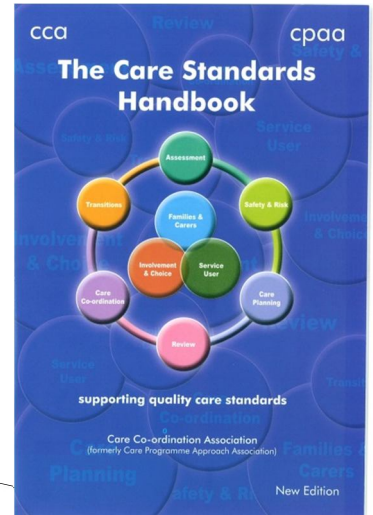


The Care Standards Handbook

The new edition of the Care Standards Handbook is out! This nationally recognised publication by the Care Coordination Association (formerly the CPAA) has been completely updated and revised to be more accessible. Identifying key standards, processes and good practice, the Handbook looks at all the areas that practitioners need to understand:

- ✓ Service User involvement and Choice
- ✓ Families and Carers
- ✓ Assessment
- ✓ Care Planning
- ✓ Safety and Risk
- ✓ Care Coordination
- ✓ Review
- ✓ Transitions



'Just wanted to say, today I have been doing my annual 'refresh' of my CPA training package, and how useful the new hand book has been in offering new quotes and information to include. Made it so much easier.'

'What a brilliant resource for Care Coordinators'

Service User Involvement & Choice
 People who use services will be treated with respect as partners in planning care, and their recovery and wellbeing supported.

'To make sure that service users and their carers are partners in the planning, development and delivery of their care, they need to be fully involved in the process from the start. Processes should be transparent, consistent and flexible enough to meet expectations of service users and carers without over promising or under delivering. Service users will only be engaged if the care planning process is meaningful to them, and their input is genuinely recognised, so that their choices are respected.'^{1,2}

'I found preparing the advance directive very helpful: feeling that you're in control and able to influence what is not necessarily a great period of your life, but how to manage it for the best.' Service User

Service user involvement in planning care is essential. Care Coordinators are crucial in supporting service user involvement. An effective Care Co-ordinator is one who keeps in touch, communicates regularly and promotes the involvement of service users.
'The approach to individuals' care and support puts them at the centre and promotes social inclusion and recovery. It is respectful – building confidence in individuals with an understanding of their strengths, goals and aspirations as well as their needs and difficulties. It recognises the individual as a person first and patient/service user second.'^{1,2}

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