

## Appendix 1 CPA Standards and Timelines

Process	Ref	Standard	Timescale
<b>Referral</b>	CPA 01	Assess urgency of referral on day 1 of referral receipt: - if urgent follow additional standards CPA 04 and CPA 05 - if non-urgent continue to Standard CPA 06	<b>Day 1</b>
	CPA 02	Register/update client demographics on RiO within 1 working day of referral receipt	
	CPA 03	Enter referral on RiO within 1 working day of referral receipt	
<b>Referral (Urgent)</b>	CPA 04	Contact with client within 4 hours of referral receipt	
	CPA 05	Formulation of initial care plan on day 1 of referral receipt	
<b>Screening</b>	CPA 06	Single Point of Entry multi-disciplinary team meeting screens referral within 7 days of receipt	<b>Day 1 – 7</b>
	CPA 07	Allocation of named Health and Social Care Professional within first 7 days	
	CPA 08	Minimum of telephone contact to assess level of urgency and offer appointment choices within 7 days of receipt of referral	
	CPA 09	Formulation of initial care plan within 7 days of receipt of referral	
<b>Assessment</b>	CPA 10	Complete Needs Assessment within 28 days of referral receipt	<b>Day 7- 28</b>
	CPA 11	Decision on CPA support to be made on completion of Needs Assessment	
	CPA 12	Complete Permission to Share Information within 28 days of referral receipt	
	CPA 13	Allocation of Care Co-ordinator within 28 days of referral receipt	
	CPA 14	Signed copy of Care Plan to be sent to Client	
	CPA 15	Review of initial care plan within 28 days of referral receipt	
<b>Care Planning and CPA Reviews</b>	CPA 16	Medical review within 2 months of referral receipt	<b>Month 1-3</b>
	CPA 17	CPA Review within 3 months of referral receipt	
	CPA 18	Care Co-ordinator, Consultant and / or Responsible Clinician (or suitable deputising arrangements for them) to attend all CPA Review Meetings	
	CPA 19	HoNOS (Health of the Nation Outcome Scale) to be completed for each CPA Review and entered in RiO within one week	
<b>Monitoring and Review Cycle</b>	CPA 20	Minimum of 6 monthly CPA Review cycle	<b>Ongoing</b>
	CPA 21	Current CPA Care plan and Risk Assessment to be up to date (within 6 months) and reviewed at each CPA meeting	
	CPA 22	All Care plans and Risk Assessments to be attached in RiO	
	CPA 23	CPA Compliance will be monitored through annual audit of the approved documentation using the Trust CPA Audit Tool	