

## At the end of the meeting

- A checklist will be completed to make sure everything has been discussed and all recorded information updated.
- You should know when and where the next CPA meeting is going to take place.
- You should feel clear about what went on and the plans which were made and agreed. If not, please ask your Care Manager.
- You will receive a copy of your care plan within one week of the meeting.

## What can carers expect from CPA?

- CPA will recognise the importance of carers as partners in 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 in CPA

- 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 to be involved in discharge planning.
- 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.

## Your rights under CPA

- To be fully involved in planning your care and to be given a copy of your care plan.
- To have reasonable time to prepare for the meeting.
- To withdraw from some or all parts of the CPA

process at any time. Where this is not possible your health care professional will explain the reasons to you.

- To have support from someone at CPA meetings.
- To ask for a CPA meeting at any time.
- To know who has access to your personal information.
- To ask for another opinion on any aspect of your care.
- To have your plan implemented.
- To complain if you are dissatisfied with any aspect of your care.

## Useful Contacts / Further Information

Advocacy Western Isles: Lewis & Harris 01851 701755  
Uists & Barra 01878 700000

For further information about the Care Programme Approach please contact Mike Hutchison, Associate Director of Mental Health & Learning Disabilities, tel. (01851) 704704 ext. 2410.

## We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:



- speak to a member of staff
- visit our website: [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback) or share your story at: [www.careopinion.org.uk](http://www.careopinion.org.uk) or tel. 0800 1223135
- tel. 01851 704704 (ext 2236) Monday-Friday between 10am-4pm.

Version: 5 Review Date: April 2028  
Produced by: Mike Hutchison, Western Isles Hospital.

### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

© NHS Western Isles 2017, 2019, 2021, 2024, 2026. All rights reserved.



CÙRAM IS SLÀINTE NAN EILEAN SIAR  
WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP



**NHS**  
Eileanan Siar  
Western Isles



Bòrd SSN nan Eilean Siar  
NHS Western Isles

# Care Programme Approach (CPA)



Information on the Care Programme Approach for service users and carers

## What is the CPA?

The Care Programme Approach (CPA) 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.

If your needs are more complex, or you need more intensive support, or multi-agency input, your package of care will be under CPA.

The CPA provides a framework to work with you to ensure that:

- your needs are assessed in relation to any given situation
- a plan is developed and agreed with you in response to your identified needs
- responsibility is shared with you (and others as needed) to put the plan into action
- the plan is reviewed with you periodically to see that it is meeting your needs and to agree any changes.

The mental health professional(s) working with you will do so within a set of personal and/or professional values.

This includes:

- showing respect for you as a person, including recognition of your personal strengths and qualities

- treating you with dignity and respect at all times
- offering you information about choices you can make regarding your care and support
- demonstrating respect for equality of opportunities for all, regardless of age, ethnicity, gender, sexual orientation, disability, culture or spiritual beliefs
- helping you to have as much control of your care as possible.

## What is a 'Care Manager'?

A Care Manager is the term given to the Mental Health Professional responsible for coordinating your care.

Your Care Manager is a named member of staff who will be responsible for working with you and in partnership with other services/your carer. They will plan and coordinate your care and ensure that you are fully involved.

Your Care Manager will be able to explain the role of any services involved in your care to you. Your Care Manager will also be responsible for ensuring that you are able to contribute to any review of your care and progress.

### Who will be the Care Manager?

The Care Manager will:

- usually be a Mental Health Nurse, Social Worker or Occupational Therapist
- ideally be the professional who knows you best and with whom you feel most comfortable to talk with.

You will always be informed of the name and contact details of your Care Manager.

## The CPA Meeting

Care plans work best when everybody involved discusses together how things are going. The Care Manager will make sure agreed actions are taken between meetings.

It is your meeting and it is up to you who you want to invite (for example, your friend, relative, carer, independent advocacy). Your Care Manager will:

- explain what will happen at the meeting and talk to you about how you can be helped to feel comfortable
- help you think about what you want to talk about, including any worries and concerns you might have
- explain the role of an advocate and what to do if you want one at the meeting
- explain who may be at the meeting and what they can do to help you, so that you can decide whether you want them there
- tell you about any financial implications of services which are to be provided
- help you to understand what choices are available to you, so that you can choose the care and support that is right for you
- explain the CPA meeting checklist and how this will be completed.

### At the meeting

Someone will lead the meeting to make sure that everyone gets a chance to speak and knows what will happen next.

You will be supported to lead this meeting if you want to. During the meeting:

- you should feel that your views matter and you are listened to,
- all aspects of your life and your needs should be considered,
- everything that goes on at the meeting should be explained. If you do not understand something, you should say.