



Universal Care Plan: Sickle Cell specific content

Communications & Training Resource Pack

In partnership with OneLondon
Hosted by NHS South West London





Purpose of this pack



This stakeholder resource pack is designed to increase awareness and support professionals using the UCP within the Sickle Cell Disease pathway.

The UCP is rolling out new data fields in release 2.1 to enable sickle cell disease urgent care planning.

Resource pack contents:

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Formal Letter

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Digital training materials



ED Poster SCD



Quick Reference
Guide SCD

[Training – Sickle Cell](#)

Patient flyer



A5 flyer SCD

FAQs

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Patient persona



Patient Persona
SCD

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Please find
the UCP
Sickle Cell
specific video
on the
website



Key Messages for Sickle Cell Content



- The UCP will support improved patient handover between emergency and acute care for patients experiencing a sickle cell pain crisis.
- The new template provides clear, key information and clinical guidance to educate emergency care staff on a sickle cell pain crisis and how it affects patients through individualised care plans.
- The new template includes a detailed crisis management plan with directives for ambulance, ED, ward; as well as management at home, and prevention. This can reduce unnecessary hospital admissions, reduce length of stay, ensure that there are reduced delays in accessing treatments and to enable the patient to be managed in the right location at their right time.
- Consistent information sharing between services as all services can see and contribute to the same information which reduces clinical conflict.
- Information about the patient's communication and accessibility needs or reasonable adjustments to enable patients to share what matters to them and be actively involved in their health and care.
- Better understanding of a patient's physical health presentation and the impact of other physical health conditions on their sickle cell disease.
- Increased knowledge of communication needs leading to better patient inclusion in decision making and care planning.

Frequently Asked Questions



What is the Universal Care Plan (UCP) and who may benefit?

The UCP supports coordinated personalised care planning across services and organisational boundaries in London. For more information, please check out our website: [Universal Care Plan \(onelondon.online\)](https://onelondon.online).

How do I access the UCP and what training is available?

UCP access varies depending on which electronic health records system you use. Please consult your local UCP champions if applicable or contact our help desk if unsure about access (Helpdesk: [Universal Care Plan \(onelondon.online\)](https://onelondon.online)). Training for the UCP is available via several different routes on our website and the NHS learning hub. This includes access and create / edit webinars and guides. Training governance is managed locally within your organisation therefore please consult your manager before using the UCP.

What do I do if a patient contacts me about creating a care plan?

This starts with a conversation about their wishes and preferences. The same applies to incorrect, missing or changed information. If a patient approaches you to tell you that they'd like to start a care plan, please arrange a time with your patient to go through this to ensure you are delivering truly personalised and holistic care.

Can any Londoner have a UCP?

Yes, the UCP is a digital personalised care planning tool designed to provide any Londoner with the opportunity to share their health and care wishes. The UCP has evolved in recent months to incorporate sickle cell specific data fields so that urgent care can understand a person's individualised sickle cell needs.

What information should I put on the UCP?

The UCP is a clever platform. It has role-based access controls that only allow clinically registered NHS staff to submit certain sections of the form. The UCP uses a 'high expertise, low control' model, therefore your organisation should put in place policies and procedures around its use. If in doubt, complete only what is within your scope of practice and speak with your manager.

Frequently Asked Questions



Who has access to the information shared on the UCP?

Once a form in the UCP is submitted it becomes available to all health and care staff across London including 111 and 999 call operators, ambulance staff, community and hospital ward staff. Staff should only access patient identifiable information if it is clinically indicated. The patient will also be able to view the submitted forms on their NHS App. Please note that sickle cell specific data fields will not be viewable on the NHS App until Summer 2024. In addition to this, the UCP is viewable via the National Record Locator Service, meaning all health and care workers across England can view the plan if their organisations has access. The UCP has a pan-London data protection impact assessment (DPIA) which is held on our website.

Where is information on the UCP stored?

Information on the UCP is stored by our digital provider 'Better'. If you would like to see their data protection policy, please contact our [helpdesk](#).

How can I share a UCP with a patient?

Once a care plan is submitted, the UCP becomes available to the patient on the NHS App in real time if the patient has consented for this information to be shown. The patient's care plan can also be printed from the digital platform, however, please note this may not provide the most up to date care plan if it is edited.

How do LAS view a UCP?

The UCP can be viewed via an integration with cleric ePCR and the National Record Locator.

What do I do if I have problems accessing or editing a UCP?

The UCP helpdesk team is here to support you. Please head to our [Help page](#), where you can request support with access to or use of the Universal Care Plan.

Frequently Asked Questions



What do I do if I have a clinical incident relating to the UCP?

If there is a clinical incident, you should follow your organisation incident reporting processes and procedures. Following the investigation, if the UCP is involved, please report the incident to our [helpdesk](#).

Can I edit a UCP at any time?

There is no limit to the number of times a care plan can be edited.

How will I be informed about UCP updates?

To keep up to date with the latest UCP developments, please sign up to our [newsletter](#) on our [website](#).

What is the consent model for the UCP

Patients must consent to a care plan and must consent to have this information viewable on their NHS account via the app or web browser. When a care plan is created, the UCP prompts you to confirm that consent has been obtained from the patient prior to starting a care plan.

Are there age restrictions for the UCP?

A care plan can be created for a patient of any age. If the patient is under the age of 16 or 18, there are additional and/or different sections within the care plan that are appropriate for a younger age group. Once the patient transitions over the age of 16 or 18, this information becomes viewable but not editable.

How do I know if it is appropriate for me to complete a DNACPR form within the UCP?

To complete a DNACPR form, following a conversation with the patient, you must identify yourself and your role. All staff are required to complete a mandatory endorser section if you are not a medical consultant or GP. Please speak with your manager if in doubt.

Frequently Asked Questions

Will patients be able to see all information that is recorded in the UCP via the NHS App?

No.

Until July 2024, patients will not be able to see sections of the care plan related to CPR recommendations. This will give your practice time to ensure all patients with a UCP are aware of the recommendations for CPR status in accordance with their wishes. After 6 months, patients will have access to their CPR information via the app. Diagnosis and prognosis are only resurfaced through the NHS App if the clinician completing the UCP has explicitly ticked 'yes' to 'Is the patient aware of their diagnosis or/and prognosis'. If these sections are not completed or the clinician has put 'no' or 'don't know', this information will not be resurfaced in the patient facing NHS App. The alerts and summary forms are not resurfaced in the NHS App.



What do I do if I notice errors in a UCP?

If you notice an error in the UCP, we advise that you confirm this is an error and correct it within the live system if it is within your scope of practice.

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