REVIEW CHECKLIST

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- ◉ Has a CTR/CETR taken place?
  - ◉ If not, see **Survival Guide**
- ◉ Is the person safe?
- ◉ Are they getting good care now?
- ◉ Is the care person-centred?
- ◉ Are the person's health needs known and met?
- ◉ What are their care plans for the future?
- ◉ How are they involved in the community?
- ◉ Do they have choice and/or control?
- ◉ Are the person's rights upheld?
- ◉ Is a crisis plan in place/ up to date?
- ◉ How are families/carers involved?

For more information on CTRs please see
Bringing Us Together's CTR Survival Guide

PRODUCED BY

BRINGING US TOGETHER

Bringing Us Together
(a parent led organisation)

A place for parent carers to come together, to share stories, feel confident and find solutions

SUPPORTED BY

NHS England

BRINGING US TOGETHER
www.bringingustogether.org.uk

TOP TIPS FOR PROVIDERS

TOP TIPS FOR PROVIDERS

BRINGINGUSTOGETHER

Tips for Providers to build relationships with families when supporting their loved ones.

QUESTIONS TO ASK FAMILIES

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- What steps can we take to build trust?
- How can we involve you better?
- How can we plan together for the worst times, as well as the best?
- What can we provide, in support, to you as a parent?
- How do you wish to communicate with us?
- What does great support feel like to you?
- What is the biggest barrier for your child?
- What has worked well before?
- What hasn't worked well?
- What is your biggest worry about us, as a provider?
- What is your greatest fear for your child or young person?
- Are you aware of **Ask, Listen Do**?

KNOW THE ANSWERS TO.......

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- How do you involve families and listen to their wishes?
- Do you involve families in recruitment?
- What training do your staff receive?
- How do you motivate young people to get involved?
- How are you promoting independence?
- How do you decide what level of support is appropriate?
- How is person centred practice delivered within your setting?
- How do you ensure their rights are met?
- How do you reduce help when it's no longer needed?
- How do you ensure all elements are met within their package?

CRISIS PLANS

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NICE Quality standard [QS14] says that a crisis plan should contain:

- Possible early warning signs of a crisis and coping strategies;
- Support available to help prevent hospitalisation;
- Where the person would like to be admitted in the event of hospitalisation;
- The practical needs of the service user if they are admitted to hospital (for example, childcare or the care of other dependants, including pets);
- Details of advance statements and advance decisions;
- Whether, and the degree to which, families or carers are involved;
- Information about 24-hour access to services; and
- Named contacts.