



The Use an LPA and View an LPA services

What is Use a lasting power of attorney (LPA)?

The Use an LPA service lets attorneys and donors grant organisations access to the online summary of an LPA.

They create an access code, given to individual organisations such as surgeries, care homes and banks.

The attorney or donor can monitor how that access code is used.

What is View a lasting power of attorney (LPA)?

Organisations use the online View an LPA service to access details of the LPA.

The attorney or donor gives an access code to a staff member. They go to the website and enter the code.

They can then see the information they need in the donor's LPA.

What does it tell you?

The summary includes:

- if the LPA is valid and registered
- the donor's and attorneys' details
- how decisions are made by the attorneys
- any instructions and preferences
- whether attorneys can give or refuse consent to life sustaining treatment

What are the benefits?

- no need for the paper document to be brought to appointments
- all details are up-to-date, to ensure attorneys are included in best interests decision making
- a PDF summary can be downloaded
- multiple attorneys can use the LPA at the same time
- no risk of the LPA being lost

What do our customers say?

- some organisations are unaware of the View an LPA service
- most find sharing the LPA digitally easier than sharing the paper document
- LPAs are most commonly used with GPs, hospitals and care settings

What are we asking of you?

- familiarise yourselves with the View an LPA service, and ask others to do the same
- allow the attorney or donor to share the LPA digitally
- encourage awareness of View an LPA among colleagues

Find out more: www.gov.uk/view-lasting-power-of-attorney

To note:

Donor: someone who chooses another person to make decisions for them if they are unable to

Attorney: the person chosen to make those decisions, or help the donor make them if they can