

WELCOME

Delivering the Triangle of Care

Carer Participation and Engagement within Secure Services

2016 / 2017

Aims and Objectives

- To provide an overview of Carer, Families and Friends engagement and collaboration including the benefits of the Triangle of Care.
- To provide an overview of planned strategic developmental work relating to Carer collaboration and engagement in 2016 / 2017 within the Secure Division.

Carer Participation and Engagement Improvement Project



What is changing?

Improved Carer participation and engagement practices across the Secure Division, to ensure they align with the principles of the Triangle of Care.

Why is it important?

It is important to have a standardised approach to Carer participation and engagement to ensure there is no variance along the patient pathway.

What would success look like?

An established network of Carer Champions, embedding improved processes for Carers to access Carer forums, psychosocial education and support.

What do you need from the organisation?

Continued commitment to release Secure Services identified staff to fulfil Carer Champion duties. Continual funding for Carer Information packs; Newsletters and Events both in house and regional.

Transformation Project

Evidence that the change is worth considering

Data/Facts:

Numbers/Trends/Statistics
Benchmarking

Demonstrate:

- Examples
- Best Practices
- Visiting other Organisations
- Pilots

Demand:

- Leadership
- Customers
- Compliance
- Competition/Marketplace

Organisational Benefit & Cost: : Project Role

Team members, Identify Stake holders, Change agents, Senior management commitment, Funding

Service User, Carer Benefits

Carer Event Schedule

Deliverable Goals

Sustainability

Strategic plan to build upon

“You Said – We Did”

Carers said they wanted a tour of the Hospital facilities

Tours of the hospital are now available and go some way in breaking down the barriers to engagement. Families tell us that they feel reassured having had a tour and often it has enabled Carers to encourage their family member to work towards accessing recovery collage activities and other services within the Hospital.

Carers said they wanted a High Secure Services Carers Support Group

A HSS Carer, Family and Friend’s Forum was implemented in December 2015

Carers said they wanted more information about services available within the hospital

In collaboration with Carers and staff we have produced a Carer, Family and Friends Information Pack .Which included information about visiting procedures , The Triangle of Care, Child visits, services available as well as useful contacts this pack is now available to all families at the admission stage .

Carers said they wanted more information about Mental Ill Health and Recovery

It was important to ensure Psychosocial Education was a main feature of the meetings. A Terms of Reference was completed in collaboration with Carers that ensured confidentiality of Carers and Service Users was safeguarded. The meetings also enable networking opportunities as well as a Forum for sharing updates e.g. Triangle of Care reviews, regional events and research opportunities.

Carers, Family and Friends Forums and Psychosocial Education

The Carers Forums, Psychosocial Education program consists of inviting Clinical staff from the Hospital to provide a presentation and overview of their service and area of expertise.

Diagnosis

The information shared is not Patient /Service Users specific, but instead provides education and information to Carers, in relation to therapies and treatments available.

Treatment plans

Recovery

Carers Rights information

Medication

The forums are a two way learning process for all involved.

Interventions

We have developed a Carers Expressions of Interest list.

CPA

Advocacy

Co-produced Terms of Reference

Clinical staff report that communicating and engaging with carers and families directly has enabled them, to view things from a different prospective

Six principles of the Triangle of Care

The Triangle of Care – Carers Trust

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 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 care pathway.
6. A range of carer support services is available.



Welcome Centre



Welcome Centre – Comments

“Fabulous Welcome Centre – Excellent Carers Event. Good to meet other Carers. Ashleigh and Amanda are very supportive to us all.” (Carer)

“We love the Centre. We come from a Medium Secure Unit and we want one too.” (Professional)

“Ashleigh always makes me feel welcome and looks after me and always puts me in a relaxed mood before my visit. Makes my day!” (Carer)

“A warm and welcome place to be. Every Secure service needs one! Very impressed and deeply touched by the thought that has gone in to the centre.” (Carer/Professional)

“What a brilliant idea this service is. What a welcome from Ashleigh. She is a superb ambassador for Merseycare.” (Professional)

“Really good initiative, very welcoming.” (CQC Team)

“Having a Welcome Centre is so very useful especially when travelling from the other end of the country. The staff are very welcoming and informative.” (Carer)





STRIVING FOR PERFECT CARE

Transparency

Innovation

Insight

Co-production

ANY QUESTIONS?

THANK YOU