Confidentiality and the Triangle of Care

Chris Taylor and Jill Siddle
Workshop aims

Explore the benefits of information sharing in a therapeutic alliance

Identify issues which may restrict information sharing within a therapeutic alliance

Explore ways in which organisations can improve information sharing
What are the benefits of information sharing within a “therapeutic alliance”
Exercise
An interview with Mrs Jill Siddle
- Carer
Developing an information sharing culture
Information sharing with carers; A Cheshire and Wirral approach

- Information sharing Task and Finish group
- Targeted training workshops aligned to incidents
- Purchase and distribution of Information leaflets and materials
- Production of a staff training DVD
- Development of a staff training programme
- Specific guidance as an appendix to Trust confidentiality policy
- Purchase and distribution of Information leaflets and materials
Ok that sounds great...but is it that easy?
Exercise

Spend 3 minutes in pairs identifying 1 or 2 difficulties in improving information sharing in your organisation.
Developing a sharing culture; warts and all

- Trust support, allay anxieties
- Engage the “buy in” of the Trust Caldicott guardian
- Commitment and momentum
- Carer involvement
- Financial and service change pressures
- Engaging staff

Care • Well-being • Partnership
Any questions?
Further information

• Triangle of care – Carers Included: A Best Practice Guide in Acute Mental Health Care (2010)
• Sharing mental health information with carers: pointers to good practice for service providers. Briefing paper. (January 2006)
• Carers and confidentiality in mental health: issues involved in information sharing. Royal College of Psychiatrists (Reviewed 2010)