Confidentiality and the Triangle of Care

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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”
Carers may hold key information to ensure safe and effective care planning.

Carers take on key roles and responsibilities to achieve best care for the service user on discharge.

Carers are likely to know the history of the crisis.
What are the benefits of sharing information to carers?

- Carers need to know about any risk that the service user may pose.
- Carers can play a huge part in relapse prevention plans.
- Carers want to be partners in care, and not excluded.
Are there obstacles that restrict information sharing with carers?

80/20 Rule
Service users want to give consent to share information with carers.

Perception that a lack of consent means no communication with carers.

Service users don’t want to be undermined by the involvement of carers.

Service users may refuse consent to share information.
Professionals say they don’t always have the skills to share information confidently.

Professionals cite a lack of organisational policies on information sharing with carers.

Professionals say lack of time is a barrier to sharing information.

Professionals may have safeguarding concerns.
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

Specific guidance as an appendix to Trust confidentiality policy

Production of a staff training DVD

Development of a staff training programme
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 an information sharing culture; warts and all

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

- 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)