The Triangle of Care, Carers Included

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Carers Trust – Who we are

- Carers Trust* is a UK-wide organisation created from the merger of two leading charities with a long-standing history of supporting carers – Crossroads Care, established in 1974, and The Princess Royal Trust for Carers, founded in 1991.
- Across the UK, Carers Trust supports the work of local Network Partners (carers’ centres and schemes). 116 independent carers centres, 55 Crossroads Care Schemes and 99 young carers services.
- With our Network Partners we support 467,000 carers inc 25,700 young carers.
- Carers Trust also provides grants to carers, online support for carers and the professionals who work with them, and acts independently in the interests of carers through research, development, consultation, and by influencing policy.
Triangle of Care – Why it’s Needed
Conventional Model of Engagement

Can Lead to…
• Carers being excluded at certain points of the care pathway
• Failure to share information on risk assessment and care planning
• Requests by carers for information, support and advice not heard
• Carers unique and expert views on the service user can be missed
What is the Triangle of Care
What is the Triangle of Care

• Developed by a group of carers led by author of final guide Alan Worthington.
• Based on their experiences of inpatient mental health services over a number of years.
• Published in 2010. Adapted twice to cover all acute mental health care and for carers of people with dementia.
• Regional groups developed to share good practice and problem solve.
• Recognised in a number of key policies and strategy documents including: Closing the Gap: Mental Health Action Plan
• About to launch a supplement: Triangle of Care for Young Carers and Young Adult Carers

• Based on six key standards plus a self-assessment tool.
Triangle of Care Key Standards

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 protocols re; 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 services is available

• And regular assessing and auditing to ensure these six key elements of carer engagement exist and remain in place.
Benefits of the Triangle of Care model

• Recognition for the carer.
• An appreciation of the carer’s unique knowledge about the person they care for.
• Emotional and practical support – enabling carers to have a life of their own alongside their caring role.
• Helping carers to feel part of a team and less isolated.
• Creating a more helpful, supportive relationship with carers.
• Giving carers and service users realistic expectations.
• Ensuring staff have information about service users’ moods, behaviours and the best way to interact with them.
• Provide an organisation to look at how they currently engage & include carers – get outside the box
• Increase staff awareness and understanding of carer lived experience – especially vital in high secure setting
• Provide staff opportunity to influence blocks i.e. IT system not suitable, no training etc.
The Next Step
Membership Scheme - Practicalities

• Formal Membership Scheme – criteria must be completed to fulfil membership requirements:
• Sign up and commit to completing assessment of inpatient services and CRHT in 12 months.
• Needs clear carer involvement in process at all levels.
• Needs clear strategic support & long term commitment.
• Completion with “carer evidence” and peer review = ★★★
• Completion of remaining services = ★★★
Where are we now

30 Mental Health Trusts have joined scheme
12 achieved first gold star
5 achieved second gold star
Carers and Crisis Services & Home Treatment Teams

- Often contact with carers at point of most distress.
- Important to understand their experience
- Vital to refer for support in own right
- Carer information
- Provision of information on condition, treatment & services
- Information Sharing & confidentiality – 4 steps
- Care Act & whole family approach
- Impact of home treatment on wider family
Resources

• Find the full guide & resources at:
  https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health
• Vast range of good practice at:
Also under Carers & Families Tab
Thank you

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