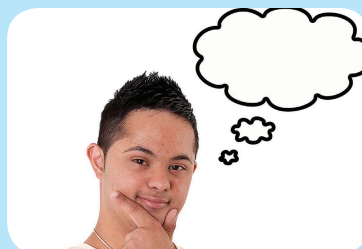
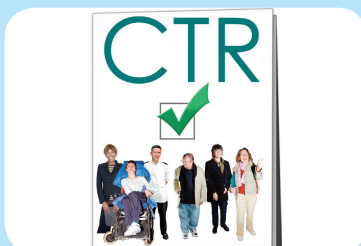


# Transforming Care



This easy read guide tells you all about  
Care and Treatment Reviews (CTRs)

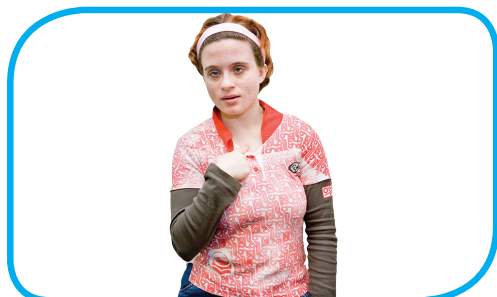
# Contents



1. What is Transforming Care?



2. Information about Care and Treatment Reviews (CTRs)



3. Your right to ask for a Care and Treatment Review



4. Contact details for more information

## 1. What is Transforming Care?



**Transforming Care** is about making health and care services and outcomes better for people with learning disabilities 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 and Treatment Reviews (CTRs)



CTRs are used for children and adults with learning disabilities. They are a way of checking whether someone needs to go into hospital or whether their care and treatment can be provided in the community.



If you are under 16 years old your parents or carers will usually act on your behalf.



CTRs 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 make sure that people get 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 is 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 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. If you are under 18 this may include someone to help plan your education.



CTRs are linked to the Care Programme Approach (CPA) and Education Health and Care Planning (EHCP) to make sure that they work together.



All the meetings are private and confidential.



A CTR helps to find out 4 big things:

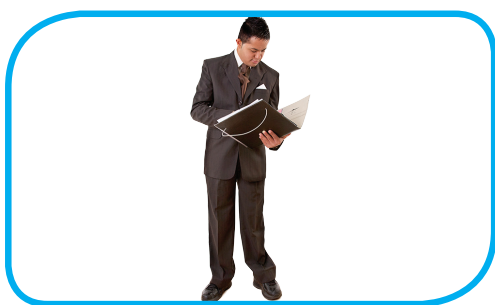
1. Is the person safe?
2. Is the person getting good care now?
3. What are their plans for the future?
4. Can care and treatment be provided in the community





## 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.

Would  
you like a  
CTR?

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

### Already in hospital?

Can I  
have a  
CTR?

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 or parent/carer if you are under 18
- The patient's advocate
- The Commissioner who pays for the patient's hospital care








## How do I ask for 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 in the table below.

	<b>The care co-ordinator is:</b>	
	<b>Mobile phone number:</b>	
	<b>Office telephone number:</b>	

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



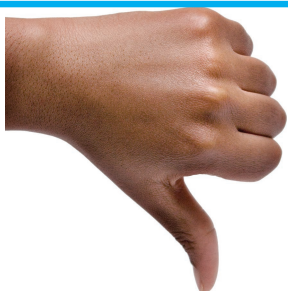
## What will the care co-ordinator do?

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 date  
for the CTR  
will be .....**

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 it.

**This is what  
we will do  
to help.....**

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 please contact:

Name of Review Chair:

---

---

---

Contact details:

---

---

---

---

---



This document was made accessible by The Friendly Information Company for NHS England. September 2015.



Graphics by Photosymbols.