so that everyone involved in your care, such as your GP, knows what you want to achieve and who is doing what.

What will my care plan look like?

Your care plan will usually be a letter or a typed document sent to you by post.

- Apart from detailing your care plan, it will also say who your Lead Professional is, the date of your next appointment, your medication and how to access services in a mental health crisis.
- The care plan can be a useful tool for you to keep a check on the care you receive.
- You have the option to opt out of a care plan that you feel is not meeting your needs. However, Mental Health Services equally have the reasonable right to review your care plan if you appear to be at risk in any way.