



Triangle of Care Best Practice Conference May 2013

Carer Involvement-Being the Critical Friend/Active Partner
Jacqueline Clarke-Mapp

Why Me?

- Carer experience of acute mental health service
- Critical Friend/Active Partner/independent
- Experience of effective collaborative working
- ToC model of working
- Senior management experience in organisational development and change management

Our Approach

- Trust-wide briefing teams -divided teams into localities
- Pilot one ward
- Representative team
- Challenging & Realistic Goals
- Reality Check.
- Survey 360 degree (May to July 2012)

So what?

- Systematic checks for patient approval for info. Sharing
- Fortnightly drop-in for carers at the hospital
- More referrals of carers to Carer Support West Sussex
- Jade Ward is template for other wards
- wider groups of carers and service users consulted
- Carer information boards on every ward and 11 areas
- Carer champions
- Planned carer awareness training
- Planned review

How Was it For Me?

- My carer journey
- Frank and Respectful
- Finding time
- Confidentiality
- Collaborative
- Participation
- Rapport



So.....

How do we embed ToC best practice?



Keep the Conversation Going.....

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