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Carers and Triangle of Care

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Nada Savitch, Senior Project Officer

Carers Trust believes

CARING IS PART OF BEING HUMAN

Universal Experience of Caring

Caring is a shared human experience impacting most people at some point in life, not a niche issue.

Invisible and Undervalued Care

Caring itself isn't (usually) the problem, it is caring without recognition or adequate local support.

Vision for Fairness and Support

Our collective mission is to provide that essential support, close to home.

Carers Trust

WHO WE ARE AND HOW WE WORK

National Charity with Local Impact

We're a national charity reaching more than one million carers of all ages and backgrounds. We provide practical, emotional and financial support through our local services across the UK.

Connecting and Strengthening Services

We connect and support local services for carers to create a nationwide community of help close to home.

Supporting Carers

We understand carers needs and by working as a movement we amplify their voices and drive systemic change.

OUR SHARED MISSION

We won't stop until all carers have access to a fair deal, fair care and a fair future.

FAIR DEAL

Giving every carer the right support, close to home.

FAIR CARE

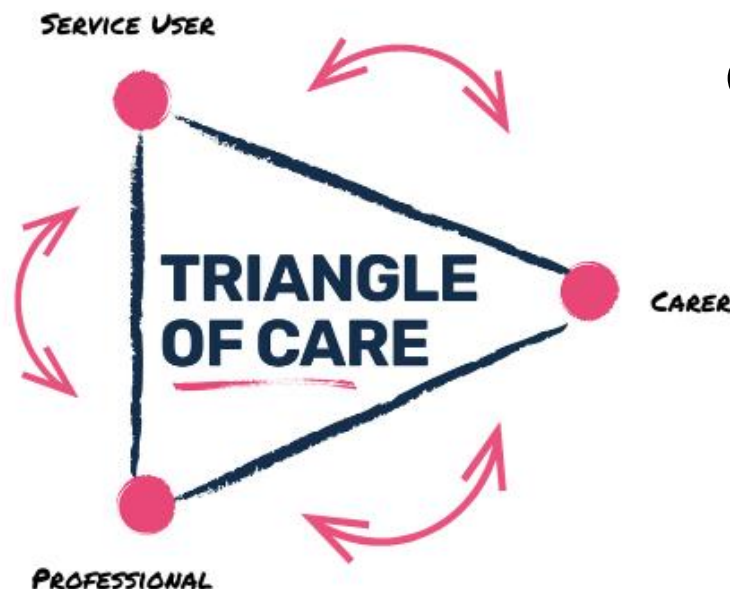
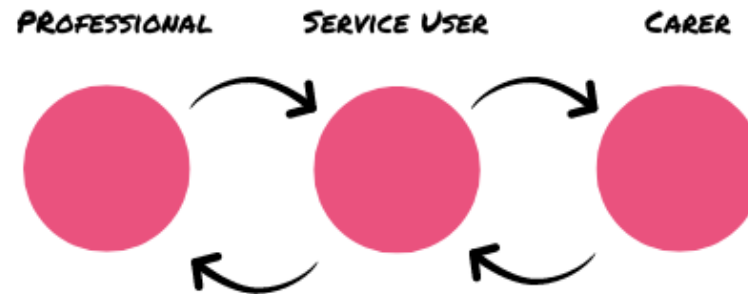
Helping carers in the here and now, putting more money in their pockets and making sure they get breaks.

FAIR FUTURES

Being ambitious for carers, securing them the same opportunities as everyone else.

Why a Triangle of Care?

Conventional Model of Engagement:



Can Lead to:

- X Carers being excluded at certain points on the care pathway.
- X Failure to share information on risk and care planning – and receive knowledge back.
- X Carer's emotional or health needs are not recognised.
- X Carer's unique and expert views on the service user can be missed.
- X Prevents building strong relationships and confidence.



Triangle of Care: 'Carers Included'

- ☐ Promotes **safety, recovery and wellbeing** by including and supporting carers
- ☐ **Quality improvement** scheme for health and social care providers, not a 'kitemark'
- ☐ Originally **developed by carers**
- ☐ 6 key '**carers included**' standards
- ☐ Supports **carers rights**
- ☐ Assurance against **legislative requirements**; recommended by **CQC inspectors**



The 6 Triangle of Care 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 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 is available, with a relevant range of information across the care pathway
6	A range of carer support services are available.



**Total membership:
94 organisations**



42 public sector - NHS Trusts



Private sector: 3 groups, covering 50 hospital sites



2 Voluntary sector organisations

- Continually improving
- Annual reporting
- Planning
- Sharing good practice

West London NHS Trust



Triangle of Care accreditations

- ✓ Star 1 – which covers in-patient services
- ✓ Star 2 – which covers community mental health services

Including everyone – What is PCREF?

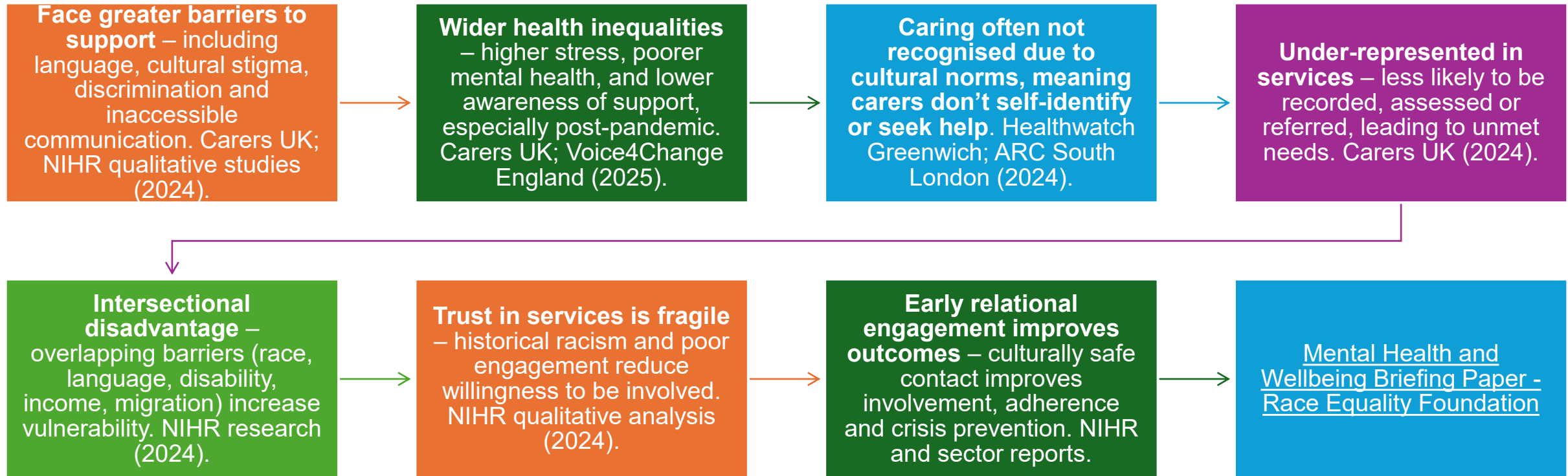
NHS Framework designed to help mental health trusts in England improve outcomes for racially minoritized patients and carers.

Introduced in 2018 following the Independent Review of the Mental Health Act 1983 which found that:

- Black and minority ethnic communities are disproportionately detained under the Act
- Receive more coercive treatments and
- Often report worse experiences of mental health services.

Not a one size fits all!

Why this is important?



Some themes from coproduction work

Invisibility and Data Gaps

Cultural and Language Barriers

Whole-Family Intersectional Approach

Staff Training and Engagement

Discharge Planning Challenges

Carers and confidentiality and advocacy



13 ToC & PCREF pilot sites



South West

- Avon and Wiltshire Mental Health Partnership NHS Trust
- Gloucester Health & Care NHS Foundation Trust

South East

- Berkshire Healthcare NHS Foundation Trust
- Sussex Partnership NHS Foundation Trust

Midlands

- Birmingham and Solihull Mental Health Foundation NHS Trust

East

- Cambridgeshire & Peterborough NHS Foundation Trust

North West

- Lancashire & South Cumbria NHS Foundation Trust
- Pennine Healthcare NHS Foundation Trust

Yorkshire & North East

- Sheffield Partnership University NHS Foundation Trust

National

- Cygnet Health Care

London

- South London and Maudsley NHS Foundation Trust
- **West London NHS Trust**
- East London NHS Foundation Trust



Triangle of Care Community: a forum for unpaid carers



Sign up and find out more
www.carers.org/the-triangle-of-care

CARERS TRUST

Join the Triangle of Care Community Group

A national space for unpaid carers and professionals in England and Wales to connect, share ideas, and strengthen the Triangle of Care.

Triangle of Care is a quality improvement scheme for health and social care providers that promotes safety, recovery and wellbeing by including and supporting unpaid carers.

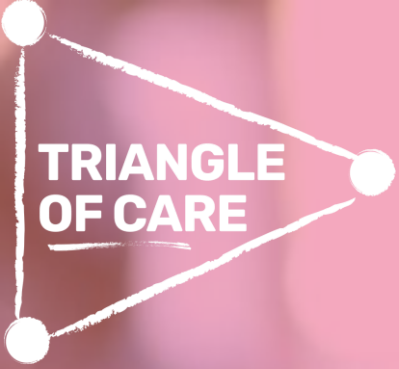
Why join?

- ✓ Connect with other unpaid carers interested in the Triangle of Care
- ✓ Find out about good practice across the country
- ✓ Share your experiences and ideas to help improve carer support and involvement

"Your voice matters. Join us to share your experiences and ideas, and help shape better support for carers everywhere."

Matthew McKenzie, unpaid carer and Chair of the ToC Community Group

Meetings held online every three months and last 1.5 hours
Register <https://forms.office.com/e/7H9zty0Ezj>
Contact triangleofcare@carers.org



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www.carers.org/the-triangle-of-care
Sign up to the newsletter

