

# Care Co-ordination and Care Programme Approach CPA

Help and support for people with mental health problems - an easy read guide





## What is in this book

- page 4 • What is care coordination?
- page 5 • What is non CPA?
  - What is care programme approach CPA?
- page 6 • Assessment
  - Planning
- page 7 • Review
- page 8 • Family and friends
- page 9 • How long can you get support for?
- page 10 • Information about you
- page 11 • How to make a complaint
- page 12 • How to find out more
- page 13 • Other useful contact information
- page 14 • What words mean

Hard words in this book will look like **this**.  
There is a list of hard words and what they mean.

A member of staff or a carer can support you to read this booklet. They will be able to answer any questions that you have.

## What is care co-ordination?



If you have **mental health problems** you might feel very sad or angry. You might need support to help you live the life you want.

Care coordination is a way to plan your support. It helps to make sure you get the support you need.



Care coordination can help people who support you too. This could be your friends, family or other people who help you.

There are 2 types of care coordination

- non CPA
- Care Programme Approach CPA



The type of care co-ordination you get depends how much help and support you need.

## What is non CPA?



If you can do most of your own care you might not need a lot of extra support from other people. This means you have **low level needs**.

You will have a **named person** to help you with your **mental health problems**. This person is known as your **lead professional**.

This support is sometimes called non CPA.

## What is care programme approach CPA?



If you have **complex needs** you might need support with lots of different things.

You will probably need support from lots of different people including **professionals**, family and friends. These people are known as your care team.

If you have **complex needs** like this we will use the Care Programme Approach CPA to support you.



You will have a **named person** to help plan all the support you need.

This person will be your **care coordinator**.

## Assessment



We will talk to you to find out about the support you need.

We will ask you questions about things that are upsetting you or things that are difficult.

For example we might ask you about where you live, your job, your friends and family.

This will help us to know what we need to do to give you the best support.

## Planning



We will write a care plan with you. We will work with you to find out what support you need.

Your care plan tells the people who support you how to give you the support you need.

Your care plan has contact information for all the people who support you.

Your care plan also has a crisis plan.

A crisis plan tells people

- what to do in an emergency
- what to do if you are unwell.



# Review



We will have a meeting to check your care plan at least once a year. We can check it more often if you need.

We will have a meeting with you and the people who support you. You can bring someone with you if you want like a carer or friend.

We will make sure you are still getting the support you need. We will find out if you need different support.



# Family and friends



Your friends and family might give you support too.

When you have meetings for assessment or care planning you can talk about your family. You can also talk about friends or other people who are important to you.



If you want them to your friends and family can help with planning your care. You can ask them to come to meetings with you.



If your friends and family give you a lot of support they might be able to get these things

- A **carers assessment** to see what help they might need to support you.
- A written care plan about the support they can get.
- Information about what to do and who to contact in an emergency.





## How long can you get support for?



Everyone is different. Some people need support for a short time and other people need support for longer.

We want to make sure you get the right support for as long as you need. We also want you to be able to cope well without support as soon as possible.



When you can cope well your **care coordinator** will write to your **GP**. They will tell your **GP** what support you might need from your **GP**.

## Information about you



We will keep information about you private.

We will only tell people who need to know. This will help them to give you the best support.

You can ask to see the information we have about you. To find out more contact



The Disclosure Team  
Information Governance and Medico  
Legal Department  
St Nicholas Hospital  
Jubilee Road  
Gosforth  
Newcastle, NE3 3XT

# Problems, complaints or suggestions



If you are unhappy about your support you should tell your **care coordinator** or **lead professional**. They will help you to make a complaint.



Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let a nurse know your idea.

Or you can call the Patient Advice and Liaison Service (PALS)



South of Tyne  
0800 328 4397



North of Tyne  
0800 032 0202

## How to find out more



To find out more about care co-ordination and care programme approach CPA speak to a member of your healthcare team.



For useful information about staying well contact

**Northumberland, Tyne and Wear NHS Foundation Trust, Patient Information Centre**



[www.ntw.nhs.uk](http://www.ntw.nhs.uk)

## Other useful contact information

### Independent Mental Health Advocacy Services



#### **Gateshead**

Advocacy Centre North - 0191 235 7013



#### **North Tyneside**

Independent Advocacy - 0191 259 6662



#### **Northumberland**

Adapt (North East) - 01434 600 599



#### **South Tyneside, Newcastle**

Your Voice Counts - 0191 478 6472



#### **Sunderland**

Total Voice Sunderland - 0191 543 7890



#### **Coram (for young people)**

Coram Voice - 0808 800 5792

## What words mean

- care coordinator** If you have complex needs your care coordinator will plan the support you get from different mental health professionals.
- complex needs** This is when you need help and support with lots of different things in your life. You might need support from different people.
- GP** This is the doctor you usually go to see if you are not feeling well.
- lead professional** If you do not have complex needs your lead professional will plan your care. You might just need support from the lead professional.
- low level needs** This means you do not need very much extra support to help you live your life.
- mental health problems** This is when you find it hard to cope with things in your life. You might get very angry or upset. You might need support to feel better.
- professional** This is someone who is trained to help you with your mental health problems. This could be a social worker, community psychiatric nurse (CPN), occupational therapist (OT), psychologist, therapist or doctor.
- named person** This is the person you will talk to about the support you need. They will help to make sure you get the right support. They will write your care plan with you.

**Thank you**



Easy words and design by Clear  
[www.clearforall.co.uk](http://www.clearforall.co.uk)



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

Published by the Patient Information Centre

2019 Copyright, Northumberland, Tyne and Wear NHS  
Foundation Trust

Ref, PIC/675/0719 July 2019 V4

[www.ntw.nhs.uk](http://www.ntw.nhs.uk) Tel: 0191 246 7288

Review date 2022



@ntwnhs



NTWNHS