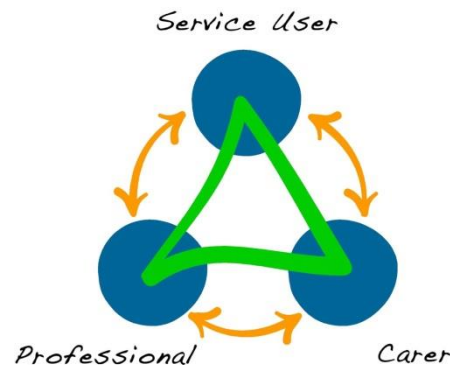




HPFT progress on implementation of Triangle of Care (TOC)

May 2017





What is TOC?

- A recommended approach for how mental health services can best support carers.
- Designed to develop a 'therapeutic alliance' between the carer, service user and service.
- Developed by mental health professionals, carers and national carer charities.
- Based on six fundamental principles for carer support.

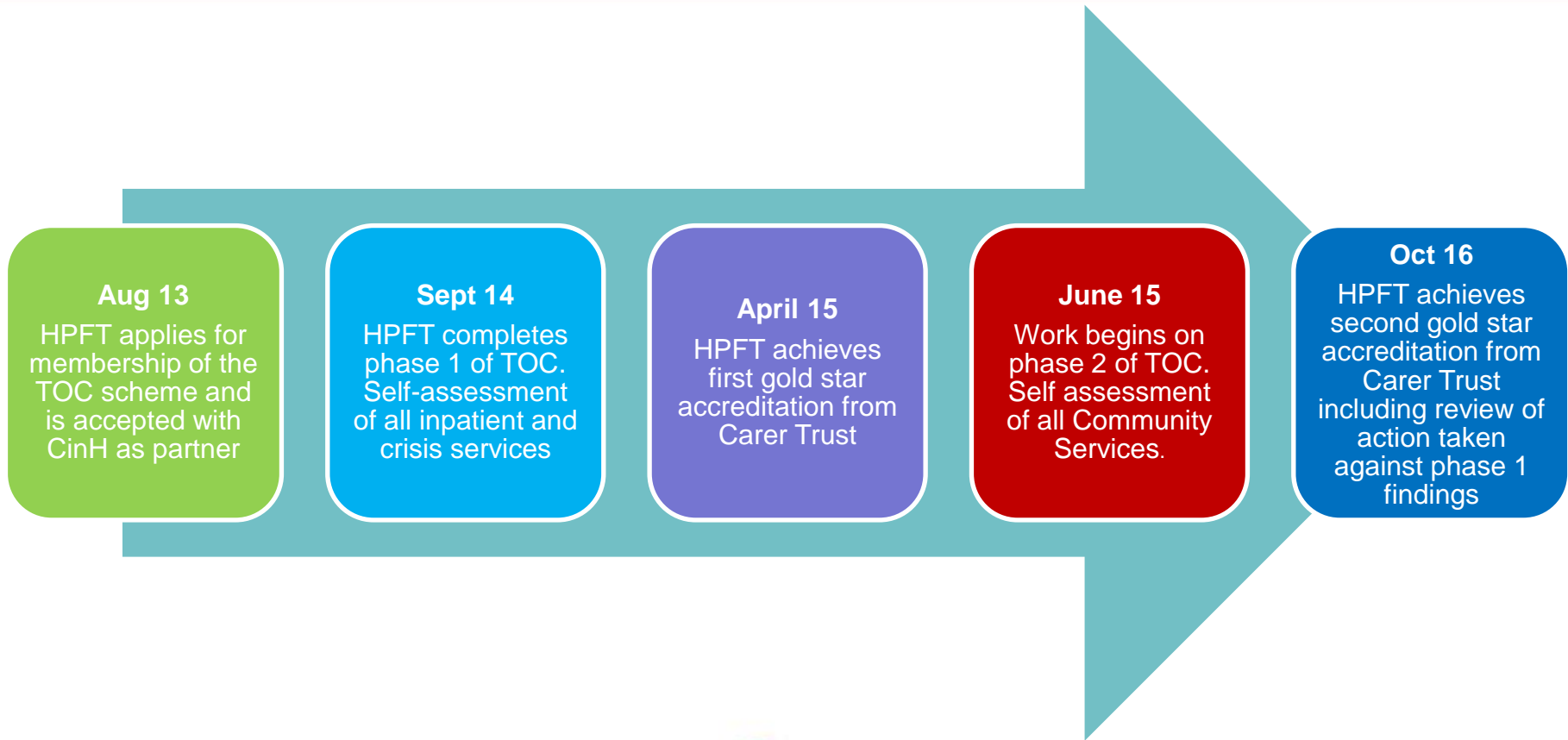


The six principles

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 roles responsible for carers are in place and shaped in a way that provides most benefit for carers.
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 including support for employees of the Trust who are also carers.



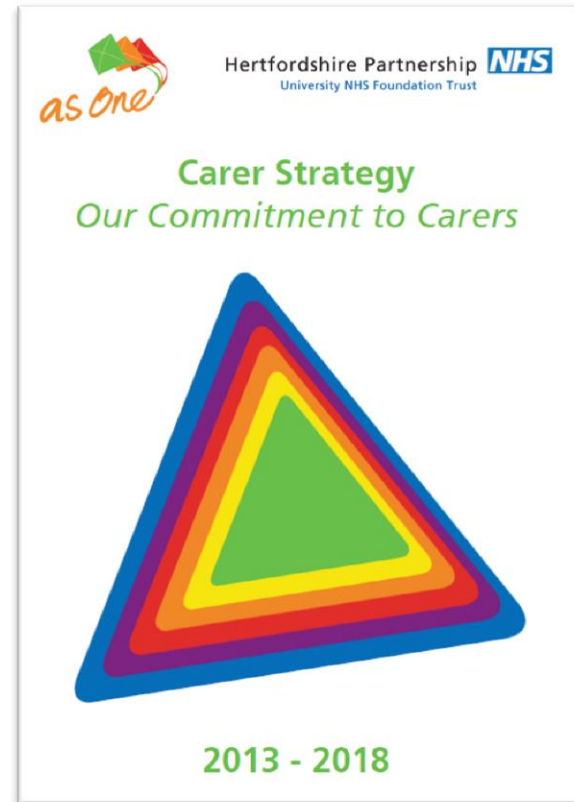
Our Journey as a TOC member





Our Strategy

- 5 year strategy launched in 2013
- Strategic commitments mirror the six principles of TOC
- Due for review in 2018 along with 5 year evaluation.
- Written in line with county carer strategy

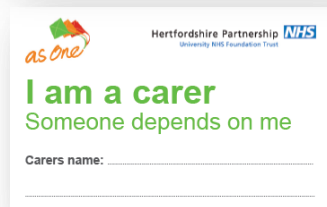
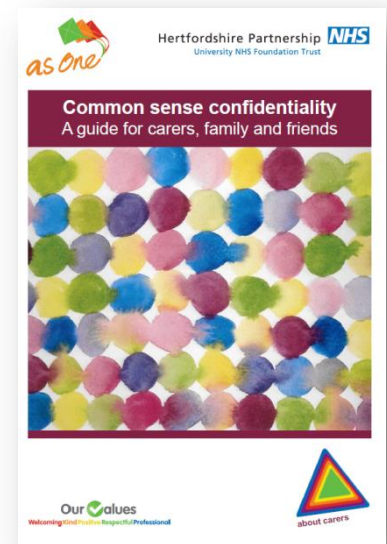
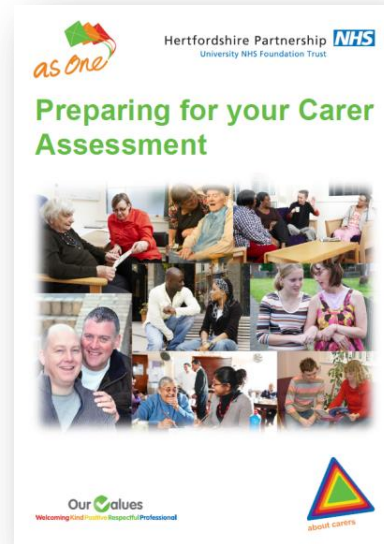
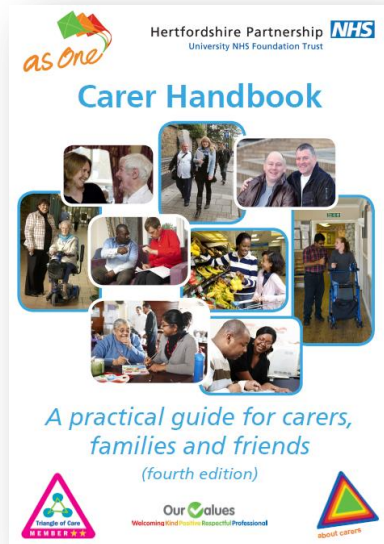
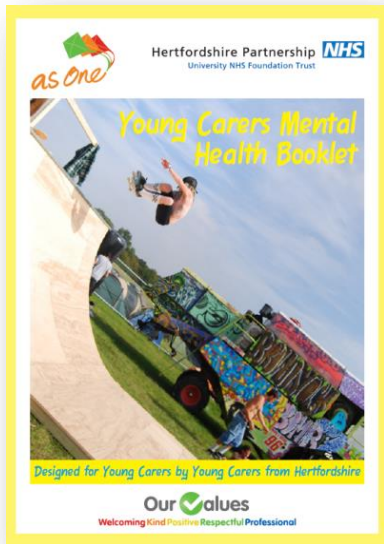




Developments



Improved, co-produced, resources





HPFT Carer Team

Who they are

- Carer specialists cover all quadrants
- Senior support workers in all quadrants
- Peer Support Workers in three quadrants
- Targeted staff members for adult and older adults.
- CAMHS resource currently under review with commissioners.

What we see

- Increase in direct carer contacts.
- 33% increase new carers identified in the past year.
- Staff with increase carer specialism dealing with complex issues.
- Email address that is advertised that can be used by staff, carers and organisations – CarerTeam@hpft.nhs.uk



HPFT Carer Pathway

- Co-produced pathway to improve support for carers.
- Based around five clear stages of carer support.
- Being implemented across HPFT throughout 2017 (prioritising community services).
- Presented to Carer Forum at previous meeting.



Development Needed



Quality improvement

- Continued increase in numbers of new carers identified needs to go hand in hand with increase in quality of support.
- Need to ensure we recognise the concerns that carers are raising – particularly around communication and safety.
- Services are stretched so, with regards to the pathway, they are needing to learn how to do things differently which takes time.
- Carers still raise concerns about not have services explained to them sufficiently or being involved at appropriate stages.
- Ongoing clarifications sought from carers re: issues such as support for carers where someone is based out of county, carer for someone with mental and physical health conditions.



Safety

- Improving the involvement of family and carers at an earlier stage to, in part, help reduce serious incidents.
- Provide more substantial ways for carers to report incidents to HPFT.
- More educational opportunities for carers to understand some of the specifics about caring for people with certain MH issues.
- All HPFT services using new pathway to ensure all carers appropriately identified and supported.



Community Services

- Annual Community Mental Health Survey showed (in 2016) that carers/supporters were not as involved in care as service users would have liked them to be.
- Our work on the carer pathway (and day to day operations within community services) is seeking to improve the extent to which we involve service user support networks.
- 2017 survey is currently out and we will see later in the year if we have managed to improve this for people.



Review – next 12 months

- Ongoing evaluation of the carer pathway and more actively seeking feedback from carers.
- Evaluation of carer team, looking at outcomes for the service user as well as carer.
- Review of how carers and families can be better involved to help prevent incidents.
- Implementing Trust wide TOC action plan based on self assessment work and feedback received from carers throughout the process.