

Help using the UCP

If you need assistance with care planning or using the NHS App, support is available.

You can speak to:



A health or care professional.



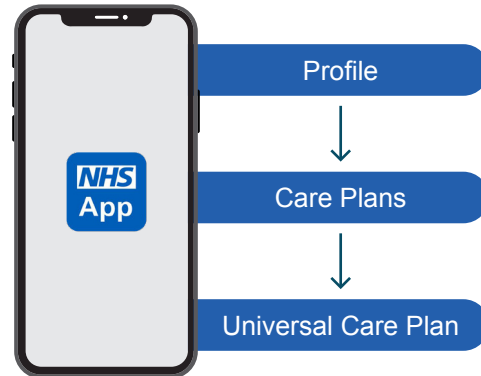
The NHS App Help Desk.

They can help you, or the person you support, to create or update the UCP.

Printed information and in-person assistance may also be available.

Managing your UCP in the NHS App

You can view and create your Universal Care Plan in the NHS App on your mobile phone.



Your information

Your care plan is:



Stored securely on NHS systems.



Only accessible to you and health and care professionals involved in your care.

For more information about how your information is managed, visit our website.

More information

Visit our website for more information on the Universal Care Plan.



ucp.onelondon.online/patients



Universal
Care Plan



NHS

ONE
LONDON



The Universal Care Plan

London's Digital
Personalised Care Plan

What is care planning?

Care planning is a way to record what matters to you and how you want to be cared for by health and care professionals. It can be helpful for anyone, at any age.

It involves a conversation with your health and care team about:



Your health and daily needs.



The support you receive.



Your preferences for treatment and care.



Your plans for the future.

Care planning makes sure your care reflects your wishes, especially if your health and care needs change or if for any reason you are unable to communicate independently.

What is the Universal Care Plan?

The Universal Care Plan (UCP) is a digital care plan used across London.

It is a secure record that shares important information with the people involved in your care, including details about your health, your care, and what matters to you. People of all ages can have a UCP, including you and the person you support.

It can be created and updated by health and care professionals, or by you on your phone or laptop using your NHS login.

The care plan can be updated over time as your needs and wishes change.

How a UCP benefits Carers

As a carer, you can benefit from having your own UCP. A UCP can benefit you by:



Helping health and care professionals understand your needs and your caring role.



Reducing the need to repeat information.



Supporting better care in emergencies by sharing your information and wishes.



Making sure your voice is heard when decisions are made.

Carer Contingency Plan

You can put the information of the person you care for in the Carer Contingency Plan section. This allows teams to identify who you care for and how to support them if you are unable.

How a UCP can benefit the person you care for

The person you support can also benefit from having a Universal Care Plan. A UCP can benefit them by:



Reduce the need to repeat information.



Make the person's wishes clear in emergency situations.



Support better coordination between services.



Ensure you are contacted when needed.



Keep important information in one place.

Carers cannot access someone else's care plan (proxy access is not available). However, you can support them to complete their own. Their plan can include important information about you and your role, including what should happen if you are not available.

Choice

You can choose whether or not to start or update your care plan. If you no longer wish to have a care plan, you should speak to a health and care professional. Your health and care team will still work with you to ensure you receive the best care possible.

Creating your UCP

The Universal Care Plan is available through the NHS App using your NHS login, or via the web-based NHS portal.

It allows you to:

- Create and view your care plan.
- Update parts of it yourself.

This helps keep your plan up to date and reflective of your current wishes.

You can also work with the person you support's health and care team to create and update the UCP if they wish.

What is included in the UCP?

The care plan can include:

- What is important in daily life.
- Health conditions and treatments.
- Care preferences, including end of life care.
- Names and contacts of people involved in care.
- Who has lasting power of attorney.
- A record of decisions about being taken to hospital.

The plan can be completed over time, focusing on what is most relevant.

