

Triangle of Care

Annual Report

2021-2022



Contents

1. Introduction
2. Purpose of the report
3. Trustwide Initiatives
4. Key Roles
5. Locality Progress and Developments
 - 5.1 North Cumbria Locality
 - 5.2 North Locality
 - 5.3 Central Locality
 - 5.4 South Locality
6. What's next?
7. Closing Thoughts
8. Appendix: Locality Performance Tables



1. Introduction

Welcome to Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust's Triangle of Care Annual Report 2021-2022.

Triangle of Care (ToC) was launched in July 2010 by the Princess Royal Trust for Carers (now the Carers Trust) to highlight the need for better involvement of carers and families in the care planning and treatment of people with mental ill-health. The 'Triangle of Care' model is a working collaboration, or 'therapeutic alliance' between the service user, professional and carer that promotes safety, supports recovery and sustains well-being. The Triangle of Care membership scheme was developed by the Carers Trust and carers themselves.

CNTW provides a range of mental health, learning disability and neurological care services across the north of England. The Trust serves a population of approximately 1.7 million, providing services across an area totaling 4,800 square miles.

Our Trust continues to deliver high quality, sustainable services for our local communities, to meet our service user and carer needs through services defined by distinct geographical areas known as localities: North Cumbria, North (Northumberland and North Tyneside), Central (Newcastle and Gateshead), and South (South Tyneside and Sunderland). By working in this way it allows us to focus more on local community, population and specific service user and carer needs.

The Trust works from more than 70 sites across the locality care groups, employing more than 8,200 people. We also run a number of regional and national specialist services and along with partners, we deliver support to people in their own homes, and from community and hospital-based premises.

CNTW are very proud to be one of the 26 organisations (Carer Trust, 2022) who have been awarded the prestigious Stage 2 Triangle of Care accreditation. The award recognises the Trust's commitment to ensuring all staff adopt good practice when working with carers and families.

Our main sites are:

St. Nicholas Hospital, Newcastle upon Tyne
St George's Park, Morpeth, Northumberland
Northgate Hospital, Morpeth, Northumberland
Ferndene, Prudhoe, Northumberland
Walkergate Park, Newcastle upon Tyne
Hopewood Park, Sunderland
Monkwearmouth Hospital, Sunderland
Carleton Clinic, Cumbria



2. Purpose of Report

This report will provide details in respect of the Trust's progress in 2021-2022, against Triangle of Care standards, across the Trust and each locality, demonstrating the continued commitment to meaningfully involve carers.

The Triangle of Care identifies six key standards required to achieve better collaboration and partnership with carers. It is widely accepted that these key principles (standards) can be applied to all service areas, as the self-assessment tool enables health providers to assess their services on a ward by ward or team by team basis.

The six key principles state that:

- 1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter**
- 2. Staff are 'carer aware' and trained in carer engagement strategies**
- 3. Policy and practice protocols regarding 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 care pathway**
- 6. A range of carer support services is available**

Service areas in all 4 localities have a responsibility for the regular review of their self-assessment tool in order to update their progress on their Triangle of Care action plans, and demonstrate how Triangle of Care standards continue to be implemented, progressed and developed.



3. Trustwide Initiatives

Together Strategy



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust's (CNTW) introduced the 'Together: Service User and Carer Involvement Strategy' in July 2019, which aims to ensure that, along with service users, carers are at the heart of everything the Trust does.

Ensuring the carer voice is heard in service delivery design is central to the strategy, with other key areas such as training, what's working well and why, communication, leadership, workforce and recruitment, all seen as requiring the involvement of carers, maintaining Triangle of Care momentum, and bringing about cultural change.

The Trust is undertaking a 3 year review against the Together Strategy to consider where the organisation is now in comparison to 2019. This work will evaluate progress made against our aims, and assess if there are areas requiring further focus going forward. The process outcomes will feed into the Trust's Involvement Report 2019 to 2022 and will also be presented at the 'Involvement and Peer Support Conference' scheduled for 29th September 2022.

Carers' Charter

ToC Annual Report 2020-2021 identified that the Trust would review our Carers' Charter (version 2019) as a future action. A carer led focus group was set up in February 2022 to undertake this task, and coproduce a new 'Carer Promise' for the Trust. Additionally the group is considering all current carer resource (leaflets and information) within the remit of this review, as well as the co-design of a carer passport for consideration and future adoption.

Carer Awareness Training



Carer Awareness Training was reviewed in 2021-2022, with the new and improved core training package rolled out in April 2021. The Carer Awareness Training: Core Principles slide-set provides a consistent and considered training package for use by localities. When facilitating training for their teams, facilitators must also populate the open section with service specific information, and locality signposting.

Carer Awareness Training must be individually undertaken every 3 years, and the training sessions must be co-delivered with a carer. 'Train the Trainer' sessions are provided to carers who wish to become co-facilitators.

The provision of Carer Awareness Training and release of staff for attendance has been impacted, due to pandemic restrictions and staffing pressures within services over the past year. However performance against this 3 year mandatory programme is expected to improve going forward.

3. Trustwide Initiatives

Carer Support Groups

The Trustwide **Service User and Carer Reference Group** is a bi-monthly platform facilitated for our carers, which provides learning, consultation and the opportunity to feedback their views directly to the Trust's senior management team who attend.

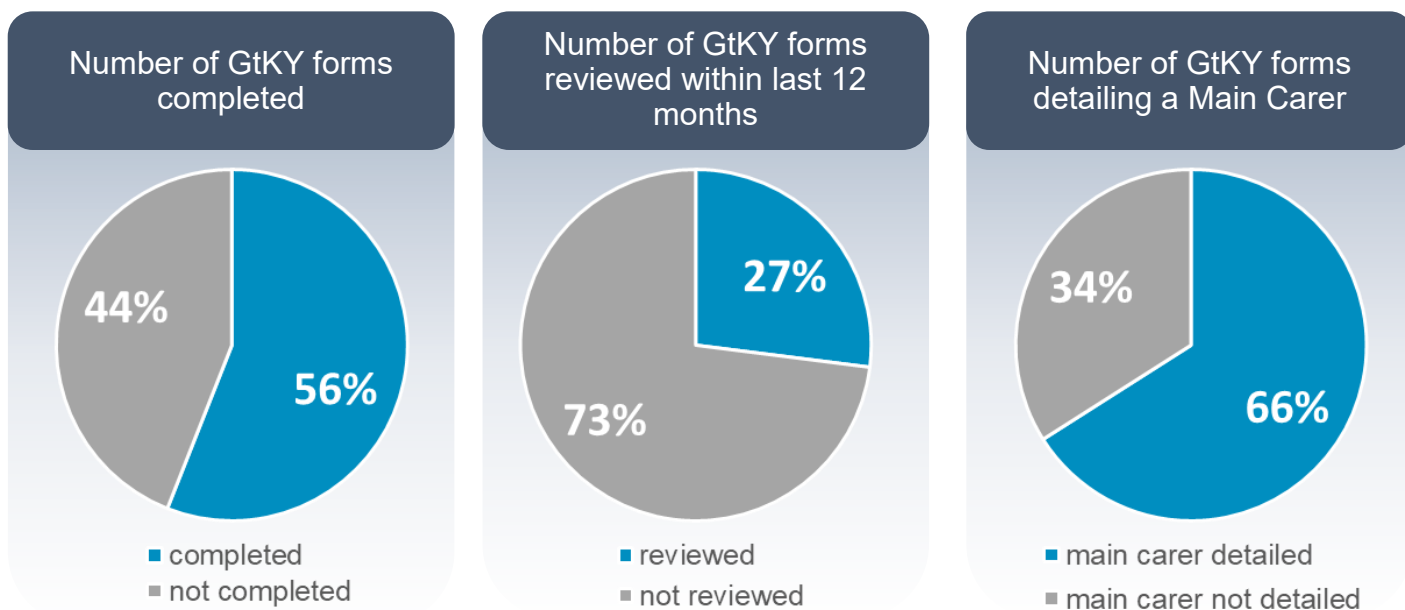
Localities host a number of Carer Support Groups, facilitated by Carer Champions, Carer Leads, Involvement Leads and/or Involvement Facilitators. These groups are hosted in a specific service or at a locality level. Staff engage jointly with carers and local carer agencies at these groups, to bring an understanding of current support services and processes, and act as a communication link to ensure carer views are fed back into their service(s).

Getting to Know You

From when a person comes into contact with Trust services, our staff aim to gain a better understanding of the patient's background and their family circumstances, as well as identifying a patient's main carer(s). 'Getting to know you' (GtKY) is an engagement process which aids open and supportive discussion between staff and the carer of the person being cared for. This is a constant and ongoing process: [Getting-to-know-you.pdf](#)

An audit of performance against GtKY standards sits under the remit of the Carers' Charter focus group.

Initial findings from an audit of 59,707 patient records from March 2021 to February 2022 demonstrated that only 56% included a GtKY record, and only 66% of the GtKY records included the identification of a main carer. Furthermore, 27% of those patients still in services recorded a further conversation in the following 12 months. This audit will also look to consider a qualitative evaluation of the GtKY narrative record.



Total number of Patient records reviewed from March 21 to February 2022: 59,707

4. Key Roles

Carer Champions



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. Supporting carer engagement and involvement is everyone's responsibility, and Carer Champions remain a vital resource in the successful implementation of Triangle of Care principles in wards and community teams.

There are 316 Carer Champion's across all four localities, this is a reduction on last year being 399. This has been reported to be the result of staffing changes and has been identified in COVID recovery plans.

Carer Champions ensure that all members of their team are kept up to date with best practice guidance and carer legislation, as well as keeping them informed of local carer services and events. Carer Champions also ensure that their team has sufficient information to enable each staff member to involve and inform carers in accordance with the principles of 'Working together to support the person you care for'. (CNTW, Patient Information Centre, 2021).

Carer Involvement Lead

Carer Involvement Leads work within a service. They facilitate monthly meetings with their Clinical Lead, and Patient and Carer Involvement Facilitator, to review and embed the involvement of carers. They provide education, support, information, and advice to carers who have increasing needs due to the impact of caring on their own mental health. This may be via time limited 1 to 1 intervention, via group or other means.

Peer Supporter

Carer focussed Peer Supporter roles provide additional support and signposting to carers.

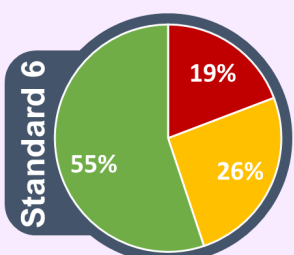
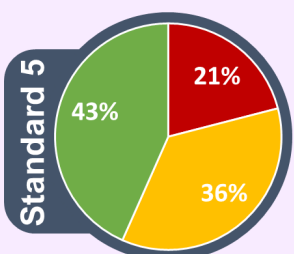
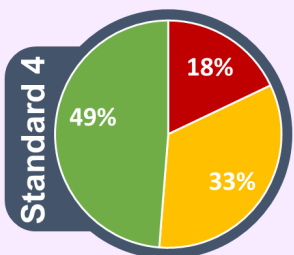
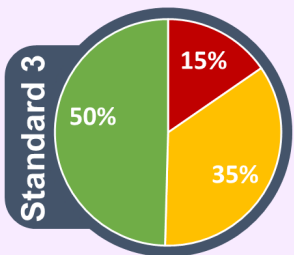
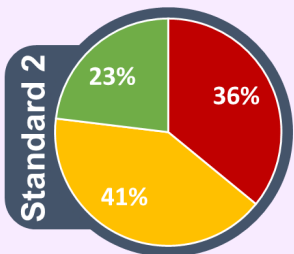
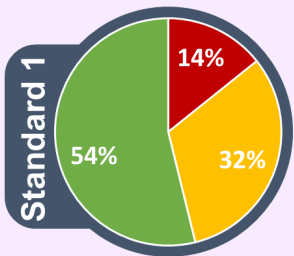
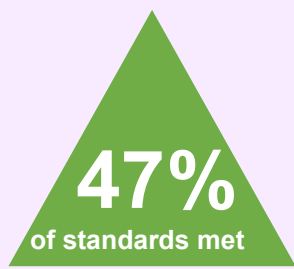
Family Ambassador

The Family Ambassador role is being introduced into Specialist Children and Young People's Inpatient Services. They will work with parents and families, and provide support to ensure that wherever possible, no decision about a child's care is made without their involvement.

Patient and Carer Involvement Facilitator

The role of the Involvement Facilitator is to engage with carers to ensure that Involvement activities across the Trust have carer representation. The Trust's Involvement Bank is an opportunity for carers to register for regular involvement, such as co-facilitating Carer Awareness Training, focus group and committee membership.

5.1 North Cumbria Locality

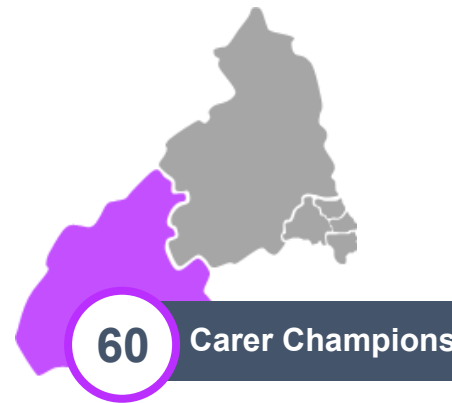


Carer Leads have been introduced at Band 6 within the Community and Access Clinical Business Unit (CBU). This is a dedicated role to provide support to carers within specific services (rather than an additional task for staff in another role). The Carer Leads in Community CBU are undertaking a baseline of current provisions for involvement and intervention in respect of carers, in order to measure the impact of these new posts.

A Family Lead role (Band 4) has been created within Inpatients. This role is dedicated, and entirely job planned, to create assessment and intervention pathways for carers.

Services continue to review their Red, Amber, and Green (RAG) rating within the ToC self-assessment every 3 months, to monitor change and highlight needs for the future. Carer Leads are provide a robust oversight of carer involvement.

The 'Getting to Know You' (GtKY) Process is included within the Carer Awareness Training. The training is co-delivered fortnightly with registered staff and Peer Supporters who have carer lived experience. Staff within the locality report that they are becoming more confident in the GtKY process.



Good practice and future planning

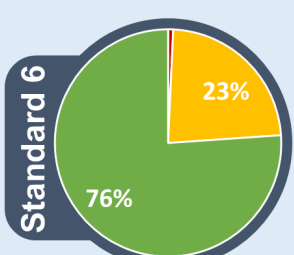
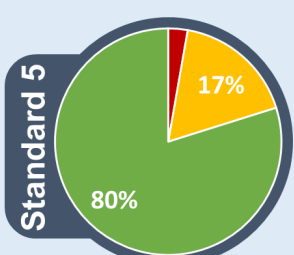
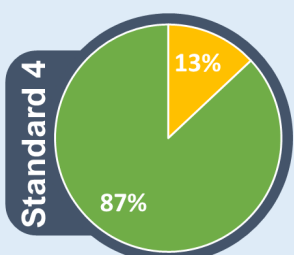
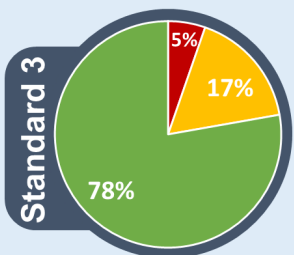
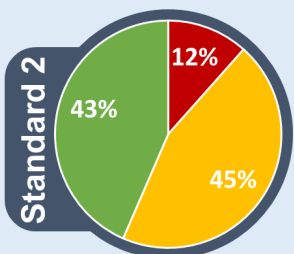
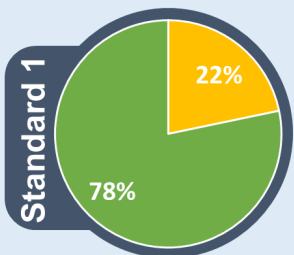
Good Practice

- 'At a Glance' boards, are provided to highlight when carer contact has been completed, acting as a prompt and visual reminder.
- Carer awareness questions are included within caseload supervisions.
- Partnership working, with local carer agencies attending team meetings.

Future Planning

- Individual Recovery Outcomes Counter (IROC) HOPE Model to be embedded within carer pathways.
- Wider carer involvement in services to be developed to include carer forums, and Peer Supporters with carer lived experience.
- Increase carer Involvement Bank membership.
- Actively seeking feedback from carers through the Trust's 'Points of You' questionnaire.
- Extend the Carer Lead role to all teams across CBU's.

5.2 North Locality

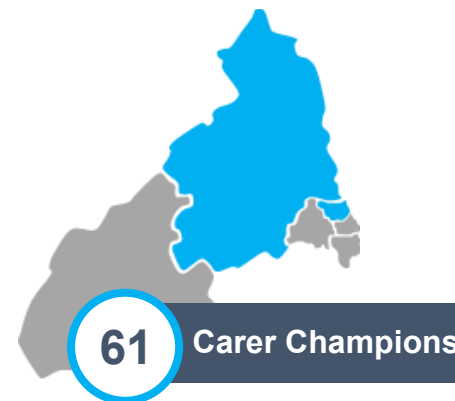


All services within North Locality Clinical Business Units have completed ToC assessments. The documents are examined at each ToC meeting, that sits bi-monthly, where standards and ratings are discussed in order to support and share good practice.

In line with organisational directions, the bi-monthly Involvement and Experience Group met four times during 2021-2022 with varying attendance due to service priorities. Membership includes Carers, Northumberland Carers representatives, ToC Service Leads, and Carers Champions.

Carers Awareness Training was rolled out in partnership with Carers Trust organisations in both North Tyneside and Northumberland, and was co-delivered with a carer. 'Train the trainer' sessions were utilised within the locality to increase the pool of carers available to support future delivery.

The Locality Involvement and Experience Chair represents CNTW at both the North Tyneside and Northumberland Carers Partnership Boards. Information from the Boards is disseminated through the ToC Group and the Involvement and Experience Group.



Good practice and future planning

Good Practice

- Representation from all services at Carer Champion Forum.
- Carer Peer Supporter role now embedded in the Community Treatment Team, working specifically with carers to provide effective support.
- Locality Quality Standards meeting has service user and carer involvement as a standing agenda item.
- Recruitment of two full time Dementia Advisors in Northumberland Older Adults (employed by Alzheimer's Society) to work specifically with carers of service users within the Community Treatment Team.

Future Planning

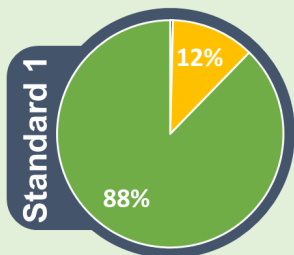
- Targeted Carer Awareness Training.
- Increased oversight to support pathways in the review and progress of ToC action plans.
- Increase of Carer Champion numbers in all service areas.
- Creation of a Carer Forum within the locality, including Carer Peer Supporters and Carer dedicated roles, to actively offer support for carers.

5.3 Central Locality

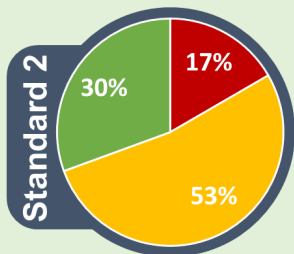
88%

of standards met

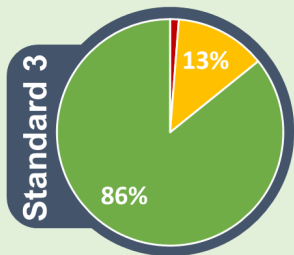
Standard 1



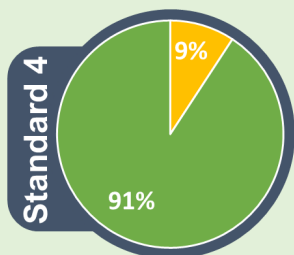
Standard 2



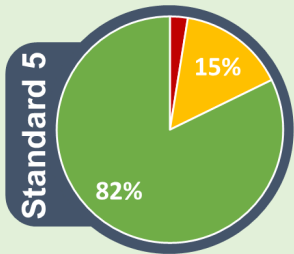
Standard 3



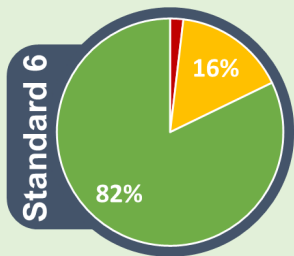
Standard 4



Standard 5



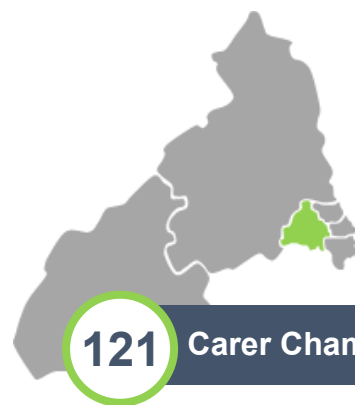
Standard 6



Patient and Carer Involvement and Experience Group meetings were held bi-monthly and were attended by the Involvement Leads and/or Deputies from each CBU, Carer Champions, PALS (Patient Advice and Liaison Service), Involvement Facilitators and Coordinators, Carers Centres, the Recovery College and Peer Supporters. This Group shares good practice within the locality and carries out a robust review of ToC action plans.

Carer Champions meet bi-monthly with the Locality Involvement Leads and local Carers Centre representatives. Areas of development and learning are identified, as well as providing the opportunity to review ToC action plans at a team level.

All teams have dedicated carer information as part of their service information documentation. The information is specific to carers and includes details on the clinical team and local support available, this is displayed in waiting areas.



Good practice and future planning

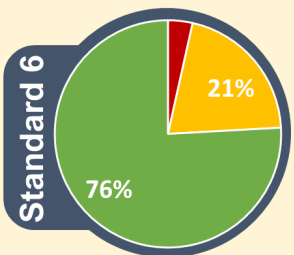
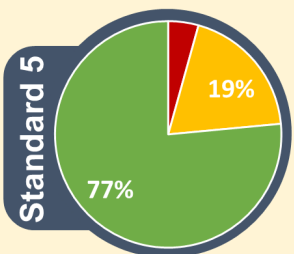
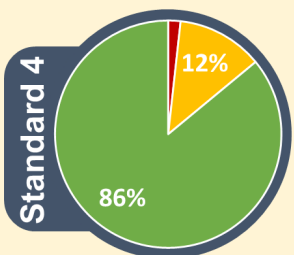
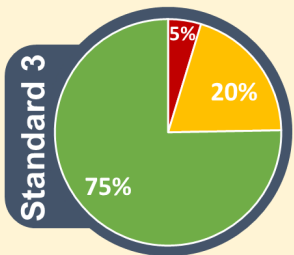
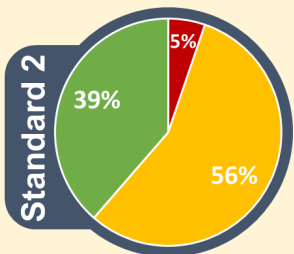
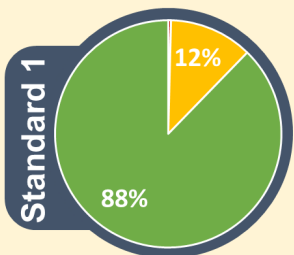
Good Practice

- The Children and Young People (CYPS) Learning Disability Service offers families wellbeing sessions.
- Recruitment of first Carer Peer Supporter within Secure Care CBU, to work specifically with carers.
- The Crisis team continue to offer separate appointments (virtually and face to face) to families and carers of service users accessing home based treatment.

Future Planning

- Commitment to increase Peer Supporters to work specifically with carers across all teams in all CBUs.
- Rolling out and embedding the co-delivered Carers Awareness Training across all teams in the next 6-12 months.
- A review of the agenda and membership of the Involvement and Experience Group will be undertaken.
- Locality Chair and Involvement Facilitator to meet with Group Directors to discuss carers being meaningfully involved in strategic planning meetings within the CBUs, as well as direct involvement in decision making.

5.4 South Locality



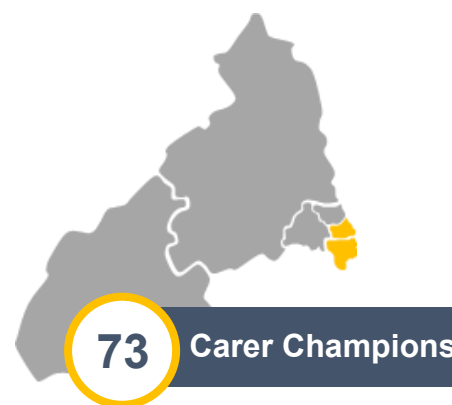
South Locality hold formal ToC meetings which are attended by CNTW staff, representatives from carer organisations and Carer Governors. This collective approach is inclusive and collaborative due to the group's membership.

All individual teams within each CBU have completed self-assessments, highlighting good practice and areas to improve.

Within the Patient and Carer Involvement and Experience meeting, ToC is a standing agenda item with a focus upon discussing one of the six ToC standard monthly, with teams reporting on achievements and actions.

The Carer Awareness Training plan was agreed, developed, and co-delivered with carers from November 2021. Additional dates were added to compensate for cancellations due to Covid during the winter months.

Registers of attendance have been recorded and sent to CNTW Academy to be updated to staff training dashboards.



Good practice and future planning

Good Practice

- Introduction of Peer Supporters specifically working with Carers, with an aim to recruit further.
- Carers will be involved in the ToC self-assessment process in 2023.
- Recruitment of two Senior Assistant Practitioners, to support family and carers on wards and in their own homes, linking in with appropriate community resources.

Future Planning

- Service users and carers will be involved in the 'Write to Me' subgroup, to ensure that healthcare professionals write directly to service users, copying the letter to the General Practitioner (GP) or others as necessary.
- Commitment from all CBUs to recruit Carer Involvement Leads, Band 6 roles.
- Building on partnership working with carer organisation and Local Authorities.
- Engage 'seldom heard' groups, and diverse ethnic groups via scoping exercise.

6. What's next?

National Review of Triangle of Care

CNTW remains committed to the Triangle of Care principles and the retention of our membership under the new accreditation process (chargeable). The Trust will continue to offer its support to the Carers Trust directly and through the ToC Steering Group.

Carer Awareness Week

The Involvement Service scheduled a 'Carers Visibility Event' via Microsoft Teams for Wednesday 8th June 2022. The informative and educational session focussed on visibility, value and support for carers. The event included presentations from Carer Leads, Carer Champions, Peer Supporters (working with carers) and a personal story from an Involvement Bank Contributor. In addition, the event provided an opportunity to hear from CNTW's Chief Executive, James Duncan giving his response to service user and carer questions in relation to the Trust's commitment to carers.

Carers' Charter Review - Focus Group

The remit of this carer led focus group is to undertake a review of the Trust's current Carers' Charter. This review will include:

- Co-production of a new CNTW 'Carer Promise'
- Consideration of current carer processes such as GtKY
- Consideration of current carer resource (leaflets and information)
- Consideration of a carer passport for adoption
- Consideration of carer benefits in the future

Carer (family, friend) Identification Cards (and lanyards) will be introduced to offer the holder carer benefits. The Chief Executive, who is a member of this Group, has agreed that free parking on Trust sites as well as reduced costs in Trust cafes will be introduced for carers. The outcomes from this review will be presented at the Trust's 'Carer Conference' scheduled for 16th November 2022.

Carer Complaints

The Trust will undertake a fundamental review of how carer complaints are considered, responded to, recorded and reported at a Trust, Locality and service level. Data held from the past 5 years will be analysed to support understanding, identify key themes and inform future plans.

Carer Conference

CNTW will host a Carer Conference on 16th November 2022 in Newcastle-upon-Tyne, to bring together regional third sector carer organisations, stakeholders, service users, carers and staff. The event will be co-designed with carers to showcase positive change in recent years.

7. Closing Thoughts

This report clearly demonstrates 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.

The pandemic continued to bring many challenges, with a reduction in staff resource due to COVID related sick absences, which limited time available to support carers. The Trust reacted positively with the introduction of a number of carer specific roles. Additionally the Trust has invested further staff resource into the Patient and Carer Involvement Service to ensure that it can provide a robust support and monitoring mechanism in order to improve the application of Triangle of Care across the Trust.

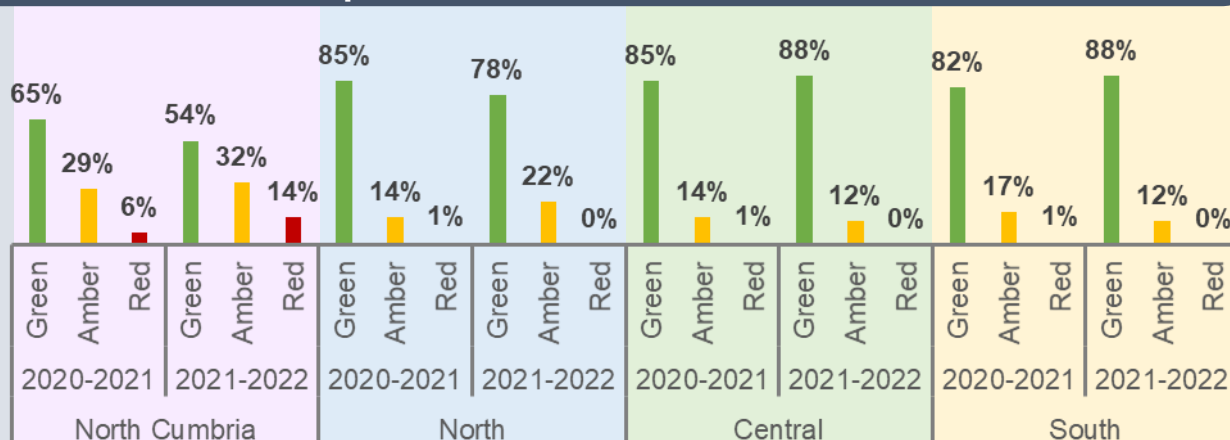
There are no apparent themes to explain any fluctuation in performance other than the difficulties of the past two years. This can be clearly shown in respect of Standard 2 (Staff are 'carer aware' and trained in carer engagement strategies) where Carer Awareness Training has been restricted due to service priorities, accessibility, and sick absence due to COVID related illness.

The impact of the pandemic has required the Trust to develop different approaches to working with carers. We are acutely aware that there is still much to do, and this has been recognised within the remit of the Carers' Charter review.

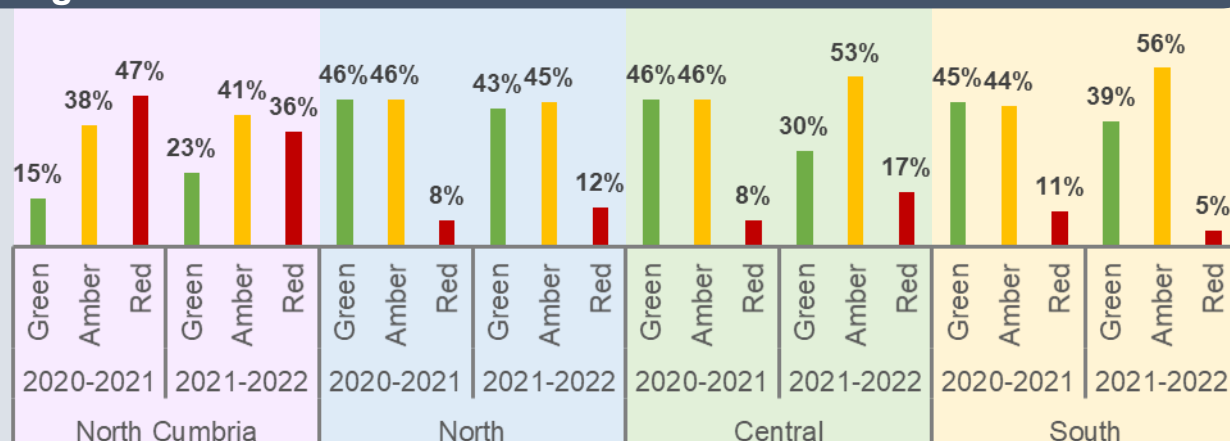


Appendix: Locality Performance Tables

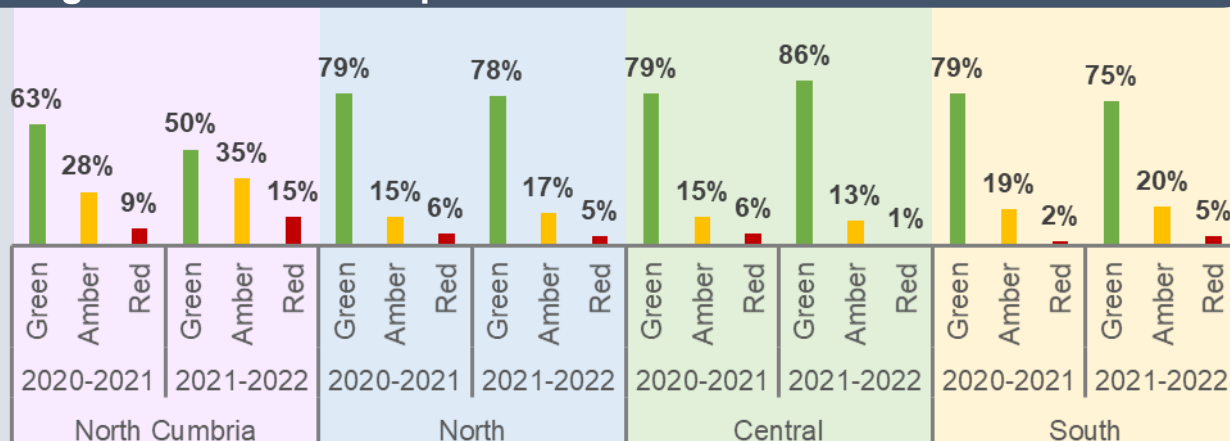
Standard 1: Carers and the essential role they play are identified at first contact or as soon as possible thereafter



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

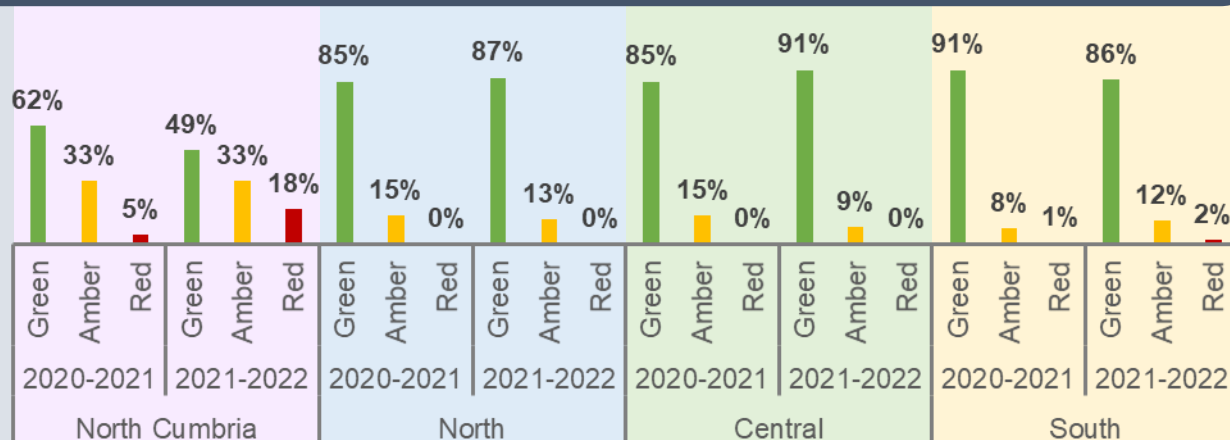


Standard 3: Policy and practice protocols regarding confidentiality and sharing information are in place

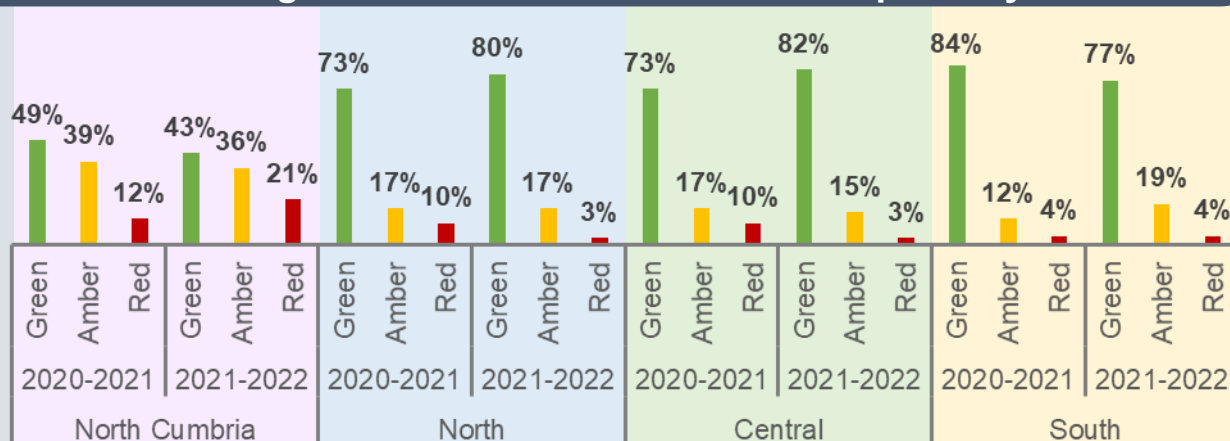


Appendix: Locality Performance Tables

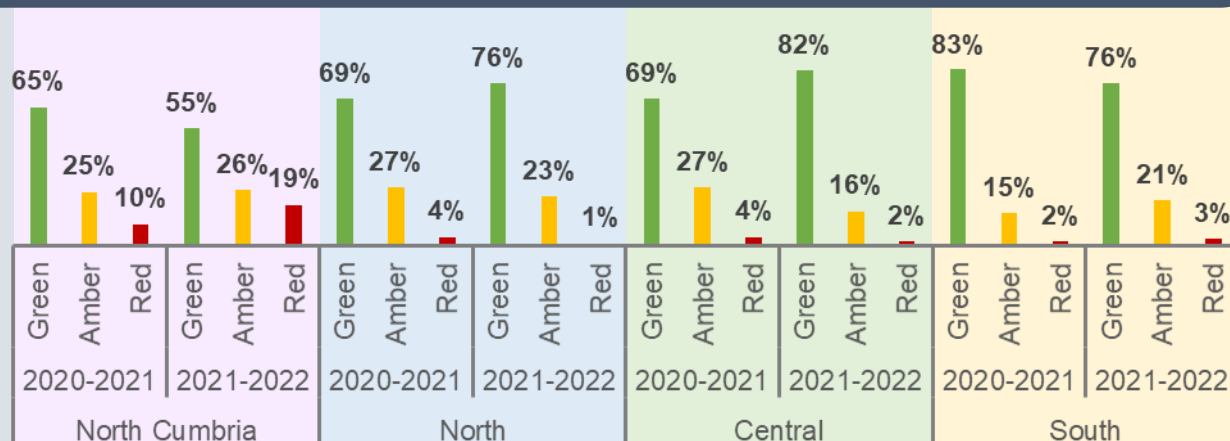
Standard 4: Defined post(s) responsible for carers are in place



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





Caring | Discovering | Growing | **Together**