

ATTITUDES OF MENTAL HEALTH  
PROFESSIONALS WHO WORK IN  
COMMUNITY MENTAL HEALTH TEAMS  
(OLDER PEOPLE'S SERVICE) TOWARDS  
GIVING COPIES OF CARE PLANS TO  
SERVICE USERS

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# Overview

- The topic
- The process
- Methodology
- Performance indicator
- Service user involvement
- Care planning/care plans
- Literature
- Findings
- Conclusions

# Research topic

- ◎ The Trust introduced a performance indicator in September 2008.
  - By January 2009 80% of service users (on CPA) should have a copy of their care plan
- ◎ Staff reaction
  - Positive step forward
  - Dangerous, unnecessary – confidentiality breeches - litigation

# The Process

- ⦿ Ethics approval
  - University
  - NHS ethics committee
  - Trust R&D committee
  
- ⦿ P.I. introduced Jan 2009
- ⦿ Interviews Nov 2009

# Methodology

- ① Qualitative research
- ① Semi-structured interviews with mental health professionals who worked in CMHTs
  - 5 nurses
  - 3 social workers
  - 2 occupational therapists

# Background to Service User Involvement

- ◎ Service user involvement in UK.
  - Started in 1972 –Patient participation group
  - 1990 National Health Service and Community Care Act placed a duty on mental health services to involve service users in their care
  - Everybody's Business 2005 –care plans should be used to involve older people in their care

# Care planning

## ⦿ The Nursing Process

- The structured approach nurses use organise the care they give to people
- Assess, **Plan**, Implement, Evaluate

## ⦿ Modals of care

- Direct the Nursing Process
- The knowledge which needs to underpin nurses' practice

# Care Planning

“Care planning is all of the activities health professionals engage in from admission to discharge of a patient and a care plan is a written record of the process”

Barrett, D. Wilson, B. and Woollands, A. (2009). *Care Planning a guide for nurses*. Harlow: Pearson Education Ltd.

# Care plans

- ⦿ Problem/need
  - Identified during the assessment process
- ⦿ Intervention
  - The activity which is intended to alleviate the problem
- ⦿ Goal
  - The desired end result of the intervention
- ⦿ Evaluation
  - Was the intervention effective? Has the goal been achieved?

# Why write care plans

## ⦿ Professional

- Nurses are accountable to professional bodies

## ⦿ Ethical

- Nurses are ethically accountable to patients to do them no harm

## ⦿ Legal

- Nurses are legally accountable not to break the law

# Existing Literature

Existing literature is about

- ⦿ Service user involvement generally
- ⦿ 'Adult' service users
- ⦿ In-patient wards
- ⦿ Nurses

# Findings

- ◎ 4 main categories
  - Performance indicator
  - ‘Professional judgement’
  - Care plans
  - Service user involvement

# Findings

- ⦿ Introduction of the Performance indicator
  - Inadequate explanation
  - Not enough support from managers
  - Ambiguous measure
  - Tick box exercise
  - Senior managers did not understand the client group
  - Extra pressure

# Findings

## ⦿ Professional judgement

- Professionals know the service users
- Who to give care plans to
- Clients might disengage from service
- Care provided more important than giving the care plan

# Findings

## ◎ Care Plans-advantages

- Good way of involving service users and carers
- Good method of identifying needs
- Empowers service users
- Helps to measure progress
- Holds professional to account
- Enhanced the therapeutic relationship
- Shares information between team members

# Findings

## ◎ Care plans-disadvantages

- Disengagement/relapse
- Confidentiality
- Vulnerability
- Jargon
- Format

# Findings

## ⦿ Involvement

- Problematic
- Carers and family if not the service user
- Increases job satisfaction

# Conclusions

- ⦿ Professionals felt they already involved service users in their care
- ⦿ Care plans cannot be given to every service user
- ⦿ They should be allowed to use their professional judgement
- ⦿ Care plans have benefits for service users and professionals
- ⦿ Trust should ensure information about practice change is conveyed at every level
- ⦿ Professionals should be better supported to change practice