

QNPICU Carer Engagement and Involvement Webinar: Highlights

Ciara McAree and Maisie Webster

December 2024



The artwork displayed on the front cover of this document was created by a patient at Leverndale IPCU.

The Quality Network for Psychiatric Intensive Care Units (QNPICU) is dedicated to improving carer engagement. As a priority for the Network, we strive to embed co-production in all aspects of our work, collaborating closely with patient and carer representatives to achieve this goal. While we acknowledge there is still progress to be made on the Network, we remain committed to supporting services in embedding co-production within their own practices.

The idea for a QNPICU Carer Engagement and Involvement Webinar emerged from our desire to keep meaningful conversations about carer engagement going. This webinar aimed to provide a dedicated space to share best practices, celebrate achievements, and inspire services to enhance their carer engagement or begin new initiatives. It also served as an opportunity to revisit the [QNPICU Carer Engagement and Involvement Guidance](#), published in August 2023, to maximise its impact.

The webinar brought together 55 delegates and featured inspiring speakers from member services, NHS Trusts, charities, and larger organisations. This document provides an overview of the event highlights and feedback.

Highlights from the Webinar

QNPICU and Carer Engagement

Maisie Webster, Deputy Programme Manager and Ciara McAree, Project Officer

The first session of the day highlighted the Network's current efforts to involve carers in its work. Key points included:

- Carer representatives have participated in three out of nine reviews, enriching the process with their lived experiences.
- The inclusion of carer representatives on the Network's Advisory Group and Accreditation Committee was also explored as well as their contributions to the recent standards revision process, incorporating their insights to ensure relevance and practicality.



QNPICU Carer Engagement and Involvement Webinar

Maisie Webster, Deputy Programme Manager and
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- The Carers' Working Group and its role in publishing the Carer Engagement and Involvement Guidance in 2023. Some key barriers identified by carers, such as length of stay and staffing pressures were explored as well as examples of good practice, such as carers champions and carer awareness training.
- The session was concluded by how QNPICU involves carers during review days, such as carer survey questions and supporting conversations via telephone, videoconferencing or face to face between carers and the review team.

These efforts underscore the Network's commitment to embedding carer engagement.

How the Triangle of Care Can Help Deliver Support to Carers

Debbie Hustings, Programme Lead, Triangle of Care

Following this was a presentation by Debbie Hustings on the Triangle of Care and its role in supporting carers. Debbie outlined the framework's six key standards, which emphasise:

- Recognising the importance of carers,
- Providing carer-awareness training for staff,
- Establishing policies for confidentiality and information sharing,
- Involving carers at the service level,
- Offering tailored carer support.



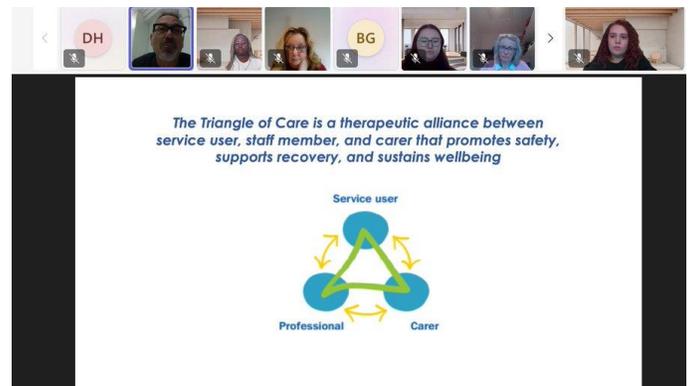
She also discussed the legal frameworks underpinning carers' rights and highlighted positive feedback from carers and professionals who have seen the Triangle of Care implemented. Carers expressed that the Triangle of Care “makes sense” and fosters a sense of collaboration, while professionals described it as a vital reminder that patients' wellbeing is deeply interconnected with their support networks.

Cygnets Implementation of the Triangle of Care

Julian de Takats, Carer Ambassador, and Laura Sheridan, Group Service Improvement Manager, Cygnets Healthcare

Up next, Julian and Laura presented on how Cygnets Healthcare implemented the Triangle of Care across nine sites nationwide. They shared good practices, including:

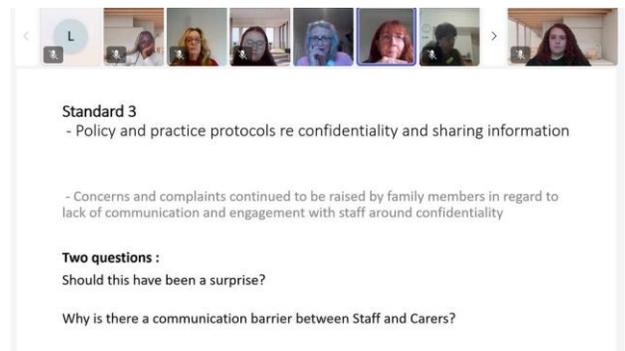
- A carer first contact form to capture carer needs,
- A Family and Friends Charter outlining Cygnets' commitment to carers,
- Carer ambassadors contributing lived experiences to training,
- The introduction of carer passports and leads,
- A focus on continuous collaboration.



Common Sense Confidentiality: An Improved Approach to Collaborative Engagement with Carers

Kathy McElroy, Local Resolution, Quality Improvement and Carer Lead, Brent Mental Health, and Veronica Kamerling, Carer Representative

Kathy and Veronica discussed how the Central and North West London NHS Foundation Trust addresses the challenges of confidentiality through co-produced solutions. They outlined barriers, including staff fear of “getting it wrong”, carers’ concerns about being perceived as intrusive, and a lack of staff confidence in sharing information.



To address these challenges, they co-produced a three-day 'Carer Champion Masterclass', focusing on immersive, interactive sessions. Feedback emphasised the importance of personalisation, humour, and interactions in these sessions. The session concluded with a poem by carer ambassador Michael McKenzie. The poem can be accessed [here](#).

Improving Carer and Family Collaboration on The Junipers

Becky Howells, Practice Lead, and Danni Keeley, Ward Manager, The Junipers, Devon Partnership NHS Trust

Becky and Danni shared insights from The Junipers' project to enhance carer engagement. Key initiatives included:

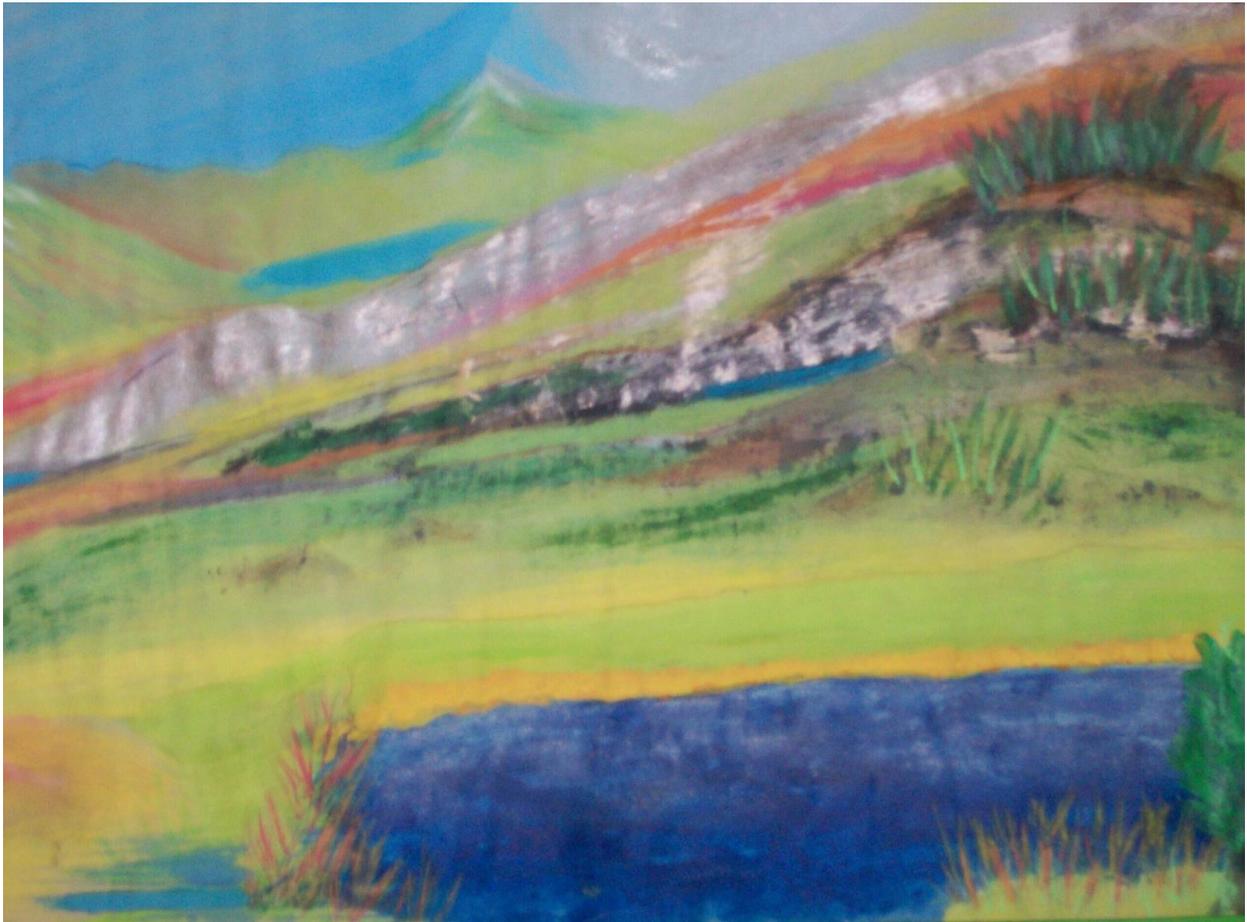
- Developing welcome packs,
- Appointing carer champions,
- Establishing a carers' inbox, carer dashboard and input forms,
- Hosting carer events,
- Promoting the Opal 4 Study, which offers peer support for carers of patients treated under the Mental Health Act. This research was off the back of previous findings that found that carers reported feeling isolated and unsupported when their loved one was in secure services. Carers at The Junipers are given information about the Opal 4 study.

Their presentation highlighted the positive impact of these initiatives and outlined future goals for sustaining and building upon this progress.



A Thank You from QNPICU

A special thank you to our chair and carer representative, Hayley Tennant, for facilitating the day's discussions, and to our exceptional presenters for their inspiring work. Finally, thank you to our delegates for their engagement and attendance. We hope the webinar provided valuable insights and motivated you to pursue new projects to improve carer engagement and involvement.



The artwork displayed here titled 'The landscape of adventure and rest' was created by a patient from Devon Ward.

Overall, the webinar was rated either 'good' or 'excellent' by delegates. Here is some feedback received:

"I enjoyed the ideas shared from different services and how the engagement benefits and challenges."

"Thank you for your excellent efforts!"

"I enjoyed hearing the compassion and the commitment!"

"There was a real buzz in the room and some great engagement."

"This was a very motivating session - keep holding them!!!"

QNPICU WEBINAR FEEDBACK

"I enjoyed hearing about the tangible actions taken."

"I really enjoyed it and appreciated everyone's time."

"Some great ideas!"

"I learned about how carers play a key role in patient recovery hence the need to get them involved."

"Great enthusiastic speakers!"

"I enjoyed the conversation with the Junipers leads who really value this whole process and I think giving the team member protected time and additional training is a great idea...it was lovely to see this is not just an idea, but this actually works in this setting. I will take this concrete example back to management and request support with this."