

The Triangle of Care Membership Scheme

Requirements of Membership

Rationale for Scheme

The rationale for developing a formal Membership Scheme is to provide a legacy to the Triangle of Care project and recognise those mental health providers who commit to the project and complete the self-assessments fully.

The membership scheme is a means of enabling carers and service users to identify those organisations committed to involving and supporting carers. It will enable staff and organisations to demonstrate their commitment to carers and receive recognition for the work they have put into the Triangle of Care self-assessment and action planning process.

The membership scheme recognises organisations that go beyond a “tick box” culture and commit to moving towards a carer inclusive culture.

The Process for Joining the Membership Scheme

The Triangle of Care membership scheme is designed to:

- improve service delivery
- highlight good practice
- ensure consistency of carer involvement across an organisation
- build partnership working between statutory and third sector organisations
- build a carer inclusive/whole family/network approach to care

The scheme is not a pass/fail process it recognises commitment to carers. Although there are timeframes attached to completing the self-assessments there is an expectation that this is a long term piece of work which can fundamentally improve an organisation’s culture to be “carer inclusive”.

The process for joining and submitting self-assessments has recently been updated. Organisations will demonstrate how they are embedding the standards in their organisation, their commitment to ongoing improvements and clear carer involvement in the process of self-assessment.

Organisational commitment and support must be evident throughout the process.

Any Trust planning to join the membership scheme are advised to read the Organisational Toolkit ([available here](#)) and the Step-by-Step Guide to Self-Assessments ([available here](#)).

Submitting the Membership Application

The membership application form (available on our [website](#)) must be completed.

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- This a short application but must have a strategic lead sign it off as well as have a clear carer partners identified to provide and support carer involvement evidence, this can be local carer organisations or a representative steering group made up of local carers (see [Carer Toolkit](#)).
- Once a satisfactory application has been received Carers Trust will provide a Triangle of Membership logo for the submitting organisation's use.
- By signing the form an organisation commits to self-assess and embed the Triangle of Care in **ALL** their services. There are a range of self-assessments and guidance for organisations to use on our [website](#).
- The **stage one** submission must include a minimum of 80% of **ALL** inpatient services and crisis teams (or local equivalent). The remainder must be self-assessed in the second stage. The first stage must be completed within **12 months** of joining the scheme.
- The **second stage** is a full self-assessment of the remaining services (specialist community teams) and must be completed in no more than 24 months (two years) of completing and submitting stage one.
The third stage is only applicable to Integrated Trusts
- The **third stage** requires self-assessment of community services that sit outside mental health, learning disability or substance misuse and must be completed in no more than two years of completing and submitting stage two.

Requirements of Membership

Once an organisation joins the membership scheme they commit to:

- Regular attendance at regional meetings – ideally with their third sector partner.
- Provide a written update of implementation progress for each six monthly meeting (template on website)
- Adhere to the stage submission timeframes, if timeframes are not adhered to organisations may lose their membership status.
- Show clear commitment to organisational change
- Promotion of Triangle of Care to carers, service users and staff.

Caveats on Membership

First Stage

Any applicant who does not complete the minimum 80% self-assessments within the agreed 12 month period, will be asked to provide reasons as to why. If agreed they will be given an additional six months to complete. However, if they still haven't completed within the additional six months they will be informed that they can no longer use the Membership Logo and will no longer be members of the Triangle of Care Scheme. They can continue to attend regional meetings. If they later feel they are ready to reapply they can do so but will be given no "grace period" on a second application.

Second Stage

Any applicant who does not complete the remaining self-assessments within the agreed two year period, will be asked to provide reasons as to why. If agreed they will be given an additional six months to complete. However, if they still haven't completed within the additional six months they will be informed that they can no longer use the Membership Logo. They can continue to attend regional meetings. If they later feel they are ready to reapply they can do so but will be given no "grace period" on a second application.

Third Stage

Any applicant who does not complete the remaining self-assessments within the agreed two year period, will be asked to provide reasons as to why. If agreed they will be given an additional six months to complete. However, if they still haven't completed within the additional six months they will be informed that they can no longer use the Membership Logo. They can continue to attend regional meetings. If they later feel they are ready to reapply they can do so but will be given no "grace period" on a second application.

Stage Submission Requirements

At each stage of submission an organisation must clearly demonstrate the organisation's commitment to cultural change that goes beyond the completion of the self-assessments.

If the Triangle of Care Programme Lead for Carers Trust is not satisfied with the organisation's progress, they will be advised to review their organisation's commitment to membership before being allowed to submit.

It is important to remember when completing self-assessments they must reflect what carers feel about the service not what providers think they need. When an organisation is ready to submit its self-assessments (at 1st, 2nd or 3rd stage) they must provide the following:

- A report (template available on [website](#)) which demonstrates:
 - How strategic buy-in has been achieved and lines of accountability.
 - How the Triangle of Care has achieved grassroots buy-in with staff, carers and service users.
 - How the self-assessment process was rolled out and how consistency and good quality was achieved.
 - How action plans (strategic and ward/team) were developed and progressed.
- How carer involvement was achieved at a local and strategic level. How the feedback from the carer evidence was used in relation to the self-assessments and to influence action plans.
- All self-assessments for the appropriate phase, ideally collated into one document.

The submission should be made via email to Carers Trust.

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If all of the above are not received the submission will be referred back to the submitting organisation and will not be considered for peer review until all elements are received.

Peer Review & Awards

Once a satisfactory (1st, 2nd or 3rd stage) submission has been received this will be presented at the next appropriate regional meeting. At this meeting the submission will be peer reviewed and it will be the peer group that decides whether the submission is satisfactory and receives the appropriate stage recognition. If the group is not satisfied the submission will be referred back to the organisation with appropriate recommendations for improvement.

Post Application & Awards

Organisations are expected to treat the Triangle of Care membership scheme and awards as a means to demonstrating their long term commitment to carers. Post stage two (or three if an integrated trust) organisations will be expected to renew their membership on an **eighteen month** basis by submitting a simple report demonstrating how implementation has continued, progressed or developed. If organisations do not meet the requirements of renewal they will have their membership revoked. If at any point Carers Trust does not feel an organisation is demonstrating clear commitment to the implementation of the Triangle of Care at a strategic level with a long term commitment to change then its membership will be revoked.

Additional Information

Carers Trust would hold an up to date register of providers who hold the Membership Logo and at which level that would be available to commissioners and the Care Quality Commission. If there was a change to funding or the administration of the Membership Scheme by Carers Trust, all those currently applying and those who already hold the Membership Logo would be informed of changes.