

Triangle of Care

Annual Report 2023



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Welcome to Cumbria, Northumberland, Tyne and Wear Foundation Trust's (CNTW) Triangle of Care (ToC) Annual Report 2023. This report will provide details in respect of the Trust's progress against the Triangle of Care standards, across the Trust and within each of the four locality areas; North Cumbria, North (Northumberland and North Tyneside), Central (Newcastle and Gateshead), and South (South Tyneside and Sunderland), demonstrating the continued commitment to meaningfully involve service users, carers and staff. The Triangle of Care Annual Report 2022 is available for comparative information and can be accessed [here](#).

This report also delivers an overview of recent initiatives undertaken to demonstrate service users, carers and staff coming together to ensure we offer person centred services as an integral part of our culture and everyday thinking. Extensive carer initiatives have again been a priority for the Trust over the past year, culminating in the newly launched coproduced Carer Promise, which is specifically aligned to the principles of the Triangle of Care.

The Triangle of Care outlines six key principles:

1. Carers and their essential role are identified at first contact, or as soon as possible afterward.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols for confidentiality and sharing information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the acute care pathway.
6. A range of carer support is available.

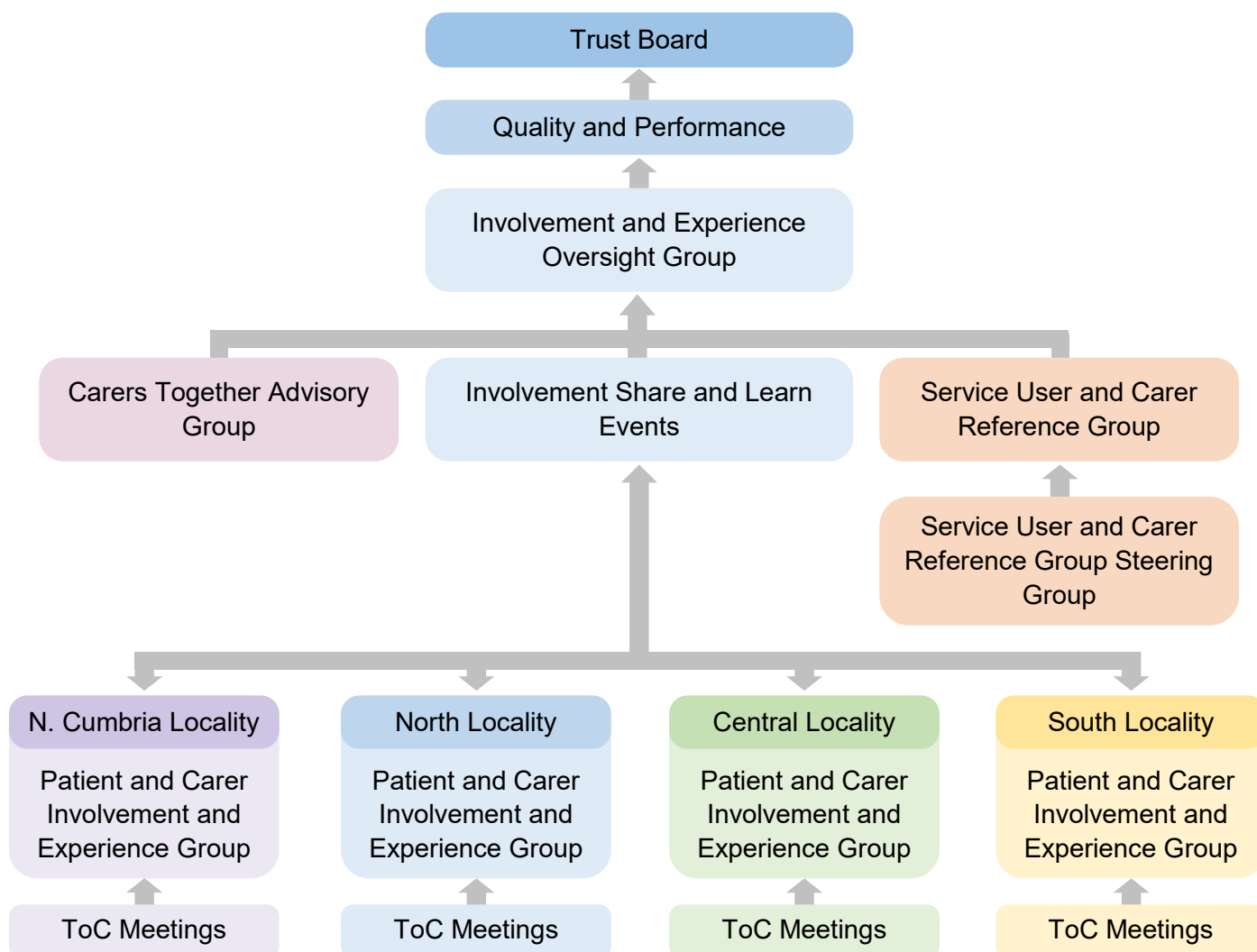
The six key principles are designed to ensure families, friends and carers are better involved and informed in the provision of care and supported in their caring role. The Trust is working to ensure that these six elements are embedded in everyday practice, creating an inclusive culture where carers, service users and staff work together to ensure excellent health care is provided across all service areas.

Each service area in each Locality has a responsibility to review the self-assessment tool and provide details on the status of ToC action plans to demonstrate how the ToC standards, which sit under the six principles, continue to be implemented, progressed and developed. CNTW has maintained the Triangle of Care 2-star accreditation award, which recognises the Trust's commitment to ensuring all staff adopt good practice when working with carers and families.

Due to the vast range of diverse services the Trust provides, service users and carers have been able to offer a wealth of knowledge which has been of great benefit to service redesign and transformation plans. We thank all of the people who have been involved in the initiatives that are detailed in the report and those who have undertaken a multitude of activities as Involvement Contributors on the Involvement Bank.

2.1 Governance Framework

The Involvement Governance Framework provides a two-way communication process which delivers assurance that the service user and carer voice is heard at every level of the Trust. Membership of each individual group in the framework, provides a cross section of representation to ensure that the service user, carer and public voice is included in decision making.



2.2 Trustwide Involvement and Experience Oversight Group

The Trustwide Involvement and Experience Oversight Group meets quarterly to monitor and support the implementation of the Triangle of Care requirements and provide assurance that there are effective systems and processes in place for the management of patient and carer involvement and experience across the Trust. Membership includes service users and carers.

2.3 Involvement Share and Learn Events

The four Localities host one of the quarterly Share and Learn Events each year. This event is open to anyone who wishes to attend and offers an opportunity for the services within that Locality to showcase progress and initiatives being undertaken in collaboration with service users and carers.

2.4 Carers Together Advisory Group

The Carers Together Advisory Group undertakes focussed evaluations as directed by the Trustwide Patient and Carer Involvement and Experience Oversight Group, to provide considered recommendations for improvements to service design, systems, processes and resource.

2.5 Service User and Carer Reference Group

The Service User and Carer Reference Group is a service user and carer led forum made up of individuals from statutory services, third sector community groups along with individual carers and service users. Working collaboratively towards continuous improvement of Mental Health, Learning Disability and Neurological Care Services by utilising the group's assets and expertise. The meetings take place bi-monthly and are themed to give each one a specific focus. Themes have included; the review of the 'Together: Service User and Carer Involvement Strategy', 'Secure Services', 'Making sure feedback counts', 'Are we an Autism friendly Trust?', 'Families and Community Transformation' and 'Crisis'.



2.6 Locality Involvement and Experience Groups

Each of the four localities have their own Involvement and Experience Groups to drive service user and carer involvement forward at a local level. Membership includes service users and carers, and monitors the progress of ToC action plans.

2.7 Triangle of Care Meeting

All four Locality Involvement and Experience Groups have standalone ToC meetings, to monitor and support the implementation of the 6 key principles as outlined in the ToC. These meetings focus on the ToC self-assessment audits across the locality and identify what support and actions are needed for improvement.

3.1 Together 3 years on Conference

CNTW introduced the 'Together: Service User and Carer Involvement Strategy' in July 2019 which aimed to ensure that, service user and carers are at the heart of everything the Trust does. There are 7 strategic ambitions in the Together Strategy, which were collectively agreed as key priority areas to ensure the meaningful involvement of service user, carers and staff for implementation in all service areas.

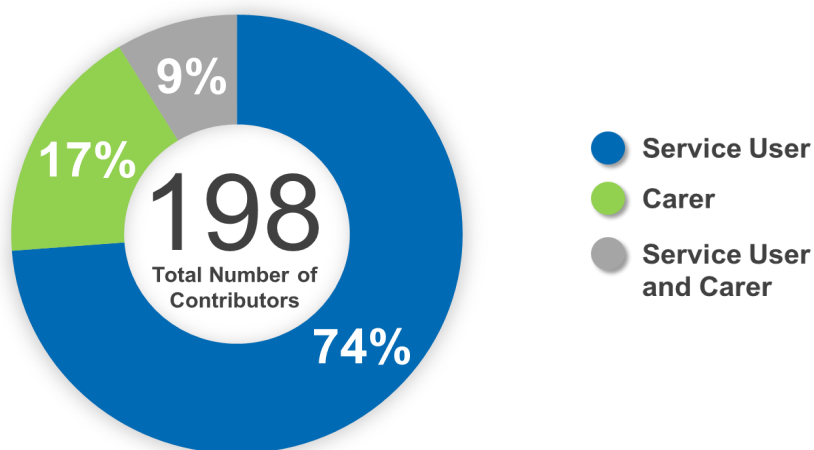
The Trust undertook a 3-year review of progress against the strategy, to consider where the organisation is now in comparison to 2019. In September 2022, the Service hosted the 'Together: Three years on, Involvement and Peer Support Conference', to share the outcomes from this review with carers, service users, third sector organisations and CNTW staff. The conference included guest speakers from multiple areas including the Carers Trust, Service User and Carer Reference Group and a Recovery College. The day was well attended with 300 people present and over 100 people joining online.

A written report of the review, 'Together: Three Years On' can be found here: [Together: Three Years On](#)

3.2 Involvement Bank

The Involvement Bank was introduced in 2020, it supports the participation of carers and service users in all aspects of service design and delivery. Carers and service users who join the Involvement Bank (known as Contributors) are supported to take part in involvement activities such as staff interviews, research, inspections and focus groups. 2021 saw the introduction of a discretionary payment which the Trust offers to carers and service users in acknowledgement of giving their time and contribution.

Membership of the Involvement Bank at the end of March 2023 reached 198 Contributors. 137 members are service users, 38 members are carers and 23 members are a service user and a carer. This is an increase from 2022 which reported 82 service users, 23 carers and 10 members identifying as a service user and carer,

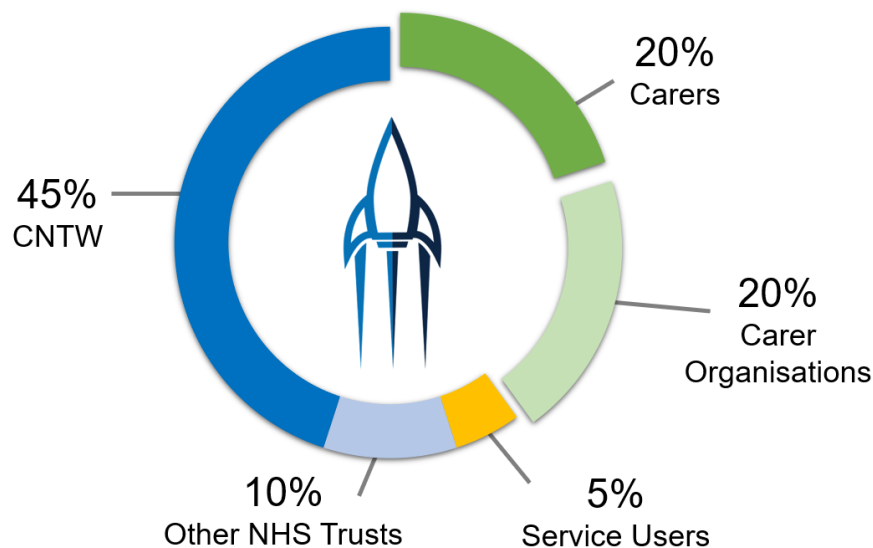


Involvement activities demonstrate real cultural change in how services and senior managers involve Contributors in making decisions. During financial year 2021-2022, 455 requests were received for service users and carers to be involved in activities across the Trust. In year 2022-2023 the Involvement Service received 741 requests.



3.3 Carers Conference

The Involvement Service hosted a Carer Conference in 2023, 'The Carer Promise: It's not rocket science', providing a platform to share learning, good practice and promote partnership working. The newly co-produced Carer Promise, outlining four key pledges, was launched at this event. The conference was at full capacity with 300 people present, including carers, service users, third sector organisations and Trust staff. There were over 30 market stalls at the conference from Trust services, carer Contributors, and voluntary organisations.



The agenda included personal stories from carers and good practice initiatives from staff in carer dedicated roles along with key speaker presentations from:

Sarah Rushbrooke, Executive Director of Nursing, Therapies & Quality Assurance.

Margaret Adams, Service User and Carer Reference Group Chair.

Alan Worthington, Carer Advisor to the Carers Trust and founder of the Triangle of Care.

Sharon Spurling, Triangle of Care Programme Lead, Carers Trust.

Attendees were asked by Sharon Spurling to leave feedback stating *'the one thing which would make a difference to you'*, and the most common themes included:

- Recognition as a carer
- Effective communication and listening
- Support
- Triangle of Care approach
- Person centred approach

***'Carers voices are the forefront of the Carer Promise.
Can see real action for change is being pushed'***

***'Very moving, excellent. Inspiring makes you want to do
better for carers'***

***'Honest and emotional, made me think and even more
determined to keep doing my job and influence change.'***

***'Personal stories were really impactful and helped me think
about our services and what we can do better for the carer
journey and their experience'***

3.4. Carer Promise

The Trust has been working with carers, staff who are carers, staff in carer roles and voluntary carer organisations to improve how we engage and support carers. The Triangle of Care Annual Report 2021 identified that the Trust would review the Carers' Charter (version 2019) as a future action. A carer led focus group was set up in January 2022 to undertake this task and together co-produced a new 'Carer Promise' for the Trust.



You will be recognised, valued and involved.



We will work together with you to ensure we are all aware of your needs as a carer.



We will listen to you, share information with you and be honest with you when there is information we cannot share.



We will talk with you about where you can get further help and information and what you can expect from us.

The Carers Conference was an opportunity for people to share their thoughts on how the Trust could achieve the pledges outlined in the Carers Promise, their key comments included:



- Carer dedicated roles
- Protected time with staff
- Covered in clinical supervisions



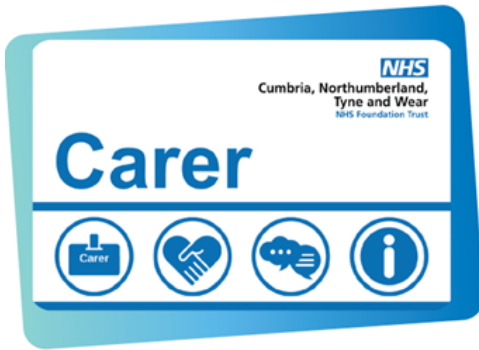
- Accessible and understandable
- Available in various different formats



- Care pathways need to have multiple opportunities for carers to be heard
- Reasonable adjustments for carers



- Carer hubs, forums and groups
- Safe and supportive networks for carers
- Welcome packs and information booklets



3.5. Carer Card

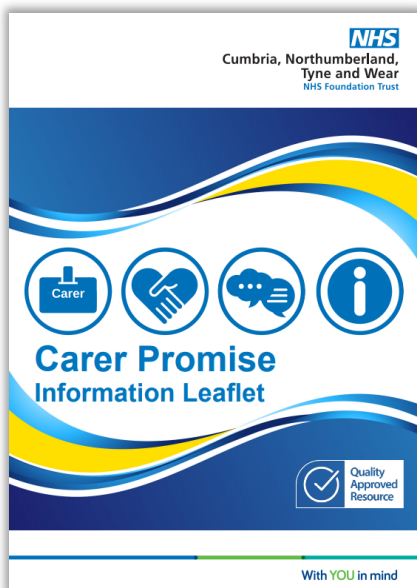
The first pledge within the Carer Promise is 'You will be recognised, valued and involved'. The Carer Card was an agreed initiative recommended by the Carers Together Advisory Group, not only does the card identify carers to everyone, the card also offers a carer 50% discount in Trust cafés, and free parking on Trust sites.

www.cntw.nhs.uk/carers

3.6 Carer Resource Review

A focus group under the Carers Together Advisory Group, was set up to look at the Trust's carer resources, to ensure the information remained relevant, useful, included new developments and that the language was in an accessible format. Membership included carers, alongside staff in specialist carer roles, the Involvement Service, Patient Information Service and Clinical Services.

Existing resources were summarised into one main leaflet for carers called the 'Carer Promise Leaflet' and a 'Carer Card Leaflet' was coproduced to introduce in the new carer card process. An additional 'Carer Contact Leaflet', was updated and retained to provide key contact information on local organisations and groups.

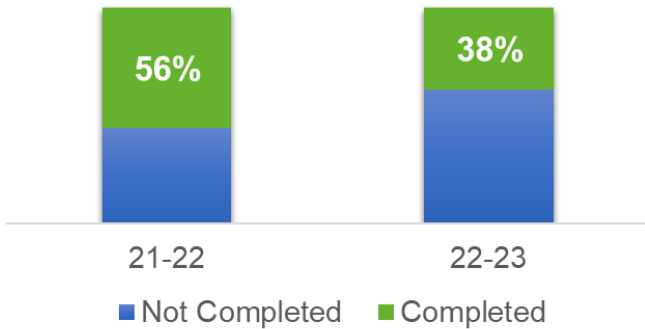


The leaflets, alongside other initiatives will support the carers and families of people accessing Trust services.

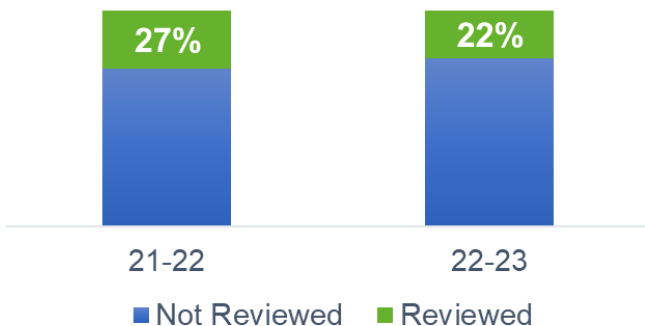
3.7 Getting to Know You (GtKY)

Getting to know you is a Trust wide process undertaken by staff to get to know the carer of the person being cared for, in order to gain a better understanding of the patient's background and family circumstances.

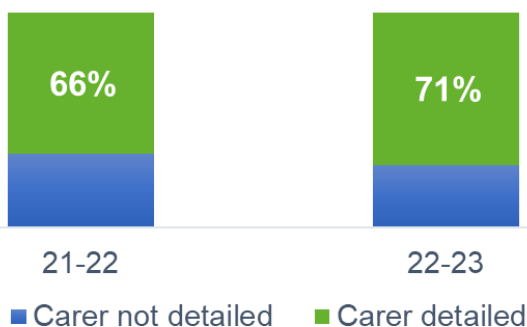
GtKY Forms Completed



GtKY Forms Reviewed



GtKY forms Detailing Main Carer



The infographics (left) offer a comparison between 2021-22 and 2022-23 of a patient record audit:

In the last financial year an audit of patient records found that only 25,096 had a Getting to Know you form completed (38%)

Of those 25,096 forms, 5,646 had been reviewed in the last 12 months (22%)

Of the 25,096 forms, 17,714 detailed a Main Carer (71%)

This year saw a decrease in the percentage of GtKY forms being completed by staff and a reported drop in the number of reviews being carried out. However there was a 5% increase in the main carers being identified and recorded within the forms.

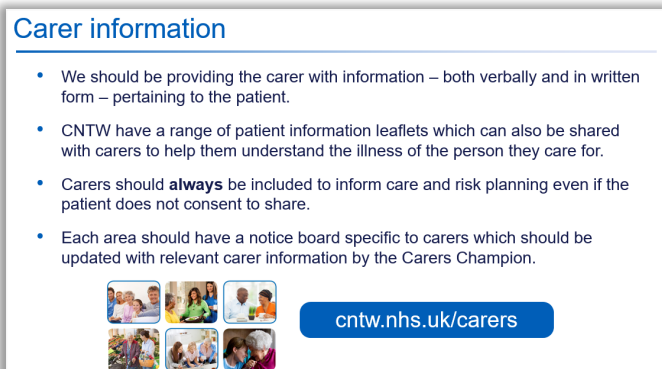
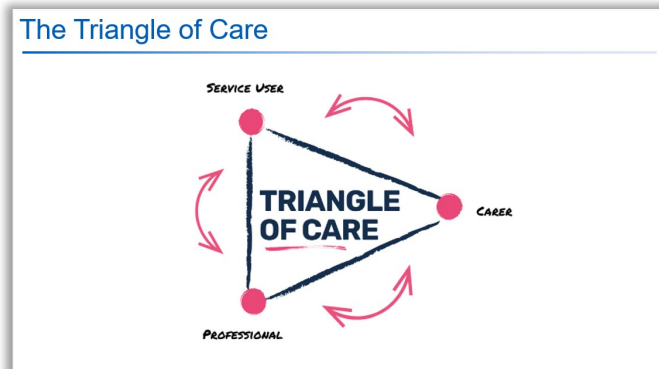
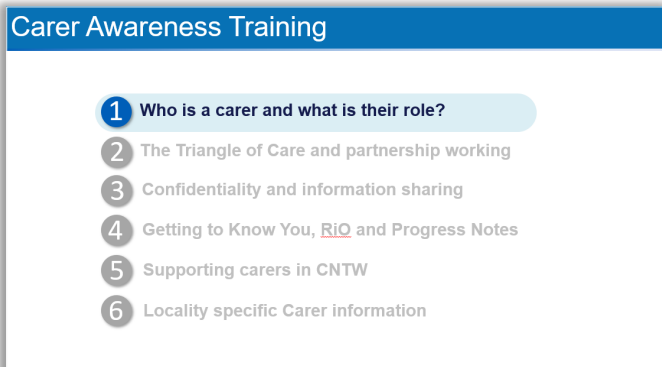
The GtKY process is being considered, to determine if this is the most effective method for ensuring carers are supported and involved throughout the patient's treatment within CNTW. The Carers Together Advisory Group will be supporting this work.

Getting to
know you

3.8 Carer Awareness Training

The Carer Awareness Training: Core Principles slide-set provides a consistent and considered training package for use by Localities to train staff. Training sessions are co-delivered with a carer, 'Train the Trainer' sessions are provided for carers who wish to become co-facilitators.

There is an expectation that staff attend the training every 3 years, however recent attendance reports provided by CNTW Academy indicate that this is not being currently being achieved, or possibly not being recorded accurately. All Localities have identified within their self-assessment audit a need to increase staff Carer Awareness Training. The package has been updated to reflect the introduction of the Carer Promise and Carer Card.



3.9 Carer Forums

The Trust facilitates many carer forums in support of the key principles of the Triangle of Care, bringing staff and carers together. These forums offer a range of support approaches within inpatient, community and specialist services, including collaborative working and the sharing of experience and information. Many groups also offer bespoke presentations and training sessions for members.

Whether someone has just started their carer journey or has been a carer for many years, forums throughout the Trust offer a safe space for them to express their views, and where they wish those views to be shared with services they are fed back for future service designs. Services are proactively working with carers to identify opportunities for the ongoing development of further carer forums.

3.10 With You In Mind - Trust Strategy

Our new Trust strategy, 'With you in mind', is based on what matters to people. The strategy introduces a new commitment to service users alongside our Carer Promise, and reconfirms our commitment to the Triangle of Care.

Building trusted relationships between service users, their carers/families and staff is a principle that runs throughout the strategy and we cannot meet our commitment to service users without prioritising these relationships.

Commitment to our service users:

- Understand me, my story, my strengths, needs and risks. Work with me and others, so I can keep healthy and safe;
- Protect my rights, choices and freedom;
- Respect me and earn my trust by being honest, helpful and explaining things clearly;
- Support me, my family and carers in an effective, joined-up way that considers all my needs, and
- Respond quickly if I am unwell or in crisis, arranging support from people with the right expertise. Make sure I don't have to keep repeating my story.

Commitment to our families and carers (also known as our 'Carer Promise'):

- Recognise, value and involve me;
- Work with me to ensure you're aware of my needs as a carer;
- Listen to me, share information with me, and be honest with me when there is information you can't share;
- Talk with me about where I can get further help and information, and about what I can expect from you.

More information about With you in mind, as well as a digital version of the strategy can be accessed by visiting:

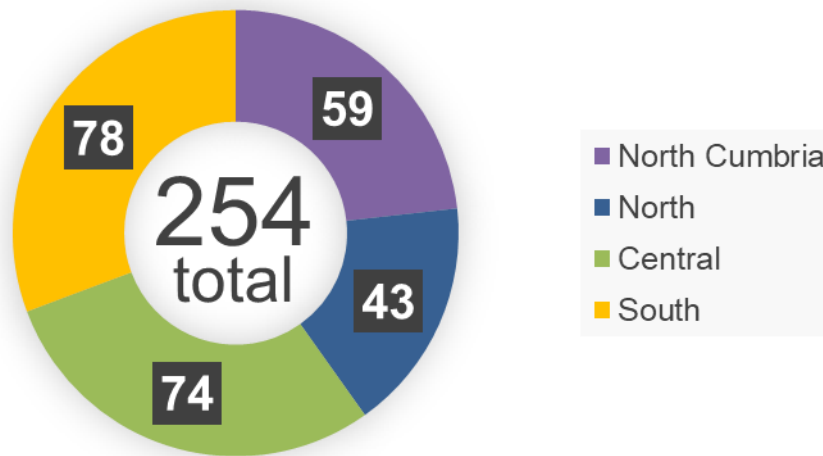
www.cntw.nhs.uk/about/publications

Significantly there has been an increase across the Trust in carer dedicated roles. Although, as a Trust we know that carers are everyone's responsibility, these roles focus on the support and wellbeing of carers, allowing clinical staff to attend to vital clinical duties.

4.1 Carer Champion

A Carer Champion is a member of staff who is willing to act as a key contact for carer information for the team where they work. A total of 254 Carer Champions were recorded as being in place across the Trust at the end of March 2023, this has decreased of 62 when compared to the 2022 report. There are several possible explanations for this fall in numbers, however the main reason has been considerable staff turnover following the Covid-19 pandemic.

Carer Champions across the Trust:



4.2 Carer Lead

The purpose of the Carer Lead role is to ensure that services are committed to gaining the carer's perspective and supporting services to embed carer involvement. The role assists the involvement of carers in their family or friend's care, and help them to feel supported and equipped in order to reduce stress. Carer Leads ensure that the voices of carers are heard and acted upon and that ToC standards are embedded throughout the service. Although this is a relatively new role, with North Cumbria having 6 Carer Leads in post and the North Locality having 1, there is a commitment from other Localities to have these posts moving forward.

4.3 Patient and Carer Involvement Facilitator

The role of the Involvement Facilitator is to engage with service users and carers, to ensure that all aspects of service design and delivery, across the Trust, have representation from both.

In May 2022, an Involvement Facilitator, dedicated to Specialist Children and Young People's Service, and Secure Care Clinical Business Units was introduced to support the development of involvement with carers and service users in these areas.

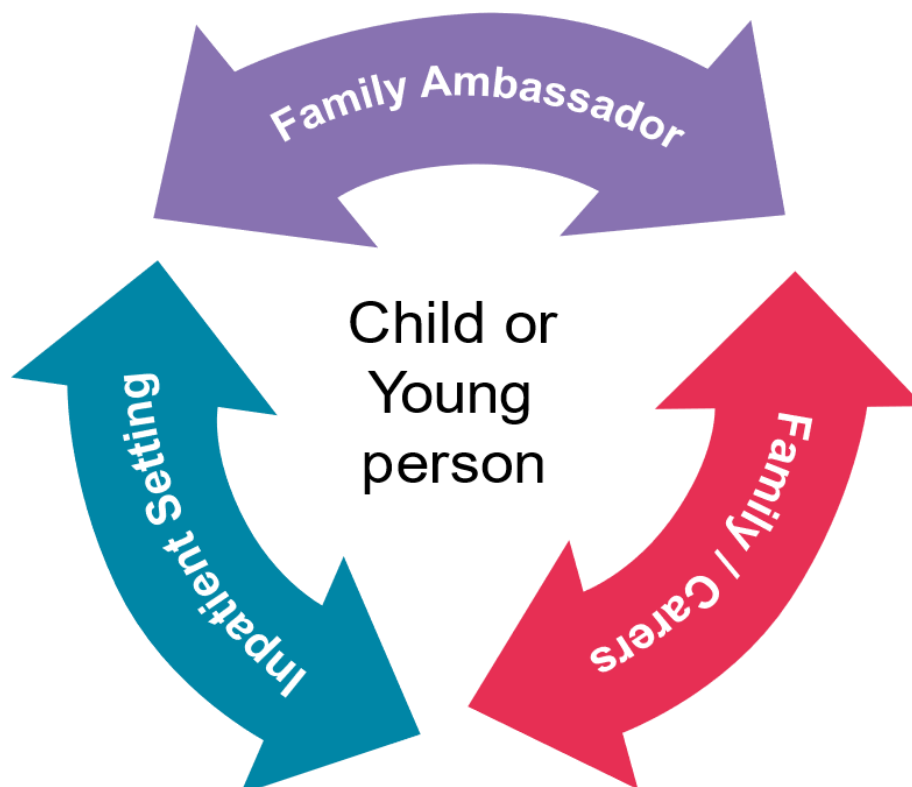
4.4 Carer Peer Supporter

Carer focussed Peer Supporter roles provide support to both service users and carers. They utilise and draw upon their own lived experiences in order to share insight and understanding, and have time to spend with carers, identify and signpost them to valuable assistance available from the Trust and other organisations. There are 17 Carer Peer Supporters working across the Trust.

4.5 Family Ambassador

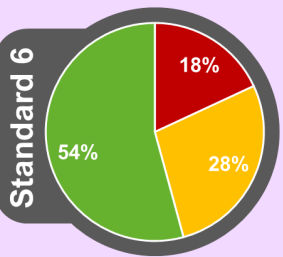
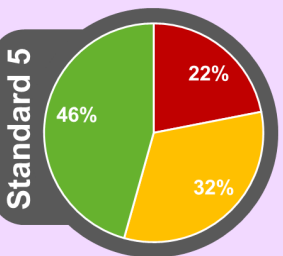
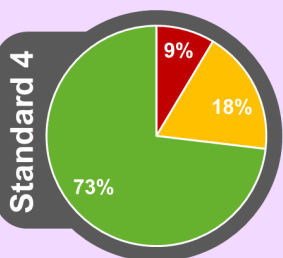
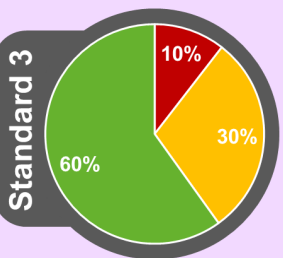
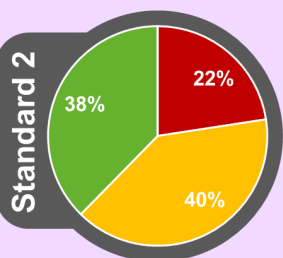
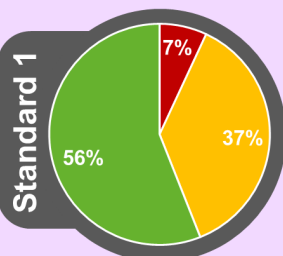
A Family Ambassador is an NHS England national pilot role. They offer the emotional and practical support that comes from a lived experience role, working directly with the families of children and young people in Trust care. The role has been fundamental in decreasing anxiety, providing comfort, and empowering families to speak openly with staff and other families. Family Ambassadors, working in partnership with Allied Healthcare Professionals and the Peer Support Service, facilitate a monthly carer event within the Children and Young People's (CYPS) Inpatient Services (Alnwood, Ferndene and Lotus wards).

Trust will be evaluating the impact of this role with a view to making it a permanent position in the future.



54%

of standards met



5.1 North Cumbria

In recognising that North Cumbria started from a lower baseline, data shows that the Locality has made the most progress, which is very encouraging. North Cumbria Locality has been the forerunner in terms of creating new dedicated carer roles within their services.

The introduction of the Carer Lead role has increased support for families within Community Services, including the development of several carer led groups such as the 'Art for Wellbeing' education sessions including suicide awareness, and the wellbeing group for carers in East Cumbria 'The Carleton Carer Group'.

The new Family Intervention Workers began supporting Cumbrian Inpatient Services, identifying gaps and applying actions to increase the support they offer for families. North Cumbria has also introduced two Family Ambassadors, working within Specialist Children and Young People's Service (CYPS).

North Cumbria have quarterly ToC meetings, led by the Carer Leads, gathering together all carer dedicated roles and Carer Champions to monitor and review action plans following the ToC self-assessment.

Feedback sourced from carers outline key priorities for the Locality's focus going forward, they include:

Consistency regarding information sharing, staff support for carers and support for their loved one.

Communication both verbal and written, ensure that it is equal across services. Additionally, communication between services has been seen as inconsistent.

Waiting Lists have increased and support for those on waiting lists is essential.

Carer Peer Supporters

9

Carer Champions

59

69%

of standards met

Standard 1

69%

29%

Standard 2

46%

10%

44%

Standard 3

70%

26%

Standard 4

79%

21%

Standard 5

66%

30%

Standard 6

77%

23%

5.2 North Locality

The North Locality hold bi-monthly ToC meetings with increased carer representation from the Involvement Bank. One standard is considered at each meeting in detail, and areas of good practice are shared. Supporting Carer Champions is a fixed agenda item within the ToC meeting.

A Carer Lead has been appointed in the North Locality and a further three positions have been advertised to work into Acute Inpatients, Working Age Adults and the Crisis Team.

Carer Awareness Training has been rolled out in partnership with Carers Trust organisations in both North Tyneside and Northumberland. Each session has been co-delivered with a carer from the Involvement Bank. The delivery of this training has been recognised as good practice by those involved, due to the co-facilitation and the active participation of carers, using an accessible, conversation style approach.

The North Locality is currently developing a pilot of gathering Points of You (POY) feedback from carers of older adults via text, this is in its initial stages to trial a new way of communicating with carers.

Carer Peer Supporters

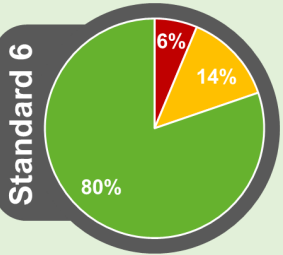
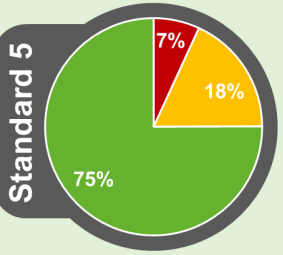
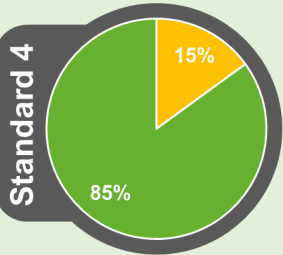
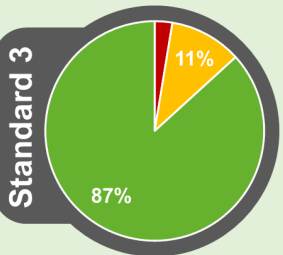
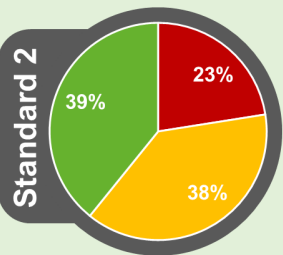
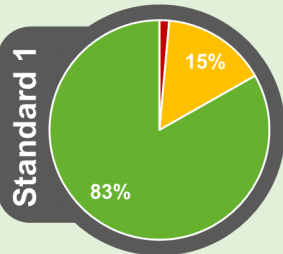
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Carer Champions

43

78%

of standards met



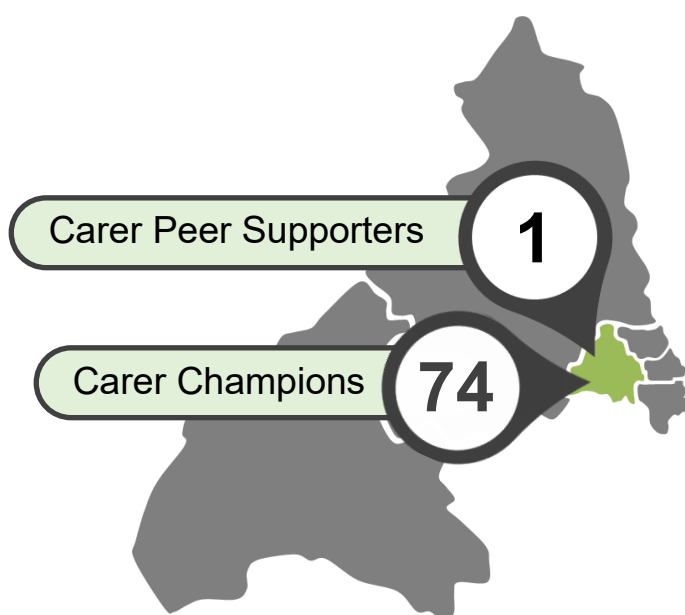
5.3. Central Locality

Central Locality has launched a new bi-monthly ToC meeting. This meeting will be a space to discuss each of the standards and consider what they mean and what good action plans will look like. Carers will be integral to the membership of this meeting alongside service users, Carer Champions and Team Managers.

Central Locality has identified Carer Awareness Training delivery across service areas as a key priority. A locality wide model to enable a 'train the trainer approach' has been established, building a group of competent staff who can then roll out the training within their clinical areas. Each session is co-delivered with a carer from the Involvement Bank or a Carer Peer Supporter. Each Clinical Business Unit (CBU) has a plan for the continued delivery of the training.

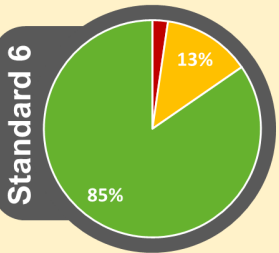
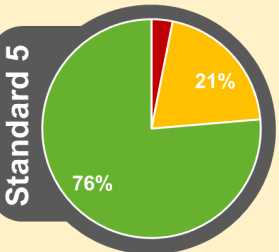
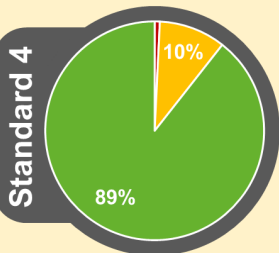
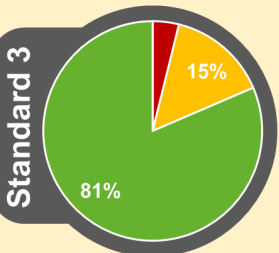
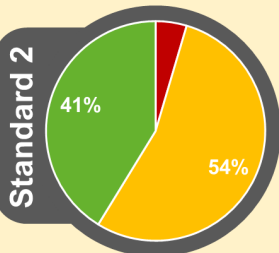
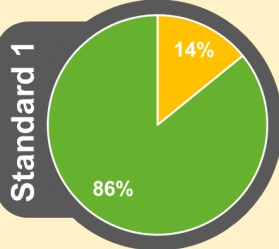
There has been an increase in the number of carers on the Involvement Bank this year; Contributors with caring experience is at 20% of the Locality membership, up from 11% in April 2022.

Wards have worked together with carers to develop guidance on what information is important to share with carers and families when the person they care for is admitted into Hospital. Information now includes 'visiting guidance', 'ward routines' and 'photographs of the wards'.



79%

of standards met



5.4 South Locality

South Locality has provided a variety of opportunities to engage those carers who may not be easily recognised. Carer drop-ins were established in community settings which were more accessible to carers, for example in local supermarket and community spaces, as well as Recovery Colleges and Inpatient settings.

There are dedicated carer support roles in place across the Locality including Carer Support Workers and Carer Peer Supporters. Having carer dedicated roles has increased carer contact and face to face appointment at the homes. Carers are offered 1:1 support, and their needs are regularly assessed.

The Veteran's Service has gone through consultation and is now part of a national service called 'Ops Courage'. The service has previously had limited engagement with carers, however it has created new links, ways of working and has successfully implemented carer care plans, and separate carers appointments, resulting in having direct contact with carers.

In the year ahead, the South Locality's Triangle of Care meetings will have a specific agenda point to focus on supporting Carer Champions. The aim is to review our register of Carer Champions at each meeting and set up formal support sessions within specific teams or areas at their request. Due to the success of dedicated carer roles, the South Locality are continuing to explore further recruitment in respect of these posts

Carer Peer Supporters

4

Carer Champions

78

6.1 Carer Promise Promotion

Following the launch of the Carer Promise, the Involvement Service initiated a promotional campaign across all services. Detailed information was shared in the staff Bulletin and published on the Trust's internet and intranet pages. A 'Carer Promise Bundle' providing the new carer resources and Carer Card was distributed to all clinical services. Involvement Facilitators hosted multiple Carer Promise Information Sessions across the Trust to ensure staff have the opportunity to discuss and learn about the new Carer Promise.

6.2 Carers Week

The Involvement Service held several events which focussed on the theme of visibility, value and support for carers during Carers Week 2022. 128 people attended the 'Making Caring Visible' live online event, where the Lead Governor and Chair of the Service User and Carer Reference Group, Margaret Adams shared a history of carer involvement within the Trust, Anne Carlile, Governor spoke about the importance of the Carer Governor role, the Chief Executive, James Duncan engaged in a conversation, sharing his thoughts on the future of carer support and involvement within the Trust, and a Carer Contributor and Peer Supporter shared personal insights about their role as a carer to inform the audience about why this work is so important.

Comments from attendees included:

'I really enjoyed and benefitted from attending the presentation, it is always good to hear from carers about their experiences and helps us to think about our practice and how we involve people.'

'I enjoyed hearing more about the Involvement Bank as I didn't know much about it and have discussed with one of my families who are interested in taking part.'

'Good presentation which was informative around the work with service users and carers and getting them more involved.'

6.3 Young Carers Action Day

Young Carers Action Day took place on Wednesday 15th March 2023, with a theme of 'Make Time for Young Carers'. The Involvement Service led a social media campaign to raise awareness of the need for professionals and responsible adults to make more time to listen to young carers, and the challenges young carers face, to better understand what support is needed to be put in place. The campaign shared the support available for young carers across the Trust's geographical patch.

The Care Quality Commission is our regulator and one of their roles as regulator is to keep the use of the Mental Health Act (MHA) under review and check it is being used properly. MHA Reviewers perform this work by visiting all places where service users are detained under the act, and they meet with them in private. There are no timescales for these visits but each service is usually visited every 1-2 years, depending on the type of service.

During 2022/23, 21 inpatient wards were visited and below are the most common themes from those visits:

Care plans

- Not all patients were aware of their care plan.
- Not all care plans contained patient views or goals, and some had not been updated when changes happened.
- Lack of evidence of advance planning to seek patient's views regarding their future care and discussion to ensure future relapses of mental health were prevented.
- Although carers felt informed about patient's care, they had not seen or been given care plans or records of any meetings they attended.

Recording of rights – rights not being repeated at appropriate times such as when the patient was detained under the MHA, or at planned review dates.

Consent to treatment

- Responsible Clinician had not reassessed patient's capacity to consent to medication, and treatment authorisation.
- Responsible Clinician was not requesting a second opinion appointed doctor (SOAD) in good time. This resulted in patients receiving treatment under section 62 for longer periods.
- Staff kept treatment authorisation forms in a folder. This folder was not up to date and contained a range of old forms. Nursing staff were not checking the prescription chart against the T form before dispensing medication.

Delayed transfers of care

The action plans relating to these visits are owned by the relevant service and the Associate Director is responsible for following up on actions until the action plan is complete through their Clinical Management Team or Clinical Business Unit. The Care Quality Commission (CQC) Quality Compliance Group and Mental Health Legislation Committee receive regular updates on progress with these action plans.

Three of the key themes identified above (care plans, patients rights, staffing levels, delayed transfers of care) are identified as service shortfalls across a range of methodologies (CQC Must Do, CQC Should Do, MHA Reviewer visits and mock inspections) and therefore by addressing these they should address the wider findings. Leads have been identified for each identified area for improvement from previous inspections and the Trust continues to have a particular focus on these area until all action plans have been addressed.

7.1 Carer specific roles

All Localities across the Trust have given a commitment to recruit Carer Leads and Carer Peer Supporters. These roles will ensure that carers needs are identified as standard, with further assessment and support offered where required.

7.2 Carer Awareness Training

With recent developments including the launch of the Carer Promise, Carer Card and the review of carer resources, the current Carer Awareness Training: Core Principles slide-set will require a timely review. This will be a joint review project undertaken by members of the Carers Together Advisory Group.

Given the ongoing numbers of staff registered as having completed the training, exploration on the method and process of delivery of carer awareness training will be a consideration over the coming months.

7.4 North East and North Cumbria (NENC) Regional Triangle of Care Group

The Trust will be hosting and leading on the development of a newly formed regional ToC group. The purpose of the group is to promote, develop, share practice and learning in respect of the ToC principles at a local and regional level. The group will also support the work of the National ToC Steering Group and the Carers Trust.

7.5 Exploration of Carer Passport

With approximately 1.5 million carers of people with mental health needs in the UK, many under-identified because the support they provide is 'invisible', it is critical we have a joined up approach with partner organisations. The work undertaken in the Regional ToC group may support the exploration of a NENC carer passport offer across all organisations.

7.6 Patient Advice and Liaison Service (PALS)

Drop in clinics for service users and carers are being developed for implementation across the Trust.

7.7 Carer Complaints

Consideration of how the Trust reports carer complaints, providing thematic formatting, to ensure learning and improved performance is made at a Locality and Trust level rather than within a specific service area in reaction to a specific complaint.

Whilst ToC performance outcomes demonstrate the Trust's continuing commitment to carers and the importance it places upon meeting the principles of Triangle of Care in all of our services, they also highlight areas for improvement.

Performance is improving year on year, however a common theme emerging across all Localities, is the need for improvements to be made in achieving the criteria outlined under Principle 5, *'a carer introduction to the service and staff is available, with a relevant range of information across the acute care pathway'*. Improvement requirements are further reinforced in the outcomes from the Patient Record Audit.

Carer Champion numbers have fallen from 316 at year-end 2021-2022, to a total of 254 in place across the Trust at the end of March 2023. The main reason identified by localities for this change is staff turnover following the Covid-19 pandemic. Carer Champions play a critical role in meeting Standard 5 and improving their numbers has been identified as a priority for all Localities.

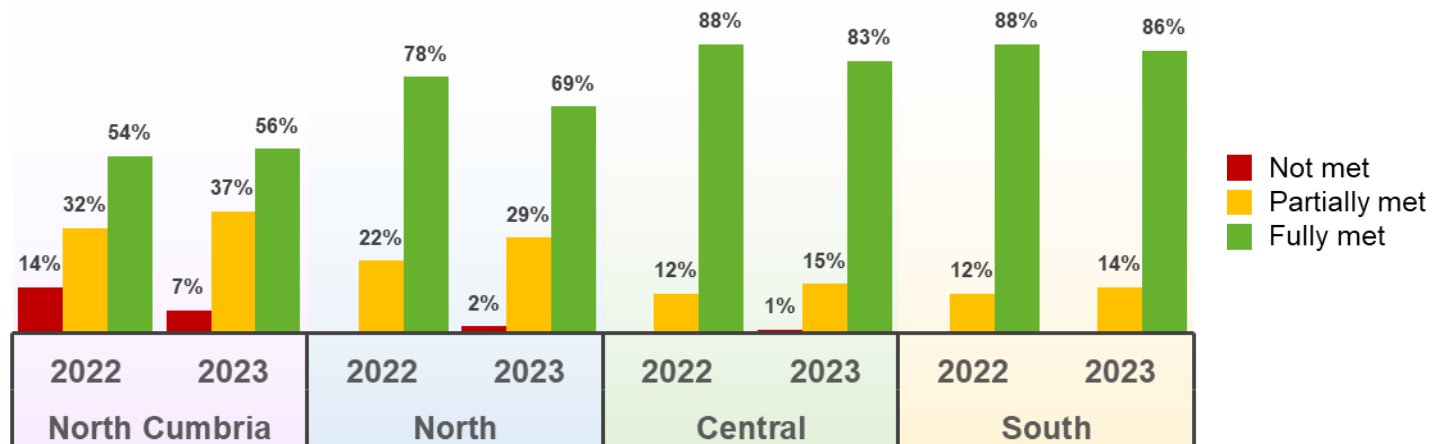
Performance against Principle 5 criteria is expected to improve following the introduction of the Carer Card, which has been rolled out to recognise carers, and to further embed engagement and discussion under the Getting to Know You process.

The Trust continues to invest in specific carer roles across all Localities, recognising that carers are key partners, and the Triangle of Care is an investment in safety, quality, and continuity of care. It is acknowledged that carers can reduce the pressures on services if they are recognised, remain involved, and are equipped with everything they need to continue in their caring role.

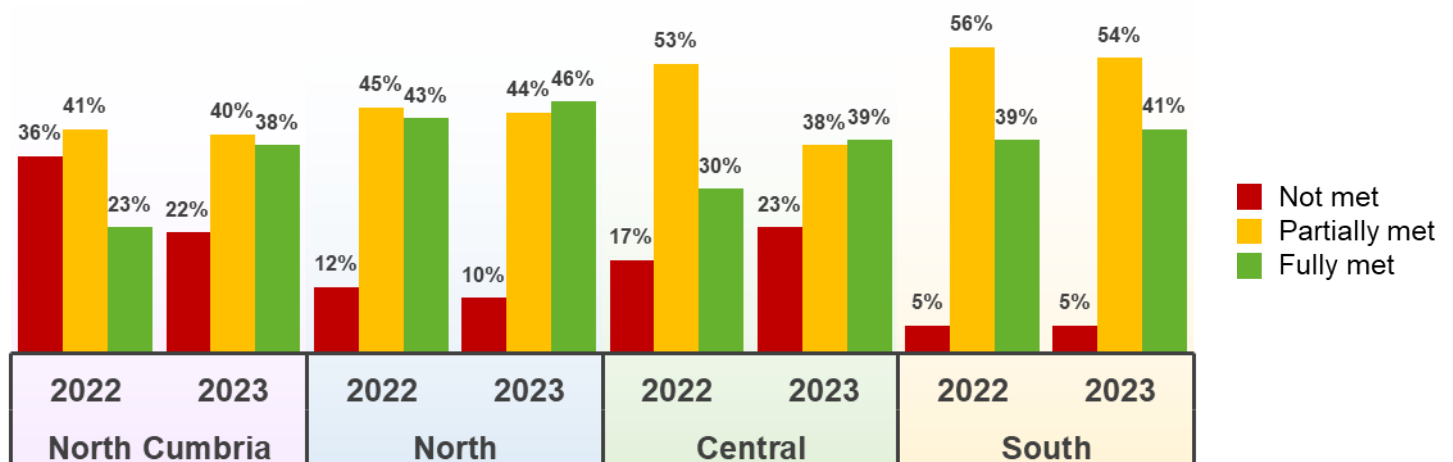
Primarily, ownership and regular oversight at a more senior level within Localities should improve performance outcomes. Improved monitoring and review of action plans is expected to occur with the introduction of definitive ToC sub-groups which feed into the Locality Involvement and Experience Groups.

The work described in this report demonstrates what can be achieved by a real partnership of staff, service users and carers. This is really the heart of what we do and what we want to achieve: thank-you to everyone for their commitment, energy and involvement and drive.

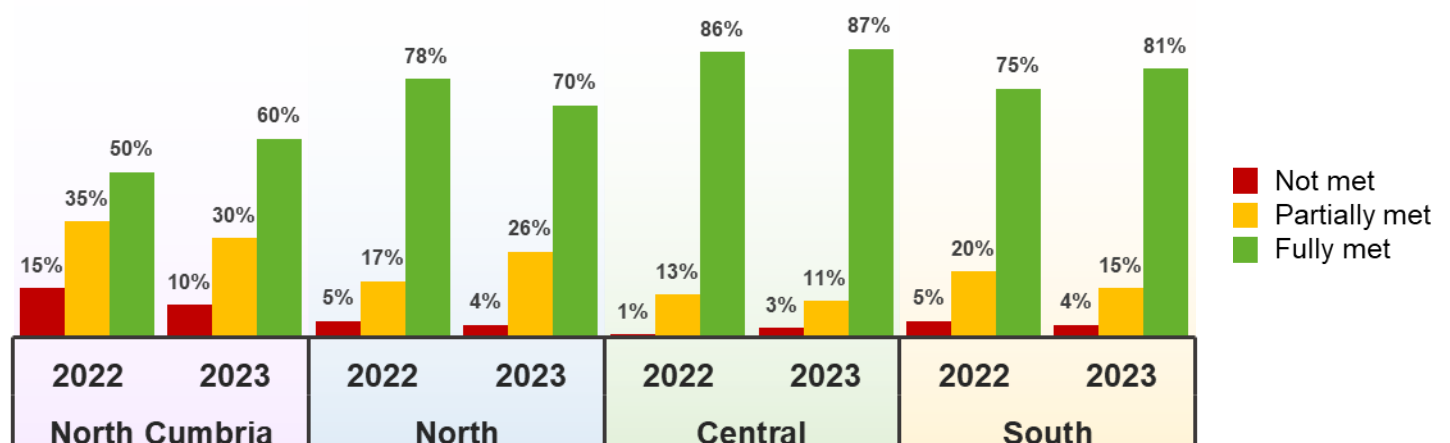
Standard 1: Carers and the essential role they play are identified at first contact or as soon as possible thereafter



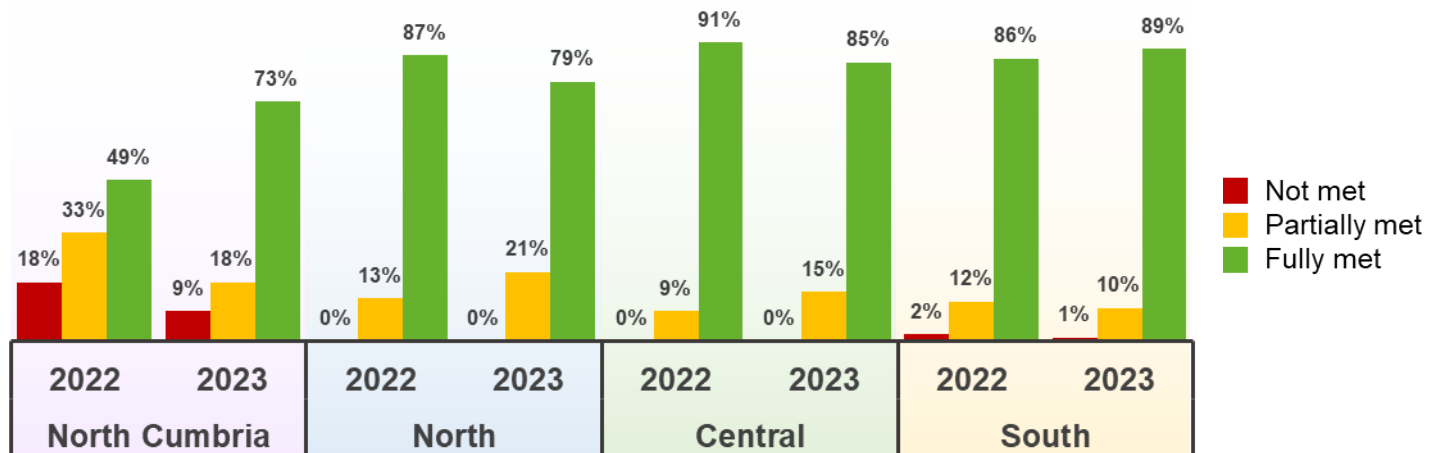
Standard 2: Staff are 'carer aware' and trained in carer engagement strategies



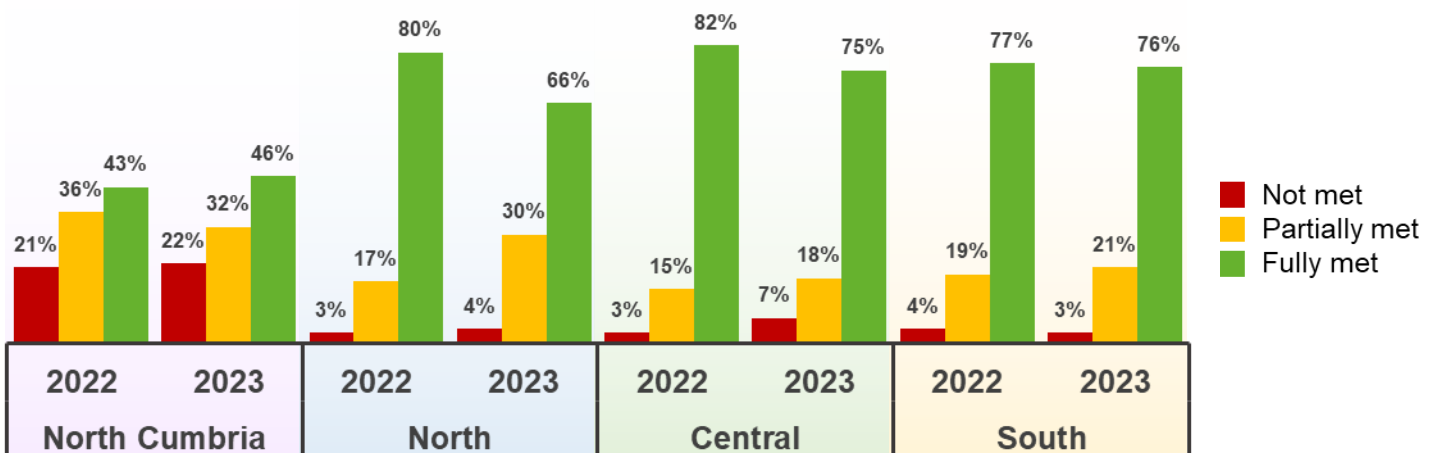
Standard 3: Policy and practice protocols regarding confidentiality and sharing information are in place



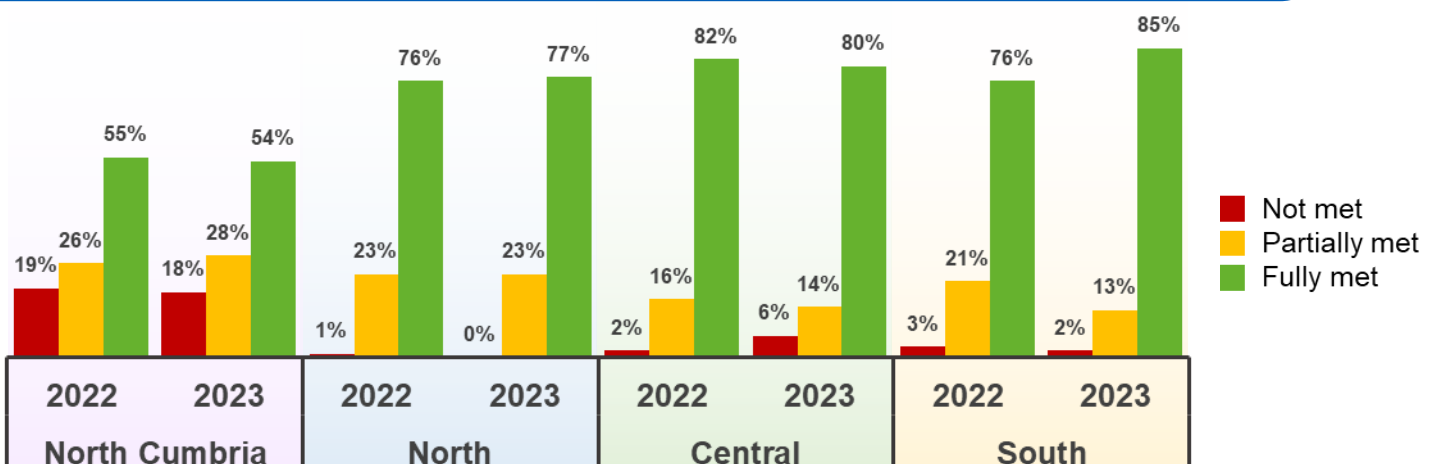
Standard 4: Defined post(s) responsible for carers are in place



Standard 5: A carer introduction to the service and staff is available, with a relevant range of information across the care pathway



Standard 6: A range of carer support services is available





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