

Let's think ahead

7 steps to ACP:

Creating Covid-19 relevant ACPs in Care Homes

Implementation Guidance & Resources

May 2020

V2.0 19/05/21

Let's think ahead

7 Steps to Anticipatory Care Planning for Care Home Staff

Let's think ahead – 7 steps to ACP for Care Home Staff was developed by the Long Term Conditions Programme within Edinburgh Health and Social Care Partnership. It provides a toolkit for Edinburgh care homes to embed an anticipatory care planning pathway. Dr Andrew Mackay (Lead GP, St Triduana's Medical Practice, Edinburgh) led a project in NHS Lothian, supported by a grant from Marie Curie, and developed the Anticipatory Care Questionnaires included in the toolkit as documents 3 & 4.

Anticipatory Care Planning | Long Term Conditions Programme | Edinburgh Health & Social Care Partnership | NHS Lothian | Canaan Park | Arkelley Ainslie Hospital | 133 Grange Loan | Edinburgh EH9 2HL
anticipatorycareplanning@nhslothian.scot.nhs.uk

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RED-MAP is a 6-step approach to conversations about planning care, deteriorating health and dying that was developed in Scotland and with SPICt partners in the UK and internationally. It is now used in all care settings.

Ready: Can we talk about your health and care? Has anything changed? Who should be involved?

Expect: What do you **know**? What do you think might happen? Is there anything you want to ask/tell me?

Dagnosis: What we **know** is... What we **don't know** is... We are **not sure** about...

Matters: What's **important** to you (and your family)?

How **would you like** to be cared for? Is there anything you **don't want**?

What **would she say** about this situation, if we could ask her?

Actions: What we can do to help is... Options we have are... This does not work when/if/because....

Plan: We can make a plan for treatment and care for you, and share it so everyone knows what to do.

– Each step in RED-MAP is important, as is the order of the steps.

– We adapt suggested phrases in each step to the person or family, their situation, place of care, and phase of illness.

– Always refer to the person by name when talking with their family or a close friend.

– If talking with people by phone: check you have the right person; ask if it is a good time; speak slowly in shorter sentences; keep checking what's been understood and how people are.

– Ask for help and support from colleagues, senior staff or a specialist. Seek a second opinion, if needed.

RED-MAP (developed by Dr Kirsty Boyd) is part of the **Building on the Best** quality improvement programme in Scotland. [Funded by Macmillan Cancer Support.]

RED-MAP is recommended by: Royal College of Physicians & Surgeons Glasgow, Royal College of General Practitioners, Healthcare Improvement Scotland, NHS Education for Scotland, Association for Palliative Medicine.

These resources have been provided through collaboration between Dr Kirsty Boyd and Edinburgh Health and Social Care Partnership (EHSCP) to support care homes and GP practices during the Covid-19 pandemic. Further improvements have been made following feedback from Care Homes and GP practices utilising the resources.

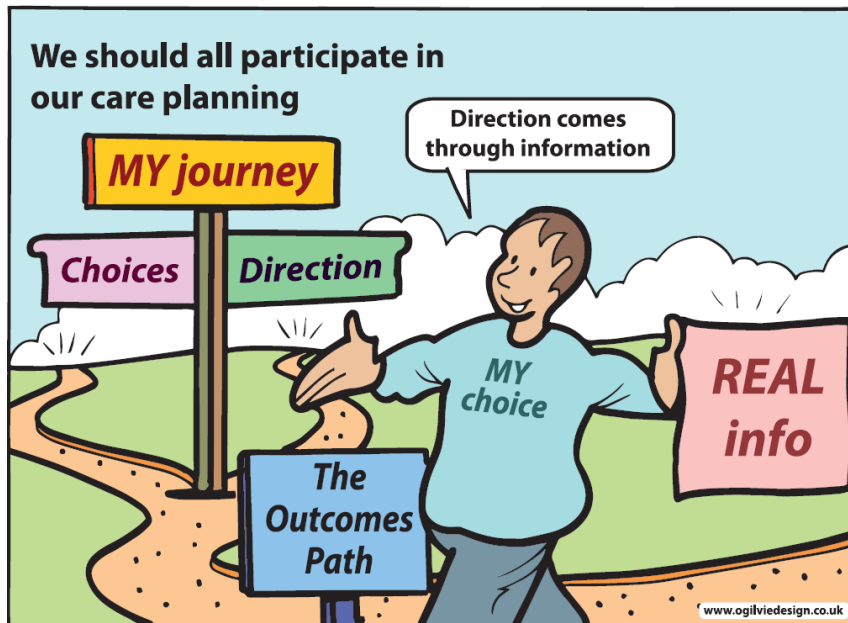
You can find further resources for RED-MAP on the Using SPICt webpages:

<https://www.spict.org.uk/using-spict/>

You can find further ACP support and resources on the [NHS Lothian Care Homes web page](#).

Or contact the EHSCP Long Term Conditions Programme ACP team:

AnticipatoryCarePlanning@nhslothian.scot.nhs.uk



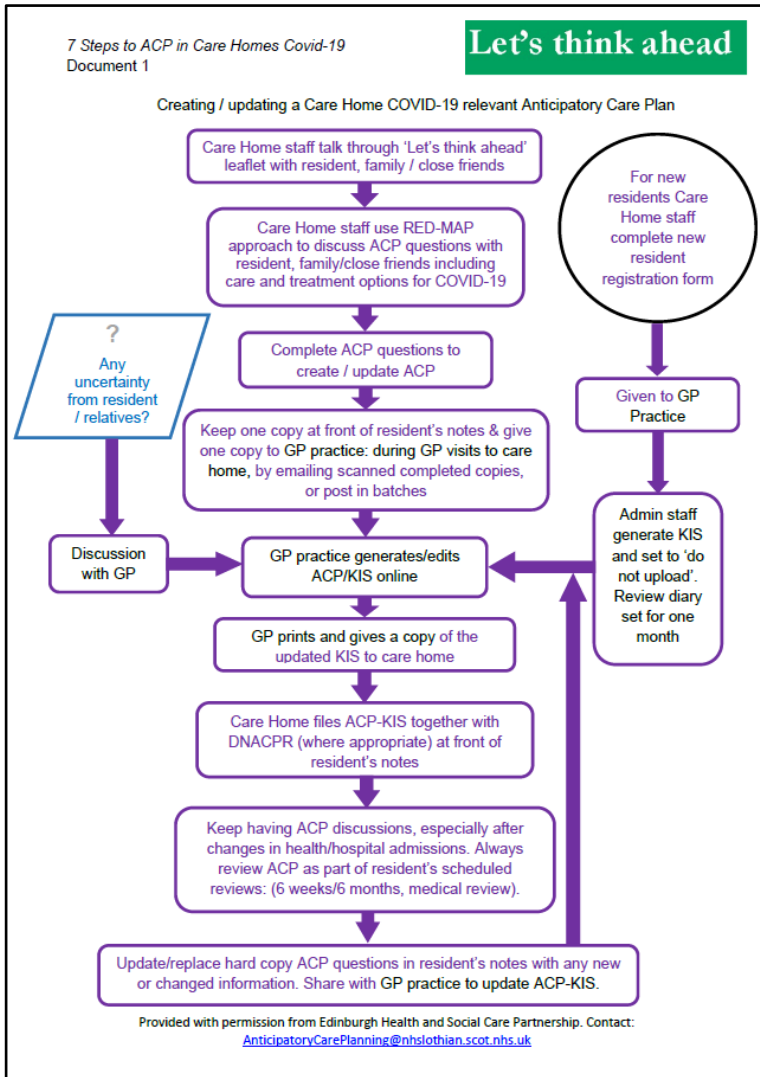
(Image provided courtesy of Ogilvie Design Limited)

Anticipatory Care Planning (ACP)

Supporting residents and their family to have open and honest discussions about their health and wellbeing and wishes for the future helps put the resident at the centre of decisions about their health.

You can watch a video clip to hear Dr Andrew Mackay explaining ACP in Care Homes. The video gives an overview of what ACP is, the process of creating an ACP with your GP practice, and why it is beneficial for all residents to have an ACP in place. Click [here](https://vimeo.com/340150410), or copy and paste the link into your web browser <https://vimeo.com/340150410>

Document 1: ACP Care Home Pathway



Follow this process to create and review ACPs. Included in Appendix 1. **Purple text** shows **Care Home activity**, **black text** shows **GP activity**.

It can be helpful to discuss the ACP pathway with your GP practice using this flowchart to agree your roles and responsibilities. It helps to discuss with your GP practice ways in which the process of creating and reviewing ACPs will work best. It's important to agree how you will review and update ACP-Key Information Summaries (ACP-KIS).

You can find examples on the [NHS Lothian Care Homes webpage](#) of how *7 steps to ACP for Care Homes* has worked well with care homes and GP practices in Edinburgh.

Resident and family information leaflet



Use the ACP resident and family information leaflet to help explain ACP and why it's important. Included in Appendix 2: Lets think Ahead Leaflet. An editable version is available for others to adapt.

Document 2: New patient registration form

7 Steps to ACP in Care Homes COVID-19
Document 2

Let's think ahead

Care Home Registration Form

To be completed and returned to surgery with registration paperwork

- Patient /carers wishes (Anticipatory Care Questionnaire) form
- Discharge letter /social work forms including medication list
- Adults with incapacity – if completed

Name		DOB	
Name of Next of Kin/carer/worker and relationship to resident		NOK address telephone number Mobile	
Date of admission		Admitted from home/ hospital	
Welfare guardian / Power of Attorney	Yes /No Name of guardian:	Adults with incapacity certificate	Yes/No Requires assessment
Compulsory treatment order	Yes/No	DNACPR in place	Yes/No Requires assessment
Patient carer/wishes	Anticipatory care questions discussed with patient/relatives Yes/No Date.....		
Mobility	Independent	Walking aids	Needs assistance Bed and chair bound Bedbound
Continence	Continent	Urinary incontinence-wears pads/ catheter in situ Faecal incontinence	
Cognition	No impairment	Some confusion	1-2 words only No meaningful interaction
Communication	Speaks clearly Speech difficult to understand Unable to communicate verbally		
Measurements	Weight	Height	BMI
Smoking status	Non-smoker / Ex- Smoker/ Current smoker: _____ Cigarettes per day.	Blood Pressure	
Consent for sharing information with Out of Hours Doctors	Yes/No		

<http://www.ec4h.org.uk/resources/acc-in-care-homes/> V 08.21

The new patient registration form is how you share information for registering new residents with the GP practice. This information also populates the ACP-KIS at the GP practice. You may have your own version of this form.

The version provided has been designed to be used with the ACP questions to ensure all relevant ACP information is shared to create a comprehensive and quality ACP-KIS. Included in Appendix 3.

Documents 3 & 4: ACP in Care Homes – talking with residents / Relatives and friends & making a plan:

There are two versions of this guidance: one for your discussions with residents and families or friends, and one for your discussions with families and friends of residents who do not have capacity. Use the most appropriate version to guide your discussion. Please see Appendix 4, and Appendix 5 respectively.

The **RED-MAP 6 step approach** on the first page will guide you, residents and their families through ACP conversations. All of these steps are important and need to be followed in order. **1. Ready, 2. Expect, 3. Diagnosis, 4. Matters, 5. Action and 6. Plan.**

The ACP questions on the 2nd page enable you to make a plan with residents, their families and friends. If you start with the RED-MAP steps followed by the ACP questions it is far more likely the resulting plan will be appropriate and reflect the circumstance and wishes of the resident. For this reason the form should not just be posted families, it is intended to be a guide for you to facilitate the ACP conversation.

Notes on RED-MAP steps 2 & 5

Step 2: Expect

When talking about what to expect (step 2) there is a prompt for the resident to continue with making the plan, or leave the discussion for another time. It's important that the resident, family/close friend is ready to have the conversation with you.

Getting family or close friends together can be difficult. They can have different or unrealistic expectations regarding care home residents' deteriorating health. It is helpful to have a shared understanding of a resident's health before starting to make plans for the future.

Knowing that the care and treatment preferences can be changed and reviewed gives residents and family reassurance that ACPs are not set in stone and can be reviewed.

Let's think ahead	
Document 3	
Anticipatory Care Planning in Care Homes – talking with residents	
Anticipatory care planning is about thinking and planning ahead so that we can give each person the best possible care. If a person's health changes, it is better if we have a good plan for them.	
READY	Can we talk about why planning ahead helps people get better care?
Making a plan helps people who live in a care home, like you, think about their care and what is important to them. You may have talked with your family or a close friend about this before. It is a good idea to talk about what might happen if you get unwell. This could be from a health problem or illness you have already. It might be a new illness. Some residents may get unwell with coronavirus or another infection. We can make plans and talk with your family if you wish.	
EXPECT	It would help to hear what you know your health, and think might happen.
People have different things they want to talk about. Please ask us about anything you want to know or are worried about. We can make a plan with you now, if you are ready.	
DIAGNOSIS	There are things we know about your health, and things we're not sure about.
People who live in care homes are often in poorer health and need help with day to day living. We are doing our best to help you to stay well, but it is possible you may get unwell at some point. Some treatments may not work for you, or you might not want them. That's why it is important for us to talk about making a future care plan with you.	
MATTERS	We'd like to know what's important to you, and how best to care for you.
We can put what you tell us in your care plan so we know how you would like to be cared for.	
ACTION	Let's talk about what we can do to care for you, and things that will not help.
Let's start with your health problems and make plans for what might happen. There are also some situations it is good to plan ahead for like a sudden illness or an infection. Many people feel that staying in their familiar care home to be looked after is the best place when they are very ill and may be dying. Being comfortable is what matters to them. We have medicines in the care home to help us manage any symptoms or discomfort, if we need them. Hospital treatment may be better in a few conditions, like a hip fracture. Going to hospital has benefits and risks. Can we talk about where would be the best place of care for you? Antibiotic tablets or syrup, other medicines, and oxygen can be given in the home, if needed. Cardiopulmonary resuscitation (CPR) is a medical treatment that does not work when a person is in poor health or dying. <i>Either</i> "You already have a decision recorded about CPR not working/being used for you, but any other treatments that can help will be given." <i>Or</i> "There is no CPR decision recorded so the GP Practice Team will review this and discuss it with you."	
PLAN	Let's make a future care plan for you.
We have your care plan in the home in case we need it. Your plan also goes into your GP record and a secure record used by professionals if people need urgent care called a Key Information Summary (KIS). Your plan can be changed at any time. There are some situations we can think about and discuss together. If you have any questions please ask me. You can talk to the care home staff and the staff from the GP practice too.	
Document 3 developed by Dr Andrew MacKay, Dr Kirsty Boyd and Long Term Conditions Programme, Edinburgh Health and Social Care Partnership V10.1 150521	

Step 5: Action

In the Action section (step 5) there is some information about CPR. CPR is a medical treatment which is only appropriate when it is going to help. The clinical team should therefore decide if there is any prospect of CPR being successful before CPR is discussed with residents, families/close friends.

Many care home residents have medical conditions which mean CPR would not be effective for them. Any conversation about CPR should take this into account.

Notes on the ACP questions

The ACP questions on the 2nd page enables residents, their family/close friends, to talk with you about their care and treatment preferences should they become very unwell. Please include in the free text box what is important to the resident, family and close friends. This is also a space to record any other information residents, families or close friends have shared with you during your ACP discussions about their care and treatment preferences.


These questions help you to explore together the three most common deterioration scenarios for which residents are most often unnecessarily admitted to hospital.

Care home teams who use the ACP questions say that having these conversations early leads to a shared understanding with residents, families and the health teams involved in their care. They have found this reduces stress in times of crisis and gives them the confidence to clearly communicate and act on residents' wishes, leading to better outcomes.

Three options: a) b) c)

a)	Keep you comfortable, clinically assess you, treat any pain or other symptoms, and care for you in your care home.
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send you to hospital, before phoning for an urgent (999) ambulance.
c)	Send you to hospital for tests and other treatments, if this is going to be of benefit to you.

Let's think ahead



Edinburgh Health and
Social Care Partnership

Making a plan - Anticipatory Care Planning questions for residents

Please tell us what matters most to you concerning your health. Is there anything important for us to know about your health and care, and how you would like to be cared for in the future?

We don't know exactly what will happen, but which option is closest to how you think you would like to be cared for? We use this information to help create a Care Plan for you.

1. If you had a sudden illness (such as a stroke or a heart condition), how do you think you would like to be cared for?

a)	Keep me comfortable, clinically assess me, treat any pain or other symptoms, and continue to care for me in the care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send me to hospital, before phoning for an urgent (999) ambulance.	
c)	Send me to hospital for tests and other treatments, if this is going to be of benefit to me.	

2. If you had a serious infection that was not improving with treatments we can give like antibiotic tablets or syrup, how do you think you would like to be cared for?

a)	Keep me comfortable, clinically assess me, treat any pain or other symptoms, and continue to care for me in the care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send me to hospital.	
c)	Send me to hospital for tests and other treatments, if this is going to be of benefit to me.	

Intensive care treatment does not help people who are already very frail and in poor health from underlying health problems. It is better to care for them in other ways.

3. If you were not eating or drinking because you were now very unwell, how do you think you would like to be cared for?

a)	Keep me comfortable, clinically assess me, treat any pain or other symptoms, and continue to care for me in the care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send me to hospital.	
c)	Send me to hospital for tests and other treatments, if this is going to be of benefit to me.	

If we think you have a serious fracture (such as a hip fracture) we would usually send you to hospital for treatment, as that would be the best way to care for you.

We can share this information with the people who are close to you by sending them a copy.
If you DO NOT want this information shared with the emergency services, please tick here

Resident's name..... Date.....

Document 3 developed by Dr Andrew MacLay, Dr Kirsty Boyd and Long Term Conditions Programme,
Edinburgh Health and Social Care Partnership V10.1 10521

Each question has three options for the resident/their family or close friend to consider which is the closest to the care they would like.

Option a): It's important to make it clear to families there are lots of options for treatment that can be delivered in the home. Option a) does not imply that there would be a lack of treatment. Instead it is about what the focus of treatment should be and where that treatment is delivered.

Option b): For scenarios described in 2 & 3 if the decision is made to go to hospital it would not be by blue light ambulance. That is why 'before phoning for an urgent (999) ambulance' is included only in scenario 1.

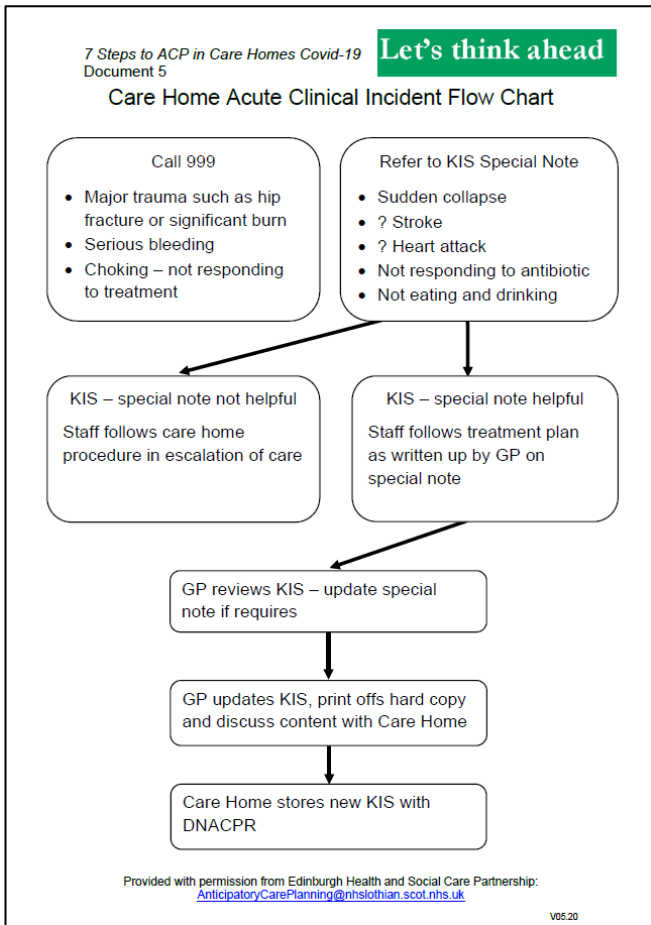
Option c): When a resident who has opted for option c) becomes very unwell it can be useful to confirm with senior members of the team that hospital admission is likely to improve outcomes and is therefore appropriate. For example, transfer to hospital for those that are very close to death is not going to be helpful and will be distressing for the resident, relatives and staff.

Recording and sharing the ACP Questions

Make and file a copy the ACP questions form in your resident's care plan. Give the original copy of the ACP questions form to the GP practice.

The GP practice will use the information in the forms along with other information in their notes to create a Key Information Summary (KIS). When the GP practice returns a copy of the Key Information Summary, file it with the DNACPR (where appropriate) at the front of your resident's care plan. Follow the ACP Pathway described in Document 1 (included as Appendix 1).

Document 5: Care Home Acute Clinical Incident Flow Chart



This flowchart (Document 5) illustrates how to use the ACP-KIS when there is an acute clinical incident. It can be helpful to share this with all of the care home team including agency staff. Included in Appendix 6.

7 steps to ACP in Care Homes checklist

7 Steps to ACP in Care Homes Covid-19 **Let's think ahead**

Care Home Checklist

(Check boxes please for actions 1 to 7) Initial & Date

Step 1	• Read Creating Covid-19 relevant ACPs in Care Homes Guidance	<input type="checkbox"/>
Step 2	• Discuss and give 'Lets Think Ahead' leaflet to Resident / family / Carers / Close friend	<input type="checkbox"/>
Step 3	• Complete the New Patient Registration Form for new residents (Document 2)	<input type="checkbox"/>
Step 4	• Discuss and Complete Anticipatory Care Planning in Care Homes – talking with residents, families / friends & making a plan (Document 3 or 4)	<input type="checkbox"/>
Step 5	• Make and file a copy of the completed ACP questions (Document 3 or 4), and the New Patient Registration Form (Document 2, for new residents), in your resident's care plan	<input type="checkbox"/>
Step 6	• Give the original copy of the completed ACP questions (Document 3 or 4), and the New Patient Registration Form (Document 2, for new residents) to the GP practice	<input type="checkbox"/>
Step 7	• File the Key Information Summary with the DNACPR (where appropriate) when returned from the GP at the front of your resident's care plan	<input type="checkbox"/>

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This checklist, included in Appendix 7, will help you to keep a record of each step in the ACP process. Use the checklist to help implement the *7 steps to ACP* for each resident.

Key points to remember:

- use the Key Information Summary at points of deterioration
- bring and use the Key Information Summary at reviews, and
- return all reviews dated and signed.

Further support

Click [here](#) to watch a short video clip of care homes sharing their experiences of implementing the *7 Steps to ACP for Care Homes*, or copy and paste this link into your web browser:

<https://vimeo.com/340150721>

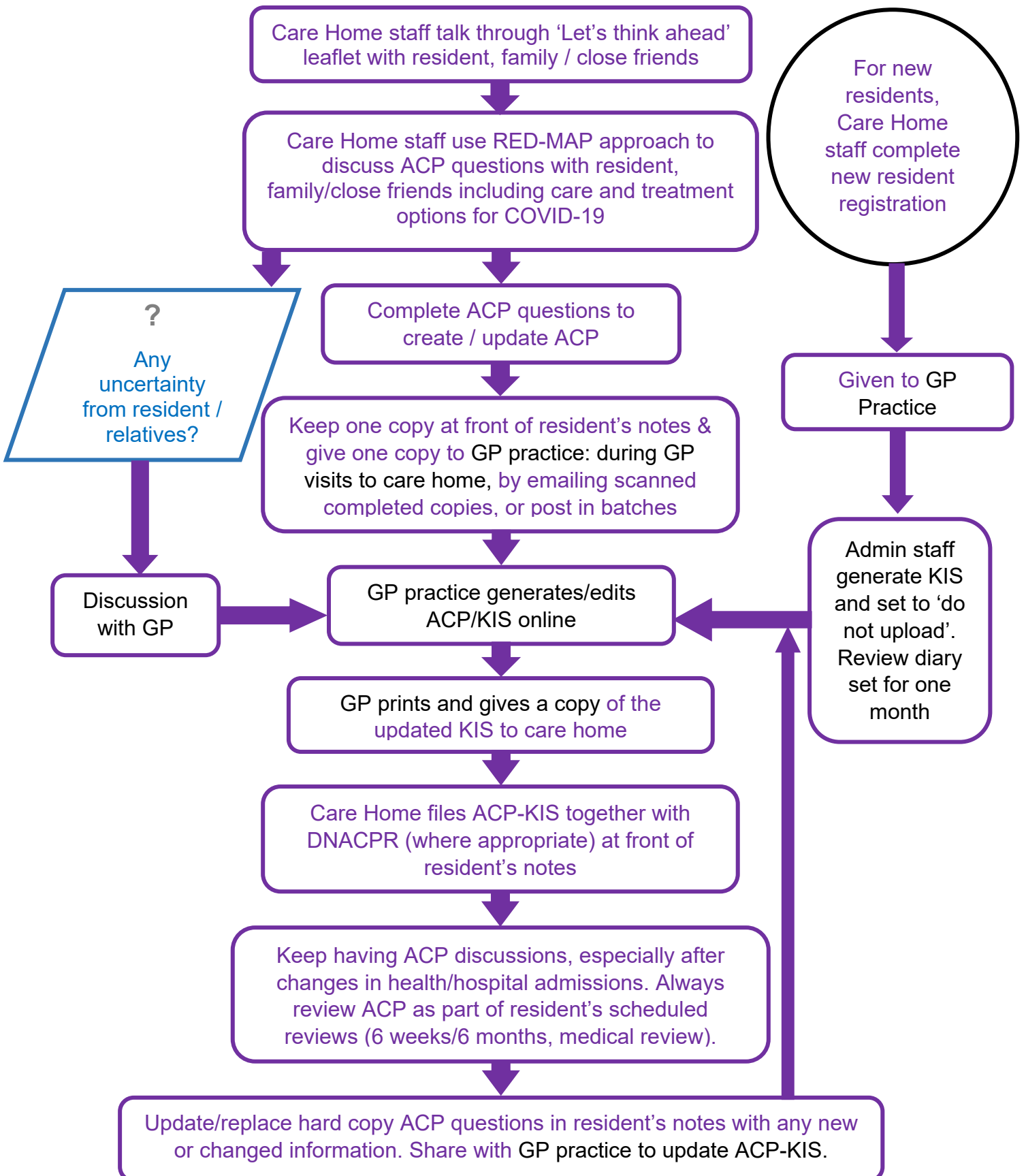
You can read about what care homes have learnt from using the *7 Steps to ACP for Care Homes* approach in:

- [ACP Improvement Programme Learning Report](#) and
- [Case study – Improving ACP with care homes and GP practices in Edinburgh](#)

Appendices: 7 Steps to ACP in Care Homes Covid-19 Resources

Appendix 1	Document 1: ACP Care Home Pathway: Creating / Updating a Care Home Covid-19 relevant Anticipatory Care Plan
Appendix 2	Let's Think Ahead - Resident, Families & Friends Information Leaflet
Appendix 3	Document 2: Care Home Registration Form
Appendix 4	Document 3: Anticipatory Care Planning in Care Homes – Talking with Residents & Making a plan - Anticipatory Care Planning Questions for Residents
Appendix 5	Document 4: Anticipatory Care Planning in Care Homes – Talking with Relatives/ Friends & Making a Plan - Anticipatory Care Planning Questions for Relatives/Friends
Appendix 6	Document 5: Care Home Acute Clinical Incident Flow Chart
Appendix 7	Care Homes Checklist

Creating / updating a Care Home Covid-19 relevant Anticipatory Care Plan



Care home staff providing your care might ask you:

- Who are the key people we can contact if you become very unwell (for example family or close friends, someone you have given Power of Attorney to)?
- If you become very unwell, how and where would you like to be cared for?
- Are there other things we can do to help you?
- Is there anything else about your health and care that is important for us to know?

Adapted from Building on the Best Scotland leaflet, 2020

Logos used with permission from Healthcare Improvement Scotland July 2020

For further information please go to
<http://www.whatmatterstoyou.scot/>

The leaflet may be made available in a larger print, Braille or your community language. Please email
anticipatorycareplanning@nhslothian.scot.nhs.uk

Let's think ahead

Anticipatory Care Planning

Information about treatment and care planning for people in Care Homes



Introduction

Anticipatory Care Planning (ACP) means thinking and planning ahead and understanding what is happening with your health and care.

No one knows when their health and care needs may change. It is important for care home staff and the GP practice providing your care and treatment to talk with you about:

- How you are
- What might happen if your condition changes and you are less well.

Together you can talk about **what matters to you**, to make sure you are involved as much as possible in planning your treatment and care. What you discuss will go into your care plan and can be shared with your family or a close friend.

If you already have a care plan, please share it with the care home staff.

When you are creating a care plan, you or your relative/close friend might want to ask the care home staff looking after you:

Can we talk about what is important to me?

Can we talk about what might happen in the future?

Can we talk about things I would like and the things I do not want to happen to me?

Can we talk about the treatment and care options I have and any decisions I need to make with you?

Appendix 3: Document 2

Care Home Registration Form

To be completed and returned to surgery with registration paperwork

- Patient /carers wishes (7 steps to ACP document 3 or 4)
- Discharge letter /social work forms including medication list
- Adults with incapacity – if completed

Name		DOB	
Name of Next of Kin/carer/worker and relationship to resident		NOK address telephone number Mobile	
Date of admission		Admitted from home/ hospital	
Welfare guardian / Power of Attorney	Yes /No Name of guardian:	Adults with incapacity certificate	Yes/No Requires assessment
Compulsory treatment order	Yes/No	DNACPR in place	Yes/No Requires assessment
Patient carer/wishes	Anticipatory care questions discussed with patient/relatives Yes/No Date.....		
Mobility	Independent Walking aids Needs assistance Bed and chair bound Bedbound		
Continence	Continent Urinary incontinence-wears pads/ catheter in situ Faecal incontinence		
Cognition	No impairment Some confusion 1-2 words only No meaningful interaction		
Communication	Speaks clearly Speech difficult to understand Unable to communicate verbally		
Measurements	Weight	Height	BMI
Smoking status	Non-smoker / Ex- Smoker/ Current smoker: _____ Cigarettes per day.	Blood Pressure	
Consent for sharing information with Out of Hours Doctors		Yes/No	

Anticipatory Care Planning in Care Homes – talking with residents

Anticipatory care planning is about thinking and planning ahead so that we can give each person the best possible care. If a person's health changes, it is better if we have a good plan for them.

READY	Can we talk about why planning ahead helps people get better care?
<p>Making a plan helps people who live in a care home, like you, think about their care and what is important to them. You may have talked with your family or a close friend about this before.</p> <p>It is a good idea to talk about what might happen if you get unwell. This could be from a health problem or illness you have already. It might be a new illness. Some residents may get unwell with coronavirus or another infection. We can make plans and talk with your family if you wish.</p>	
EXPECT	It would help to hear what you know your health, and think might happen.
<p>People have different things they want to talk about. Please ask us about anything you want to know or are worried about. We can make a plan with you now, if you are ready.</p>	
DIAGNOSIS	There are things we know about your health, and things we're not sure about.
<p>People who live in care homes are often in poorer health and need help with day to day living. We are doing our best to help you to stay well, but it is possible you may get unwell at some point. Some treatments may not work for you, or you might not want them.</p> <p>That's why it is important for us to talk about making a future care plan with you.</p>	
MATTERS	We'd like to know what's important to you, and how best to care for you.
<p>We can put what you tell us in your care plan so we know how you would like to be cared for.</p>	
ACTION	Let's talk about what we can do to care for you, and things that will not help.
<p>Let's start with your health problems and make plans for what might happen. There are also some situations it is good to plan ahead for like a sudden illness or an infection.</p> <p>Many people feel that staying in their familiar care home to be looked after is the best place when they are very ill and may be dying. Being comfortable is what matters to them. We have medicines in the care home to help us manage any symptoms or discomfort, if we need them. Hospital treatment may be better in a few conditions, like a hip fracture. Going to hospital has benefits and risks. Can we talk about where would be the best place of care for you?</p> <p>Antibiotic tablets or syrup, other medicines, and oxygen can be given in the home, if needed.</p> <p>Cardiopulmonary resuscitation (CPR) is a medical treatment that does not work when a person is in poor health or dying.</p> <p><i>Either</i> "You already have a decision recorded about CPR not working/being used for you, but any other treatments that can help will be given."</p> <p><i>Or</i> "There is no CPR decision recorded so the GP Practice Team will review this and discuss it with you."</p>	
PLAN	Let's make a future care plan for you.
<p>We have your care plan in the home in case we need it. Your plan also goes into your GP record and a secure record used by professionals if people need urgent care called a Key Information Summary (KIS). Your plan can be changed at any time.</p> <p>There are some situations we can think about and discuss together. If you have any questions please ask me. You can talk to the care home staff and the staff from the GP practice too.</p>	

Making a plan - Anticipatory Care Planning questions for residents

Please tell us what matters most to you concerning your health. Is there anything important for us to know about your health and care, and how you would like to be cared for in the future?

We don't know exactly what will happen, but which option is closest to how you think you would like to be cared for? We use this information to help create a Care Plan for you.

1. If you had a sudden illness (such as a stroke or a heart condition), how do you think **you would like to be cared for?**

a)	Keep me comfortable, clinically assess me, treat any pain or other symptoms, and continue to care for me in the care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send me to hospital, before phoning for an urgent (999) ambulance.	
c)	Send me to hospital for tests and other treatments, if this is going to be of benefit to me.	

2. If you had a serious infection that was not improving with treatments we can give like antibiotic tablets or syrup, how do you think **you would like to be cared for?**

a)	Keep me comfortable, clinically assess me, treat any pain or other symptoms, and continue to care for me in the care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send me to hospital.	
c)	Send me to hospital for tests and other treatments, if this is going to be of benefit to me.	

Intensive care treatment does not help people who are already very frail and in poor health from underlying health problems. It is better to care for them in other ways.

3. If you were not eating or drinking because you were now very unwell, how do you think **you would like to be cared for?**

a)	Keep me comfortable, clinically assess me, treat any pain or other symptoms, and continue to care for me in the care home.	
b)	Contact a family member/close friend, if possible, to talk about whether or not to send me to hospital.	
c)	Send me to hospital for tests and other treatments, if this is going to be of benefit to me.	

If we think you have a serious fracture (such as a hip fracture) we would usually send you to hospital for treatment, as that would be the best way to care for you.

We can share this information with the people who are close to you by sending them a copy.

If you DO NOT want this information shared with the emergency services, please tick here

Resident's name..... Date.....

Anticipatory Care Planning in Care Homes – talking with relatives/ friends

Anticipatory care planning is about thinking and planning ahead so that we can give each person the best possible care. If a person's health changes, it is better if we have a good plan for them.

READY	Can we talk about why planning ahead helps people get better care?
<p>Making a plan helps us think about care for people who live in a care home and what is important to them. You may have talked with your relative or friend about this before.</p> <p>It is a good idea to talk about what might happen if they get unwell. This could be from a health problem or illness they have already. It might be a new illness. Some residents may get unwell with coronavirus or another infection. We can make plans just in case.</p>	
EXPECT	It would help to hear what you know already, and think might happen.
<p>People have different things they want to talk about. Please ask us about anything you want to know or are worried about. We can make a plan with you now, if you are ready.</p>	
DIAGNOSIS	There are things we know, and things we are not sure about.
<p>People who live in care homes are often in poorer health and need help with day to day living. We are doing our best to help your relative/friend to stay well, but it is possible they may get unwell at some point. Some treatments may not work for them, or they might not want them. That's why it is important for us to talk about making a future care plan for them.</p>	
MATTERS	Knowing what's important to your relative/friend, helps us care for them.
<p>We put this information into their care plan so we know about how they'd like to be cared for.</p>	
ACTION	Let's talk about what we can do to care for them, and things that will not help.
<p>Let's start with their health problems and make plans for what might happen. There are also some situations it is good to plan ahead for like a sudden illness or an infection.</p> <p>Many people feel that staying in their familiar care home to be looked after is the best place when they are very ill and may be dying. Being comfortable is what matters to them. We have medicines in the care home to help us manage any symptoms or discomfort, if we need them. Hospital treatment may be better in a few conditions, like a hip fracture. Going to hospital has risks and benefits. Can we talk about where would be the best place of care for them?</p> <p>Antibiotic tablets or syrup, other medicines, and oxygen can be given in the home, if needed.</p> <p>Cardiopulmonary resuscitation (CPR) is a medical treatment that does not work when a person is in poor health or dying.</p> <p>Either "Your relative already has a decision recorded about CPR not working/being used for them, but any other treatments that can help will be given."</p> <p>Or "There is no CPR decision recorded so the GP practice Team will review this and discuss it with you."</p>	
PLAN	Let's make a future care plan for your relative/friend.
<p>We have the plan in the home in case we need it. The plan also goes into their GP record and a secure record used by professionals if people need urgent care called a Key Information Summary (KIS). The plan can be changed at any time.</p> <p>There are some situations we can think about and discuss together. If you have any questions please ask me. You can talk to the care home staff and the staff from the GP practice too.</p>	

Making a plan - Anticipatory Care Planning questions for relatives/friends

Please tell us what matters most to your relative or close friend concerning their health.

Is there anything that you think they would like us to know about their health and care, and how they would like to be cared for in the future? What would they say about this if we could ask them?

We don't know exactly what will happen, but which option is closest to how you think your relative or friend would like to be cared for? We use this information to help create a Care Plan for them.

1. If your relative/ friend had a sudden illness (such as a stroke or a heart condition), how do you think **your relative/friend would like to be cared for?**

a)	Keep them comfortable, clinically assess them, treat any pain or other symptoms, and continue to care for them in their care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send them to hospital, before phoning for an urgent (999) ambulance.	
c)	Send them to hospital for tests and other treatments, if this is going to be of benefit to them.	

2. If your relative/ friend had a serious infection that was not improving with treatments we can give like antibiotic tablets or syrup, how do you think **they would like to be cared for?**

a)	Keep them comfortable, clinically assess them, treat any pain or other symptoms, and continue to care for them in their care home.	
b)	Contact a family member/ close friend, if possible, to talk about whether or not to send them to hospital.	
c)	Send them to hospital for tests and other treatments, if this is going to be of benefit to them.	

Intensive care treatment does not help people who are already very frail and in poor health from underlying health problems. It is better to care for them in other ways.

3. If your relative/ friend were not eating or drinking because they were now very unwell, how do you think **your relative/ friend would like to be cared for?**

a)	Keep them comfortable, clinically assess them, treat any pain or other symptoms, and continue to care for them in their care home.	
b)	Contact a family member/close friend, if possible, to talk about whether or not to send them to hospital.	
c)	Send them to hospital for tests and other treatments, if this is going to be of benefit to them.	

If we think that a resident has a serious fracture (such as a hip fracture) we would usually send them to hospital for treatment, as that would be the best way to care for them.

If you DO NOT want this information shared with the emergency services, please tick here

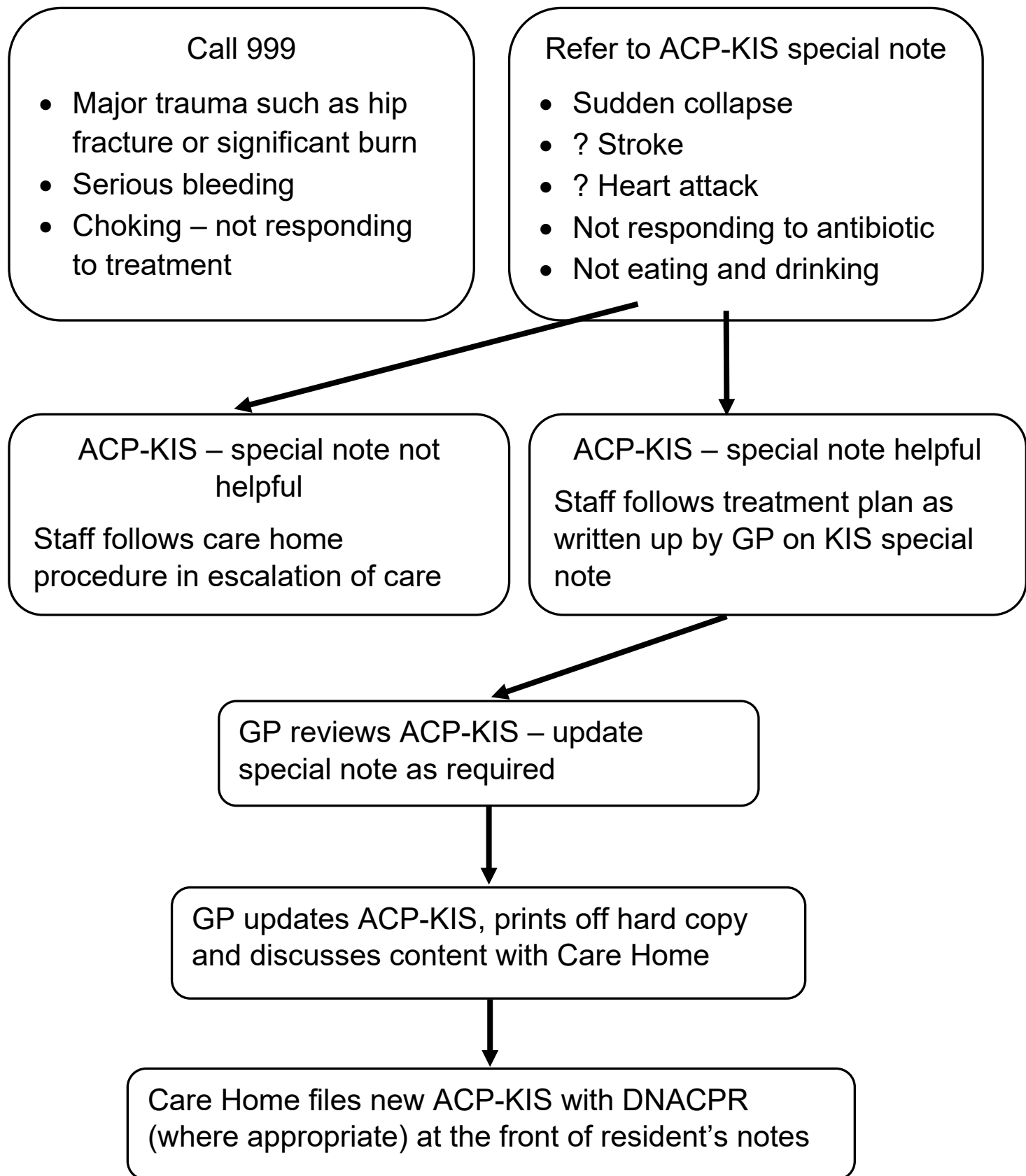
Resident's name..... Your name.....

Relationship.....Phone number..... Date.....

I have / do not have Power of Attorney for my relative/ friend.

I have / do not have Welfare Guardianship for my relative/ friend.

Care Home Acute Clinical Incident Flow Chart



Appendix 7:

Care Homes Checklist

(Check boxes please for actions 1 to 7)

Initial & Date

Step 1	<ul style="list-style-type: none">• Read Creating Covid-19 relevant ACPs in Care Homes Guidance	<input type="checkbox"/>
Step 2	<ul style="list-style-type: none">• Discuss and give 'Lets Think Ahead' leaflet to Resident / family / Carers / Close friend	<input type="checkbox"/>
Step 3	<ul style="list-style-type: none">• Complete the New Patient Registration Form for new residents (Document 2)	<input type="checkbox"/>
Step 4	<ul style="list-style-type: none">• Discuss and Complete Anticipatory Care Planning in Care Homes – talking with residents, families / friends & making a plan (Document 3 or 4)	<input type="checkbox"/>
Step 5	<ul style="list-style-type: none">• Make and file a copy of the completed ACP questions (Document 3 or 4), and the New Patient Registration Form (Document 2, for new residents), in your resident's care plan	<input type="checkbox"/>
Step 6	<ul style="list-style-type: none">• Give the original copy of the completed ACP questions (Document 3 or 4), and the New Patient Registration Form (Document 2, for new residents) to the GP practice	<input type="checkbox"/>
Step 7	<ul style="list-style-type: none">• File the Key Information Summary with the DNACPR (where appropriate) when returned from the GP at the front of your resident's care plan	<input type="checkbox"/>