

Care-team communication agreement

Prepare this with the participant using their preferred communication and decision support. This records how you will work together; it does not grant authority or permission to share information. Add space as needed.

Prepared with / date / person this is for:

What matters to the person now / preferred ways to communicate and take part:

Current information: location / source and version / who has agreed to maintain each part:

Sharing: information / recipients / purpose / consent or other lawful basis / checked by whom and when:

Routine updates: method / contributors / agreed review timing / who follows up gaps:

Important changes: who needs to know / how they will be contacted / how understanding is checked:

Urgent or disrupted support: agreed contact and backup route / where current arrangements are kept:

If someone is unavailable or cannot access information: agreed alternative / who will help:

Review: what will prompt a check / who accepts this task / how to request a correction or change sharing:

Keep completed copies private. Confirm responsibilities with the people involved. Use current provider and professional instructions, required records and agreed emergency arrangements alongside this tool.

Care-team update

Use when an update will help, at the interval agreed with the participant. Include enough context to act safely; link current instructions rather than rewriting them. This is not a monitored urgent-response channel.

Person / date or period / prepared by and with:

What matters to the person now / their feedback or requested change:

What changed: observation, proposal or confirmed decision? Source / date / effective from:

Current document or instruction: title / author or provider / version or date / location:

Agreed next action / person who accepted it / expected result / agreed timing:

Unanswered question or missing information / who will check / next contact or review:

Who needs this update / sharing checked / how sent / acknowledgement or clarification still needed:

Next review or correction needed / who has agreed to follow through:

If support is affected before the next review, use the agreed direct contact or escalation route. A saved or delivered update does not show that everyone understands it or can act on it.