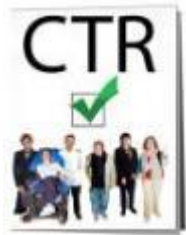


# Asking you!

## About the Care and Treatment Review Policy



### What is this about?

Care and Treatment Reviews are for children, young people and adults with learning disabilities and/or autism who are in learning disability and mental health hospitals, and for people at risk of going into one.

The Care and Treatment Policy came out in October 2015. It is part of NHS England's work on Transforming Care for people with learning disabilities and/or autism and their families.

We are asking people what they think about the Care and Treatment Review (CTR) policy. This is because we need to update the policy from time to time, so it carries on working well. We will publish an updated policy by November 2016.

**The closing date for feedback is Monday 19th September 2016.**

### Why are we doing this?

Feedback from CTRs shows they lead to good outcomes for people and their families when the policy is followed. They make sure that people only go into learning disability and mental health hospitals when there is no other choice. They check that people feel safe and help to improve care and planning, both in the community and in hospital. They check everything is in place for people to leave hospital as soon as they can. CTRs support people to have a real say over their care and plans for the future. This leads to real change in people's lives.

But a CTR which does not follow policy often leads to fewer improvements than one that does.



We want the CTR policy to be clear and make sure CTRs are always carried out well, so they lead to real and lasting change for every person who has one.

We are asking individuals, groups and organisations we work with to comment on this document. Please feel free to invite us to events/meetings before the closing date and we will make every effort to come along.



**You can email completed forms or comments before 19 September 2016 to this address:**

**[england.ctrpolicyrefresh@nhs.net](mailto:england.ctrpolicyrefresh@nhs.net)**

**Or send by post to:**



**Steve Mbara, NHS England, Room 4W23, Quarry House, Leeds LS2 7UE**



Thank you for your help

*Anne Webster*

CTR Policy Refresh steering group  
NHS England

1 August 2016

# Care and Treatment Review Policy Feedback Form



The questions ask about four areas of CTRs:

1. Care and Treatment Review overall policy
2. What should happen before the review day?
3. What should happen on the review day?
4. What should happen after a review?



It's OK if you can only answer some of the questions. There is also space at the end for you to add any other comments.



**It will help us to know who you are. You can tick more than one box if needed:**








- Person or adult with a learning disability
- Family carer
- CTR Expert by Experience
- CTR Clinical Expert
- More than one person filling it in  How many?
- Commissioner
- Social care worker  Job title:
- Social care provider
- Health worker  Job title:
- Health care provider
- Other  Job title:

# 1. Care and Treatment Review overall policy

	<p><b>Which part of the policy?</b></p>	<p><b>Please answer the questions in this column.</b> It's OK if you can't answer everything.</p>
  	<p><b>People who have autism and no learning disability</b></p> <p>The CTR policy is for people with learning disabilities and/or autism, as it is part of the Transforming Care Programme.</p> <p>We have written easy read information for people with learning disabilities and/or autism and their families.</p>	<p>1. Do you think people with autism and no learning disability need information written in a different way? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If yes, in what way different?</p> <p>Is it clear enough that a person with autism and no learning disability can benefit from a CTR? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Should there be more information about when a CTR can be offered to a person with autism and no learning disability? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>How should the information be written?</p>

		<p>Do we need different kinds of expert advisers for this kind of CTR?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If yes, who?</p>
	<p><b>One day for a CTR</b></p> <p>The policy says that CTRs should take most of a day. This is so there is enough time to get to know the person and find out how they feel about their care. And have time to speak separately to families and professionals</p>	<p>2. Is a day the right amount of time?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If no, please say why and what would be better.</p> <p>Is it clear enough that the CTR panel should speak to people separately as well as in groups?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
	<p><b>The CTR challenges what care is being given</b></p> <p>The CTR is independent of other reviews and meetings. This is so it can challenge what is happening</p>	<p>3. Is it right to hold a Care and Treatment Review on a different day from other care meetings eg. Care Programme Approach (CPA) meetings?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If yes, is there anything which would make it easier for people to take part?</p>

	<p>with the person's care. The CTR says what more needs to happen eg. in CPA and planning meetings and day-to-day care.</p>	<p>If no, when would you hold it and how would you make sure that it was independent and challenging?</p>
	<p><b>The policy says CTRs should be carried out every 6 months while a person is in hospital.</b></p>	<p>4. How often do you think they should happen?          Every 6 months <input type="checkbox"/> Once a year <input type="checkbox"/> Don't know <input type="checkbox"/> Other <input type="checkbox"/> If so, when?</p> <p>Should they be more or less often for different groups of people eg. children and adults, or people in secure hospitals?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If so, why?</p>
	<p><b>Following up on CTR actions</b></p> <p>A CTR leads to actions or things that need to be done to improve the person's care.</p>	<p>5. Should the policy say what follow up is needed to make sure that actions are carried out?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If you said yes, what and who could help to make sure that this happens?</p>

  	<p><b>The CTR panel needs to be sure about what it is told</b></p> <p>The CTR panel is the group of people who carry out the CTR:</p> <ul style="list-style-type: none"> <li>- The commissioner who pays for the person's care</li> <li>- An expert by experience (person with a learning disability, autism or family carer) and</li> <li>- A clinical expert (health or social care)</li> </ul>	<p>6. Should the CTR panel ask to see proof of what they are told eg. care plans, risk assessments, health action plan, medicine prescription chart, person-centred working?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>What other things does the team need proof of?</p> <p>Can you give an example of when this happened or didn't happen? Did it affect how the CTR was carried out? If yes, how?</p>
	<p><b>Making sure CTRs are carried out well – Governance and Quality Assurance</b></p>	<p>7. How can you measure and record the success of a CTR?</p>



The policy says that the commissioner who pays for the person's care is in charge of carrying out CTRs.

Other people help with some of the work eg. getting the person's consent to take part and if they would like family carers to take part.

Concerns can be raised if a CTR is not carried out well.

8. What helps to ensure a CTR is carried out well?

Who should be able to help make sure a CTR is carried out well?

What should happen if a CTR is not carried out well and who should do it?



### **At Risk of Admission Register**

The CCG keeps a list of people at risk of going into hospital to try and help people stay out of hospital.

9. Do people at risk and their families know about this register or list?

Yes  No  Don't know




Is the register used to help with housing needs and other plans?

Yes  No  Don't know

Some people find the name confusing and negative. What would be a better name? Community CTR register? Yes  No

CTR Crisis Care Register? Yes  No



	<p>It helps CCGs know who needs a CTR. This helps community services plan ahead so that more people get the support they need in a crisis without going into hospital.</p>	<p>Can you think of a better name, or anything else that will support people to use it?</p> <p>Would it be useful to have an easy read consent form for the register?  Yes <input type="checkbox"/> No <input type="checkbox"/> Got one already <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>How can the CTR policy help local areas more with the register?</p> <p>Can you give an example of the register working well in your area?</p>
  <p>Community</p>	<p><b>Providers</b></p> <p>This includes community and hospital service providers</p>	<p>10. Should the CTR policy say more about the role of providers?</p> <p>If so, what should it include and what else would be helpful?</p>



**The findings from CTRs should join up with other reviews and care planning**

For example, day-to-day care and discharge planning, CPA meetings and Mental Health Tribunals, Looked After Children reviews

11. How can CTRs join up better with other reviews or planning?

Can you give an example of when joined up planning has worked well?



**Making the policy work for children and young people**

12. Should the policy cover other things for children and young people?

Yes  No  Don't know


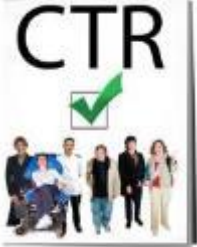
If yes, what?

If yes, should this be in all the document or would it be better to have a separate section about CTRs for children and young people?




Throughout the document



Separate section




Don't mind

		<p>Do you have any other ideas about how we can make the CTR policy work well for children and young people?</p>
 <p><b>Community CTR</b></p> 	<p><b>Blue light protocol or community CTR?</b></p> <p>'Blue light protocol' is when a crisis happens and there is no time to hold a Community CTR.</p> <p>A community CTR is a planned CTR which happens when a person's needs are increasing and they are at risk of going into hospital.</p>	<p>13. Do people understand the difference between these different reviews?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Have you experienced blue light protocol meetings and/or community CTRs?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>CTR feedback shows that community CTRs are better at stopping people from going into hospital than blue light meetings.</p> <p>What will help more people have a community CTR in good time, rather than a blue light meeting in a crisis?</p>


## 2. Before the Review Day




	Which part of the policy?	Please answer the questions in this column. It's OK if you can't answer everything.
	<b>CTR Consent</b>	<p>14. Consent is when people say if they are happy to have a CTR <b>and</b> if they want family carers to be invited.</p> <p>Would it be useful to have an easy read consent form?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Got one already <input type="checkbox"/> Don't know <input type="checkbox"/></p>
	<b>Getting ready for the CTR</b>	<p>15. Do/did you get everything you need to take part? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Do/did you get everything you needed <b>in plenty of time</b>? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Do you have any ideas for making the planning better or easier?</p>
	<b>CTR web pages</b> <a href="http://www.england.nhs.uk/ctr">www.england.nhs.uk/ctr</a> <b>The CTR documents are on the NHS England</b>	<p>16. Is it easy to find all the CTR documents you need? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>

	<p><b>website</b>  <b>There is a page with all the documents commissioners need.</b></p> <p><b>And a page with easy read documents.</b></p>	<p>Are the documents you need easy to use or understand?  Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>What would make them easier to understand or use?</p> <p>Would it help if documents were grouped together into booklets or do you prefer separate documents?  Yes, booklets <input type="checkbox"/> No, documents <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Do local Transforming Care Partnerships need any CTR documents too?  Eg. a standard template for recording CTR information?  Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Anything else?</p>
	<p><b>Getting the right experts for a panel</b></p>	<p>17. Are there any problems finding the right experts for a CTR?  If so, what?</p> <p>What would help?</p>



		<p>Is it better to choose different panel experts depending on the person's needs or to have the same experts who can build on their experience?</p> <p>Different experts depending on need? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>The same experts? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
	<p><b>The right experts</b></p>	<p>18. What happens locally to make sure the right clinical experts and experts by experience are found?</p> <p>Any other suggestions?</p>
	<p><b>Repeat CTRs</b></p> <p>The policy says people should have a CTR every 6 months while in hospital. People can request one at other times too.</p>	<p>19. If someone needs another CTR, should the same experts carry out further reviews for that person, or should it be new experts?</p> <p>Different experts? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>The same experts? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Why?</p>



### 3. On the Review Day

	Which part of the policy?	Please answer the questions in this column. It's OK if you can't answer everything.
	<p><b>The Panel Chair</b> The policy says that the commissioner should chair the CTR.</p>	<p>20. Should the commissioner always chair the CTR? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Why?</p> <p>Should the commissioner always attend a CTR, if not as the chair? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> If no, when should the chair be someone else and who should it be?</p> <p>Would it help to produce a job description &amp; specification for the role of chair? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> If yes, what are the most important skills or experience for the job?</p>


	<p><b>Welcome meeting at the start</b></p>	<p>21. The welcome meeting brings people together at the start of the day, to hear about the person and their care, and agree how the day will run. Can you think of how to make it better?</p>
	<p><b>Meeting people</b></p> <p>It is important to meet people separately too, so that people feel happy to say what they think. You can't always do this in a big meeting.</p>	<p>22. Should the policy give the panel more advice about meetings?  Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If yes, what should that advice be?</p>
	<p><b>Template for the review</b></p> <p>The template is the document where the CTR findings are recorded. The chair of the panel fills it in. The report is based on this.</p>	<p>23. What would be the easiest and most useful format for the templates?</p> <p><i>If you have made improvements to your template, please send us a copy.</i></p> <p>Is the RAG rating method OK (Red Amber Green)?  Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Is there any other way the template can help in the CTR process?</p>



		<p>For example, should the template make it easier to flag up areas of concern about the person's care or the provider? How?</p> <p>Would you add or remove anything from the template?</p>
 <p><b>Mental Health Act</b></p>	<p><b>Use of Mental Health Act</b>          People in secure services can be subject to restriction orders under the Mental Health Act.</p>	<p>24. If someone is in secure care, should the policy offer more advice about leaving hospital?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>          If yes, what should it say?</p>
	<p><b>Advocates in CTRs</b></p>	<p>25. Should the policy include the role of advocates in the CTR process?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>          If yes, what should it say?</p>

		<p>Has advocacy been used in CTRs for children and young people?          Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>          If yes, how was this done and did it help?</p>
	<p><b>Being positive about risk</b>          How can the CTR policy support a positive approach to risk?</p>	<p>26. How can the policy support people to reach their goals and be as independent as possible when they leave hospital, and still be safe?</p>
	<p><b>Panel experts - information and sign-posting</b></p>	<p>27. Should the experts be given more tools and information to help people? For example, easy read leaving hospital planners, information on people's rights, where to go for peer support? Please add any ideas on this.</p>

## 4. After the review day

	Which part of the policy?	Please answer the questions in this column. It's OK if you can't answer everything.
	<p><b>Writing and sharing of report</b></p> <p>The policy says the report must be shared with everyone who took part in the review.</p> <p>The report says what needs to happen by when and by who.</p> <p>It needs to be followed up to make sure the actions are happening.</p>	<p>28. Should the policy give more advice about how to write the report? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>What should that be?</p> <p>How can you make sure that everyone who took part gets a copy?</p> <p>Does it need to be clearer who will do what by when, and whose job it is? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Can you give an example if this is happening already?</p> <p>Should experts be told about the outcomes of CTRs afterwards? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>How? Can you give an example if this happens already?</p>

	<p><b>Raising concerns</b> Any concerns from a CTR should be followed up appropriately eg:</p> <ul style="list-style-type: none"> <li>- Safeguarding</li> <li>- Quality of CTR</li> <li>- Quality of care</li> </ul> <p>Anyone can raise a concern</p>	<p>29. Should the policy be clearer about who can raise concerns and how? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Is it clear who is responsible for handling all concerns? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>Should this person make sure concerns are resolved and people are told about the outcomes? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If the concern is about the quality of the CTR, where should the complaint be made and what should happen next?</p>
--	--	--

## 5. Any other comments?

	
---	--