



My C(E)TR planner

To help you before, on the day and afterwards

For Care (Education) and Treatment Reviews
during the coronavirus outbreak

This booklet belongs to

About this booklet

This booklet has been written to help you with your Care (Education) and Treatment Review during the coronavirus outbreak.

The government says that people must not meet in groups at this time. This means we cannot come and see you in person for now. It is still really important you have your C(E)TR though.

We are changing the way C(E)TRs are carried out until it is safe to do them in the usual way again.

Until then, your C(E)TR will be carried out as a video meeting on a computer or on a tablet like an Ipad, or by phone. All the same people should take part like in an ordinary C(E)TR, such as you, your family if involved, your advocate and people who are part of your care, treatment or education.

The C(E)TR panel should also still include:

- A chair person – the commissioner who pays for and monitors your care
- An expert by experience such as an autistic person, a person with a learning disability or a family carer
- A clinical expert such as a nurse or psychiatrist

People in long-term segregation may have an Independently Chaired C(E)TR. This panel will be chaired by an independent person who is chosen by the Department of Health and Social Care. The usual panel members will still be there along with someone who works for the Care Quality Commission (CQC).

The only things that will be different in your C(E)TR are:

- If you have a video meeting, you can see people who cannot visit you on a screen instead of in person. It is your choice whether or not you want to be seen on the screen.
- If the C(E)TR is by phone, you will not be able to see those people but you will be able to hear them.
- The C(E)TR might not take a full day, because of other urgent work NHS staff are doing at the moment.

We will make sure people get a C(E)TR quickly if they are:

- At risk of going into a mental health, learning disability or autism hospital.
- Children and young people in these types of hospitals.
- People cared for away from other people for a long time – this is called long-term segregation.

- Anyone admitted to this type of hospital during the coronavirus outbreak who is autistic or has a learning disability.

If you are in this sort of hospital, your commissioner will keep in touch with you and your care providers in other ways too, to make sure you are safe and well cared for.

A good C(E)TR is as important as ever

We understand this may be a difficult time for you. You may feel on your own more because of the outbreak, or you may be unable to meet family or friends. Perhaps your staff support has changed? Or your healthcare, or your education? If so, how does this make you feel?

At this time, it is more important than ever to check you are OK and getting good quality care, education and treatment.

Top tips for a video C(E)TR

We want to make sure your C(E)TR is as good as it can be.

- A video meeting can feel a bit strange if you have not done one before
- Many people prefer them to a phone call, once they get used to them
- If you are new to video meetings, why not try one with someone you trust?
- Planning for your meeting will help you a lot on the day
- Please use the planning form in this booklet to help you get ready for your meeting
- You can record what you want to say if you like – in writing, pictures or a film clip to show at your C(E)TR
- If you need any help or have any questions or requests, please ask someone who supports you
- Don't forget to sign the consent form!

For more information about C(E)TRs

As well as this Planner, there is another booklet you might find helpful.

My Care (Education) and Treatment Review tells you all you need to know about C(E)TRs. You can download these C(E)TR documents in easy read and non-easy read formats at www.england.nhs.uk/my-ctr or ask someone who supports you to help.

About Coronavirus

COVID-19 is a new illness. Lots of people call it Coronavirus. It can affect your lungs and your airways. The main symptoms or signs are:

- a new cough, and you keep coughing or
- a high temperature or
- you have lost your normal sense of smell or taste or it has changed.

Most people who get Coronavirus will not be very ill. Some older people or people who already have health problems may become more ill.

It is normal to feel worried about Coronavirus. Talk about how you feel with people you can trust.

There are things everyone can do to help stop them and other people getting Coronavirus:

- Keep your hands clean
- Wash your hands lots of times during the day - use soap and water
- Use hand sanitiser (gel) if there is no soap and water when you are out
- Do not touch your eyes, nose or mouth
- Always cough and sneeze into a tissue
- Then throw the tissue away and wash your hands

Stay at home (or where you currently live) and don't meet up with other people for 7 days if you have Coronavirus symptoms.

After 7 days, if you feel better, you will still have to stay at home, you may be able to go out for exercise and for essential shopping and essential medical appointments if these can't be done over the phone.

Don't meet up with other people for 14 days if someone you live with has symptoms of Coronavirus.

There is lots more advice including easy read on the UK Government website:

www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance

Inside your planner

Giving your consent before a C(E)TR	6
Consent form	9
Planning my C(E)TR	12
Planning my C(E)TR	13
On the day of my C(E)TR.....	15
Care and Treatment Review Feedback Form	16
My C(E)TR Report.....	17

This booklet will help you think about what you would like to say in your C(E)TR.

The main questions in a C(E)TR can help with this. We have improved these questions, called Key Lines of Enquiry, after feedback about them. For now, we will also ask a question about how you are getting on during the coronavirus outbreak.

The Key Lines of Enquiry questions are:

- Am I safe?
- Am I in the right place for my care (education) and treatment?
- Are my plans for my future going well?
- Is everything supporting me to have the best life I can - now and in the future?
- **And the coronavirus question: Is everything being done to support me well during the coronavirus outbreak?**

But first, this booklet is about giving your consent to a C(E)TR. And deciding who you would like to invite to it.

Giving your consent before a C(E)TR

Your consent is important. This part of the booklet is about choosing if you would like to have a Care and Treatment Review, or C(E)TR.

A C(E)TR is not part of your day to day care. It is a review, or a check, to make sure your care is going well. And to see if it can be made better. Most people find them really helpful. You can invite family carers, an advocate or someone important to you if you want to. You may be offered a C(E)TR another time. You will be asked for your consent each time.

Your commissioner has a duty to offer you a C(E)TR. You should be asked for your consent at least 2 weeks before the C(E)TR happens. **This is consent to share your information with the C(E)TR panel and people who are, or will be, involved in your care.** In the community it might happen in an emergency, and you might get less time to decide.

If you say **yes**, this means you give your **consent**. It means you are happy to have a review of your care. If you do not want to have a C(E)TR, you can say **no**. Saying no will not affect your day to day care.

Knowing what happens at a C(E)TR

Before you give consent you need to know more about a C(E)TR. There is some information on the next page. And the **My Care and Treatment Review** booklet gives more information. You can also ask if you have questions.

You will then be ready to fill in the form on page 9 to say if you do or do not give your consent for a C(E)TR.

What sort of information will the C(E)TR find out about?

- Your care and treatment now
- Your health, including your mental health and physical health
- Your medication if you take any
- Any health and care plans for you in the future
- Where you live now and where you would like to live
- What makes you feel anxious or upset
- What helps you feel well
- Anything which is about keeping you and other people safe.

What will happen to this information?

Your information is private and confidential. The C(E)TR panel will not take away any of your care notes after the day. Afterwards, the chairperson of the C(E)TR will write a report which says if anything needs to happen for your care to get better. These are called **actions** – who needs to do what by when.

The C(E)TR report can only be shared with:

- You and people important to your C(E)TR.
- People in charge of your health and social care who are or will be providing or paying for your care.
- People in confidential care meetings like Care Programme Approach (CPA) meetings or Mental Health Tribunals.
- If the report says you or others might not be safe, some or all of your C(E)TR report may be shown to people who the law says must look at it.
- Everyone must keep your information private and safe.

Anonymous information from a C(E)TR may be shared with other people in the NHS. This information does not include your name or any other information which could identify you. Anonymous information helps to make sure that people's care and treatment and C(E)TRs are going well.

If someone else has to give consent for you

You should be given all the help you need to decide. If you do not have capacity to decide, your guardian or legal appointee must decide. If you are **younger than 16** a parent, guardian or legal appointee must decide.

If you need but do not have someone who can legally decide for you, there will be a **Mental Capacity Assessment and Best Interests meeting**. People who help care for you will then decide.

Your consent form

- A copy of your consent form will be sent to the Chairperson of the C(E)TR to show if you do or do not want to have a C(E)TR.
- A copy of your consent form will be kept in a safe place.
- You can change your mind at any time.

Your care co-ordinator can help

Your care co-ordinator will know where the copy of your consent form is kept. This person can help if you want to change your consent.

If you are not sure who this is, ask a member of staff, your social worker or family carer. You can keep their details here.

My Care Co-ordinator is _____

They work at _____

Phone _____ Email _____

The **consent form** is on the next page.

Consent form

For a Care and Treatment Review (C(E)TR)

We ask for your consent before every C(E)TR

The C(E)TR can happen on _____

1. Would you like to have the C(E)TR?

Yes I would like to have the C(E)TR

No I do not want the C(E)TR

If you say no, you only need to fill in number 5.

We hope you will want to take part in your C(E)TR too. You can decide on the day of the C(E)TR if you want to take part or not.

2. Would you like to invite a family carer, advocate or someone important to you to take part in your C(E)TR?

Yes No

Name of carer or carers _____

Name of advocate _____

Other people _____

3. When would you like your C(E)TR to happen?

- On the same day as another care meeting
- On a different day from other care meetings

4. Is there anything else that will help to make it go well for you?

5. About you

First name _____

Surname _____

Address _____

Signature _____

Today's date _____ My birth date _____

If consent is required by a parent, guardian or legal appointee, please see next page

Consent by a guardian or legal appointee

If you are signing this consent form for an adult who does not have capacity to decide, please complete the form on page 9 and add your details here:

Name _____

Address and postcode _____

I am the guardian / legally appointed deputy* for

(name) _____

Signed _____

Date _____

Consent for a child

For children under the age of 16, this form must be completed and signed by a parent or someone with parental responsibility:

Your name _____

Your address and postcode _____

I am the parent of, or I have parental responsibility for:

(name) _____

Signed _____

Date _____

Planning my C(E)TR

You can use the form on the next two pages to help you plan for the day of your C(E)TR. Use more paper if you need to. If you like, you can bring it to your C(E)TR on the day. It will help you remember what you want to say.

You are the most important person in your C(E)TR, so it is good if you can be there to say what you think.

If you do not know if you want to be there you can decide about this on the day.

The C(E)TR panel wants to know what you think about your care. They will ask other people too.

The next few pages are about what you think.

There is space at the end to write down any questions. You can write down things you do or do not want to happen on the day. Or say this on the day.

Top tips

- Talk to someone who supports you about how you want to take part
- They can help to make sure the C(E)TR panel knows this
- If you are doing a video meeting, and it is new for you, ask for help
- Practice with someone you trust, to see what it's like
- Use the planning form that follows to get ready for your meeting
- Ask a family member, staff or advocate if you need help with this
- If you like, you can record what you want to say in writing, pictures or a film clip to show at your C(E)TR
- If you need any help or have any questions or requests, please ask someone who supports you

Planning my C(E)TR

My name is _____

The date of my C(E)TR _____

1. What is important to me eg. hobbies, friends, family, every day?

2. Am I safe?

3. Am I in the right place for my care (education) and treatment?

What is good now?

What could be better?

4. Are my plans for my future going well?

5. Is everyone supporting me to have the best life I can - now and in the future?

6. Is everything being done to support me well during the coronavirus outbreak?

How to make my C(E)TR go well

Such as, things you do or do not want to happen on the day, any help you need with the meeting, how you want people to communicate with you.

On the day of my C(E)TR

The next two pages are about making your C(E)TR good on the day.

- ✓ You are the most important person in your C(E)TR.
- ✓ The C(E)TR panel, staff and others will do everything they can to make it a good experience for you.
- ✓ They understand what it feels like to have a C(E)TR.
- ✓ You can ask questions whenever you like.
- ✓ You can say if you need anything or if there is a problem.

Things that might help

- It is OK if you do not know if you want to talk to people on the C(E)TR panel.
- You can take your time to decide on the day.
- You can talk to just one person if that feels better.
- Or you can say hello first and then decide if you want to speak to people later.
- You can have someone with you like a staff member when you talk to people. Or you can meet them on your own. You can choose.
- It is OK if you want to stop or have a break.
- You can say if you are unhappy about being on video yourself and just speak to them without this.
- It helps the panel if they can talk to you as well as people providing your care. And if they can talk to your family carer or advocate.
- You can talk to the C(E)TR panel in the way that is best for you.
- You can speak to them in private if you like.
- You can say what matters to you and what you think.

Care and Treatment Review Feedback Form

This form can be used by anyone who took part in a C(E)TR. Your information will be kept safe. You don't have to tell us your name or date of your C(E)TR, but if there was a problem this will help to get it sorted out.

Please fill in this form and send it to the chairperson of the C(E)TR.

Name	Date of C(E)TR
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If you want someone to reply, how can they get in touch with you?

Did you get enough help and information before the C(E)TR?

What was the C(E)TR like on the day?

What would have made the C(E)TR better?

What difference did the C(E)TR make for you?

Have you got any other comments or questions?

My C(E)TR Report

You should receive your C(E)TR report from the C(E)TR chair within **2 weeks** of your C(E)TR. It should be written in words you understand. If anything is not clear, ask someone to help. You can write what needs to happen here if it is useful. This can help you check that these things are happening on time.

What needs to happen?	By when and by who?

Thank you

To service users and staff at Mersey Care Whalley, and the C(E)TR Steering Group, for all their help with this booklet.

You can find out more about Care (Education) and Treatment Reviews and download this and other documents at

[www.england.nhs.uk/C\(E\)TR](http://www.england.nhs.uk/C(E)TR)