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| **Q. What is different about the new CPA process?**  A. The new documentation focuses on the interaction between the service user and the clinician by allowing the service user to rate for themselves the various areas of their life ( covered by the 14 DIALOG domains ), identifying those that are most significant for them and where they need the focus to be .It shows recovery/relapse in a way that does not come across as success or failure. It is based around the quality of the information at that given time, rather than the quantity. It is therefore very much more focussed on the journey to recovery and how the service user can be supported to do this, rather than the clinician taking control and telling them how to get better.    **Q. Does DIALOG+ allow for situations where a patient doesn’t want to engage?**  A. If the service user completely declines the assessment this can be captured on the DIALOG + form where there is an option “Service user declined assessment”. If the service user is willing to discuss the various PROMs and plan actions but they do not want to rate themselves or cannot rate themselves. In that scenario please use option “8 – Not rated by client” against each of the areas.  It is also important to note that the clinician’s plans and contribution to the CPA plan can still be documented in the comment boxes.  **Q. Is there any way of changing the terminology “Advance Directive” on My Safety Plan?**  A. If it is not an advance directive then don’t tick the ‘This is my Advance Directive’ tick box. The words “This is my Advance Directive” will not pull through onto the “My Recovery Care Plan”.  **Q. Does the ‘My Safety Plan (Advance Directive) replace the patients Advance Directive?**  A. Yes  **Q. How can I print out the entire suite of documents in the CPA documentation folder?**  A. It is not intended that the entire suite of CPA screens/documents are printed out. We are about to publish an editable letter option or Case Summary which will print out all the CPA information plus other relevant information. We are also working on documents to print out Risk and other components of the case record.  **Q. Referral Screening and Triage form - who fills in the Triage part of the form?**  A. This is a local process decision.   Some directorates operate a Single Point of Access and this team completes the  Referral Screening and Triage form before passing onto the sector CMHT or  Recovery Team  **Q. Does the DIALOG+ form have to be completed for all patients including  outpatients?**  A. The DIALOG+ form is designed to be completed for all patients however is mandatory for those patients who are ‘On CPA’.  **Q. Why does the final CPA document have to be uploaded back into RiO?**  A. This initially supported the reporting of stats however reports have now been  redesigned to count the DIALOG+.   The formal CPA Review requires a snapshot of the record from the meeting to be  kept, as the DIALOG+ and ‘My Safety Plan’ are fluid documents and can be  constantly changed and updated outside of the 6 month review cycle – only the  formal CPA Review ‘My Recovery Care Plan’ needs to be attached as ‘CPAT’.  **Q. Do I have to generate/upload a ‘CPAT’ for My Recovery Care Plan for every patient?**  A. This is ONLY required for a CPA Review.  **Q. How do we complete DIALOG+ when we are offsite/in a patient’s home?**  A. You can complete the paper template of DIALOG+ with the client at home and  then transfer the information onto RiO when back in your locality. Please follow  this link for the paper version: <http://elftintranet/sites/common/private/search_quick20.aspx?q=ecpa>  **Q. There is not enough time to complete DIALOG+ within the CPA session?**  A. It is recommended that you start to complete DIAOLG+ with your client before the CPA Review appointment.  **Q. I am a HCA/Support Worker am I expected to complete DIALOG+ form?**  A. All staff may contribute to the recovery process and indicate this on the DIALOG+  form  **Q. How is the ‘My Recovery Care Plan’ a true reflection of the CPA meeting if it doesn’t reflect who attended the meeting or their view?**  A. The recovery plan is an agreed action plan not a set of minutes of a meeting.  **Q. How often do I need to complete ‘My Safety Plan’?**  A. As often as required, for some people it may not change much over time, for  others it may change frequently or there may be a specific change of  circumstances requiring a change.  **Q. Do I type the DIALOG+ form in the first person?**  A. Yes. You should type in the service users own words where required e.g. ‘what does recovery mean to me’  **Q. If you know someone is subject to section 117 however this is not showing on the DIALOG+ form do you still complete the form?**  A. Yes.   **Q. Is there a way to pull the clients emergency contacts through to ‘my recovery plan’?**    A. No. Once ‘my recovery plan’ is created there is a space to type these numbers in manually before printing. This is to ensure that the most up to date contact details are on the document.  **Q. How do I print the Case Summary and Risk Assessment?**  A. From the 1st of July you will be able to print these documents from the ‘editable letters’ function. These do not need to be uploaded to RiO. If you do not have these options please contact the ‘electronic systems helpdesk’.  **Q. How do I upload a CPAT ?**  A. <http://elftintranet/sites/common/Private/Contentobject_View.aspx?id=47923> |

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