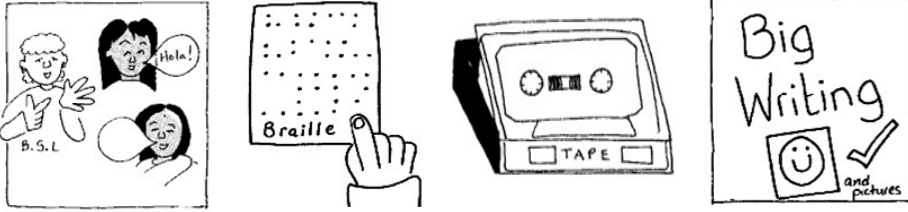


Please ask Natasha the PALS officer if you want this leaflet in another language or format



আপনি যদি এই পুস্তিকা অন্য কোন ভাষায় বা অন্য কোন আকারে চান, তাহলে দয়া করে পি.এ.এল.এস. (PALS) আধিকারিক নাতাশার সঙ্গে যোগাযোগ করুন।

若是您想索取這份傳單的其他語文譯本或不同形式的版本，請向「病人指導和聯絡服務 (PALS)」主任娜塔莎 (Natasha) 查詢。

જો આપને આ ચોપાનીયું બીજી કોઈ ભાષામાં અથવા બીજા પ્રારૂપમાં જોઈએ તો મહેરબાની કરી નતાશા (PALS) પાલ્સ અધિકારીને પૂછો.

अगर आपको इस दस्तावेज की प्रतिलिपि अन्य भाषा अथवा प्रारूप में चाहिये तो कृपया नाताशा पाल्स अधिकारी से संपर्क करें

Blesio archa Natasha'r PALS swyddog ai'ch angen hon daflen I mewn arall dafodiaith ai fformat

For more information about Cheshire and Wirral Partnership NHS Trust, log onto [www.cwpnt.nhs.uk](http://www.cwpnt.nhs.uk)



## Care Planning

An information leaflet for service users and carers

## What is care planning?

Care planning is about making sure that you get all the help and support that you need.

You may need help with:

- housing
- benefits
- day services
- health
- getting a job
- going to college



Details about what help you need and who is going to help you are written in your **care plan**.

## What is a care coordinator?

This is the person who looks after your care plan.

Your care coordinator will work with you to write your care plan.

Your care coordinator will arrange your **care planning meetings**.



## Advocacy

An advocate is someone who can support you at your care planning meeting or speak up for you at any time.

If you would like to have an advocate, there are free advocacy services who can help you.

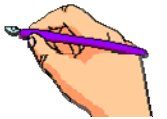
Please speak to your care coordinator or Natasha from PALS who will arrange this for you.

## My care coordinator is:

Name:.....



## Other information



## What if I am not happy with my care ?

We want to know what you think.  
This is so that we can make our services better.

If you are unhappy it is important that you talk to your care coordinator.

You can also talk to Natasha Smith who is the Patient Advice and Liaison Services (PALS) officer.

You can contact Natasha by:



01244 364 217



[natasha.smith@cwpsnt.nhs.uk](mailto:natasha.smith@cwpsnt.nhs.uk)

Natasha Smith  
PALS  
Upton Lea  
Countess of Chester Health Park  
Liverpool Road  
Chester CH2 1BQ

## What are care planning meetings?

These are meetings where you, and anybody else who helps with your care plan, can come together to talk about the plan and how to carry it out.



People who might go to the care planning meeting:

- you
- care coordinator
- your family or carer
- your support worker
- social worker
- community nurse

You don't have to go to the meeting if you don't want to.

Your care coordinator can tell everyone at the meeting what you think about your care plan.

You can ask a friend or a relative to speak for you, or you can have an advocate.

There is information about how you can get an advocate on page 7.

## What is a risk assessment?

A risk assessment is part of your care plan.  
It is about keeping you safe.

This may be:

- if you are in danger of hurting yourself.
- if you are in danger of hurting other people.
- when you want to try new activities.

Your care coordinator will write the risk assessment with you and involve the other people who support you.

## What happens at the end of the meeting?

You will be asked to sign your care plan if you can.

The date, time and place of the next meeting will be talked about.

You, your carer or the people who support you can ask for a care planning meeting at any time.



## What happens after the meeting?

You will get a copy of your care plan.

The other people involved in your care will also get a copy of your care plan.

This is to make sure that the people who support you know what has been agreed at your meeting.

Your care coordinator will speak to you after your care planning meeting to make sure that you understand what is written in your care plan.



## What about making changes to the care plan ?

You may want to make some changes to your care plan and add new things.

On a regular basis, or when needed, everyone involved in your care will look at your care plan to see how it is going and whether it needs changing.

If you are leaving hospital your care plan will be looked at before you leave.

