



# FoNS Improvement Insights

## Developing an Inclusive Approach to Care Programme Approach Review Meetings for People with a Learning Disability

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### Project background

The Care Programme Approach (CPA) is a process to facilitate the assessment of individual service user needs and the development and implementation of a care plan with their involvement. There is recognition of the right for people with a learning disability to be involved in care decisions that affect them; however, for the service users at the residential unit involved, active involvement of residents at CPA review meetings was not a reality. CPA reviews were primarily driven and attended by senior nursing, psychiatric and psychology staff with service users and key carers rarely in attendance. Whilst all service users have difficulties in using verbal methods of communication and are cognitively impaired, this example of disempowerment for those with a learning disability formed the basis for the project.

### Aim and objectives of the project

The project aimed to achieve an inclusive CPA process providing service users with a genuine opportunity to be involved and participate in their care planning and CPA review meetings. The objectives were:

- To use an experience based design (EBD) approach to allow the current experience of CPA review meetings for all stakeholders to be explored and understood
- To use EBD workshops to facilitate the development of action plans to improve the CPA review process
- To review the effect of the action plans on the experience of involvement and participation of service users and key stakeholders in CPA review meetings

### Key activities and outcomes from the project

At the time of the project, all of the service users in the residential unit did not have capacity to consent to being involved, so personal or nominated consulters for each individual under the Mental Capacity Act (2005) were approached for consent. The

documented decisions were noted on a 'Best Interests' form and filed in the service users records.

The EBD approach used the following key steps; capturing, understanding, improving and measuring the experience. In addition to raising awareness of the project with professional stakeholders, information was posted to families and carers of all service users to generate and explore interest in involvement from as many people as possible. A range of methods and approaches were utilised in an attempt to capture and understand the CPA experience. These included development of an experience questionnaire, semi structured interviews and two understanding and then improving the experience workshops.

Capturing the experience in cross sectional stakeholder workshops produced a shared understanding of the purpose and function of CPA review meetings and a desire to improve the way the meetings were planned and conducted. This led to agreed action planning including preparation of toolkits and written information supporting service user involvement. Disappointingly, priorities changed during the project as the unit was to be decommissioned.

### Implications for practice:

- CPA reviews tended to meet clinical and audit requirements often with limited involvement of service users
- Investing time and resources in the project had the potential to make significant improvements to the service and raised staff morale
- Using the EBD approach enabled all stakeholders to identify a common understanding of the purpose, process and value of CPA review meetings
- Reflective feedback during facilitated workshops produced open/honest discussion between stakeholders
- It may not be appropriate to involve service users at all stages of the CPA process but important for health professionals to consider a range of available evidence supporting their involvement
- Learning from this project will be applicable to other health professionals involved in CPA reviews

A full project report including references can be accessed from: <http://www.fons.org/library/report-details.aspx?nstdid=6833>

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