

Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persnore
WR10 1PT
Tel: 01386 550 264
info@healthwatchworcestershire.co.uk
www.healthwatchworcestershire.co.uk



9th July 2021

Derek Hammond
Community Service Manager
Herefordshire and Worcestershire Health and Care Trust

Dear Derek,

Thank you for your detailed response to the recommendations in our report and your action plan. Healthwatch Worcestershire seek to listen to the views of Service Users and Carers and make recommendations in relation to their experience of services. We would seek to reassure you that our aim is not to audit process but to focus on how things might be improved from a patient perspective.

Healthwatch Worcestershire would expect South Worcestershire Community Assessment and Recovery service to generate care plans and identify coordinators of the care involved for all service users as a standard of good practice. (We are not suggesting that you should apply the full statutory requirements of CPA to all service users.) This would be in line with the recent report from the Professional Record Standards Body on Community Mental Health - [Care Planning for adults in the community living with severe mental health conditions - May 2021](#). It is also our understanding that with the introduction of the Shared Care Record the expectation is that every patient will have a care plan.

Our report identified the significant value of care plans and their correlation with satisfaction levels among users of the SW CAR service. It would therefore seem beneficial to introduce them across the service for the benefit of all. Multidisciplinary care and care provided by multiple agencies require coordination. Service users and families/carers should understand what they can expect from a service, and who to contact when queries arise or the service user's situation changes.

We would welcome further discussion with you in relation to this and look forward to hearing from you.

Yours sincerely

A handwritten signature in blue ink that reads "M. F. Gallagher".

Martin Gallagher
Director
Healthwatch Worcestershire



Directors: Jo Ringshall, Simon Adams,
Jane Stanley, John Taylor, Martin Gallagher
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