



Transforming Care

Information and guidance about Care and Treatment Reviews
(CTRs)

DRAFT published: August 2015

Contents

- 1 What is Transforming Care? 3
- 2 Information about Care & Treatment Reviews (CTRs) 3
- 3 Your right to ask for a Care and Treatment Review..... 5
- 4 For more information..... 7

DRAFT

The NHS Commissioning Board (NHS CB) was established on 1 October 2012 as an executive non-departmental public body. Since 1 April 2013, the NHS Commissioning Board has used the name NHS England for operational purposes.

1 What is Transforming Care?



Transforming Care is about improving health and care services and outcomes for people with learning disabilities or autism who have mental health conditions or behaviour which challenges.



Transforming Care is about helping people live the best lives possible, in the right place and with the support they need. It is about helping people lead fulfilling and safe lives in their communities whenever possible, with less need for long stays in hospitals and similar places.

2 Information about care & treatment reviews (CTRs)



CTRs are used as a way of checking whether someone needs to go into hospital or whether their care and treatment can be provided in the community. They are also used in hospital to find out about a person's care and treatment and how this can be made better. CTRs help to ensure that people receive the right care in the right place. They help make sure that patients leave hospital as soon as they are well enough and it is safe for them to do so.

What's different about CTRs?



Care and treatment reviews are independent meetings. This means that people who are not involved in the person's care will be part of the review. CTRs are a way to check or challenge care and treatment and how people move from hospital to community services.



What happens in a CTR?

The CTR takes about a day to give enough time to meet everyone. It is really important to find out how people feel about their care, so the CTR team will ask to meet the **person being reviewed** if at all possible and will help the person take part in the way they choose. It's OK for people to decide on the day about taking part. People are always asked in advance if they consent to a CTR taking place.



Family carers are invited to the review, if the person being reviewed says this is OK.



The review team also meets the **main people involved in the person's care**, to find out what they think.

CTRs are linked to the Care Programme Approach (CPA), to make sure that they work together.



All the meetings are private and confidential.



A CTR helps to find out 4 big things:

1. Is the person **safe**?
2. Is the person getting good care **now**?
3. What are their plans for the **future**?
4. Can care and treatment be provided in the **community**?

What happens afterwards?



The review team makes recommendations which go into a report for everyone who took part. This is to help the person's care stay good or get better, now and in the future. Afterwards, the commissioner checks that these things are happening.

3 Your right to ask for a Care and Treatment Review



It is your right to ask for a care and treatment review if you need to go into hospital or at any time if you are already a patient.



Going into hospital?

A care and treatment review is a good way to look at your care needs before you go into hospital. It is a way of checking if community care can meet your needs or if some time in hospital will be able to help you.

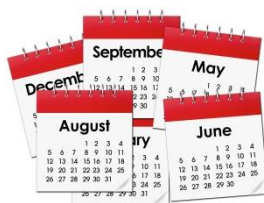
Sometimes, there isn't time to set up a care and treatment review if a person suddenly becomes unwell, and has to go to hospital in an emergency.

When this happens, you should be offered a CTR within two weeks of going into hospital.

Already in hospital?

Every patient who has been in hospital for more than a year will be offered a care and treatment review.

You can also ask for a CTR at any time during your stay in hospital.





Who can ask for a Care and Treatment Review?

- The patient
- A family carer
- The patient's advocate
- The commissioner who pays for the patient's hospital care



How do I request a Care and Treatment Review?

You can ask for a CTR in your CPA or other care meetings. Or send a request to your care co-ordinator by text or ring them. You will need to say why you think a CTR is needed. You can always ask someone to help you with this.



You should provide a telephone number and details of who to contact, so that the care co-ordinator can get in touch if needed. You can add the care co-ordinator's details here:

	The care co-ordinator is:	
<input type="text"/>	Mobile Phone	
	Office telephone	

Don't forget to update this if the care co-ordinator changes!



What will the care co-ordinator do?

The care co-ordinator will help to decide if a CTR is needed and will listen to your concerns. This person can often resolve simple issues. The care co-ordinator should reply by letter or phone within 14 days of your contact. They will let you know when the CTR will be held.



What if I am unhappy with the way a CTR went?

If you are unhappy with the way a care and treatment review went, or if you feel it hasn't made a difference to your care, you can contact the care co-ordinator to say what you are not happy about. The care co-ordinator should be able to reply within 14 days to say what they are going to do to help.

4 For more information

For more information, please contact:

(Insert Name and contact details of Review Chair/Co-ordinator)