



The care programme approach (CPA)

Leaflet reference: L404E
Version: V2
Date last updated: 12 / 2017
Archive date: 12 / 2020

Information for service users, families, carers and supporters



Who is the Care Programme Approach for?

CPA means Care Programme Approach



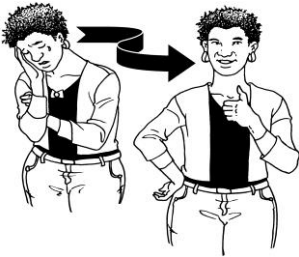
- it supports people who have mental health needs



- we will work with you, your family and carers



- we will help you to get the support you need



- it keeps people safe

A care co-ordinator



- will support you, your family, and carers
- will make sure everyone understands your care plan



- will work with you towards your recovery

Your care plan



- is an agreed plan between you and your care co-ordinator



- is written down

When is my care plan reviewed?



- every 6 months or sooner if needed



- a review is to see if the care plan is still right for you



- people who know you well and support you will be asked if the plan is working

Who will see my care plan?



- you will get a copy

If you agree:

- other people involved in your care
- your family and carers

If you are unhappy about our services...



Please tell a member of staff.



Freephone 0800 052 0219 or



Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.



You can tell us by email.

tewv.communications@nhs.net



Or you can telephone the communications team on:

01325 552223