A Journey to Achieving the Triangle of Care at Oxleas

Anna Chan - Trust Carer Lead
Oxleas Woods
Oxleas Mental Health Services

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