


A Journey to Achieving the Triangle of Care at Oxleas



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Oxleas Mental Health Services

- Acute Care Units
- Crisis Teams and Day Treatment Teams
- Community Mental Health Centres
- Rehabilitation Units
- Forensic Unit

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2007

- The Board decided on four must do objectives to improve support for families
 - Support Families and Carers
 - Provide information for Service Users and Carers
 - Enhance Care Planning
 - Improve relationships with Service Users and Carers
- Created two carer support worker posts
- Seconded Head of Family Therapy to create a Family Inclusive Practice (FiP) course for staff

2008

- Created a Trust Carer Lead post
- Developed a Carers' Strategy
- Set up a Family and Carer Strategy Steering group
- Produced a carers handbook
- Started FiP training for staff in selected acute wards

2009

- Carer registration and carers assessment became Key Performance Indicators
- Created a Families and Carers section on the trust website
- Produced a handbook for young carers
- Recruited two trainee psychologists to help with FiP administration

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2010

- Created a system for reporting clients with no carers and carers with no assessments
- Set up more support groups including one in the forensic unit
- 42 teams attended the FiP training course
- Ran Caring with Confidence training course in all three boroughs
- 14 teams took part in ToC self assessment

2011

- Started monthly audit of carers assessments
- Updated carers handbook
- Created a part time carer support worker post in the forensic unit
- Started a family therapy service for forensic clients and their family
- Continued with FiP training programme for community mental health teams and learning disability teams

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2012

- Updated Carers' Strategy to include community health services
- Produced a common sense confidentiality leaflet for all services
- FiP training programme finished
- Implemented a carers awareness e-learning course for all clinical staff

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2013

- Conducting a trust-wide carers survey
- Working with Greenwich Council to enable carers to access carers payment
- Working with community health services to provide better information for families and carers
- All mental health teams to complete ToC self assessment

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Obstacles

- Working with families and carers is still considered additional work by some staff
- Carers KPIs are seen as tickbox exercises
- Difficult to provide consistent support to carers due to varying services in different boroughs
- Lack of funding

Bridges/Gateways

- Executive commitment
 - Carers are included in the 4 must do objectives
 - Director of Nursing and Governance is the chair of the Family and Carers Strategy Group
 - Chief Executive, Chairman and other executives regularly attend carers events and carers groups
- Good support from other services such as Communications, Training, Quality and Audit, and Psychological Therapy
- Strong partnership with local organisations

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