

Triangle of Care - The Pennine Way

Clair Carson
Acute Services Line Manager and Trust
ToC lead.

Graham Mellors
Business Planning Officer.

The Early Journey

- **Triangle of Care best practice guidance launched July 2010.**
- **Brought to the Trust Acute Care Forum via Pals services.**
- **Put on the Trust ACF Action plan August 2010.**

The Early Journey

- **Pennine Care NHS Trust has 5 Mental Health Boroughs**
- **Self assessment undertaken by Service Manager in each Borough on their own services.**
- **Subjective approach**
- **Reported back to the Trust Acute Care Forum in Sept 2010.**

The Early Journey

- **Hiatus.....**
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The Next Stage

- **Feb 2012 re-visited in Trust ACF action plan.**
- **Realised no actions have been made.**
- **Embarrassed.....**
- **Decide to grasp and address**

Planning Stage

- **June 2012 hold a planning steering group.**
- **Key stakeholders from the organisation and Carers UK**
- **Felt to start with the launch of ToC in Adult Acute Services first to ‘get it right’.**

Planning Stage

- **To draft an overarching action plan for the implementation of the ToC document in Adult Acute Services**
- **To underpin this overarching plan with a detailed plan on how to achieve all the objectives in each domain in the ToC document**
- **To develop a briefing paper outlining the approach required to achieve the actions on both plans**
- **To agree Terms of Reference (ToR) for the steering group that will take the action plans forward.**

Planning Stage

- **To circulate both plans, ToR paper and briefing paper to key stakeholders both in operational services and carer groups for comments and feedback.**
- **To agree final steering group membership and action plans following consultation period.**
- **To launch the ToC initiative within Pennine Care NHS Trust with a dedicated launch event**
- **To commence regular steering group meetings to implement the action plan as required. This will be monitored through the Trust Acute Care Forum and supported by the Executive lead for Carers.**

The Launch

- Full Day Event in nice venue.
- Prominent Speakers including two Trust Carers, Ruth Hannan ToC lead, Alan Worthington and Malcolm Rae.
- Mixture of staff and carers invited to attend.



Steering Group

- **Established following the launch event**
- **Mixture of staff and carers**
- **Attended by the Chair of the Trust**
- **Chaired by Clair Carson**
- **Supported by Business Planning**
- **Monthly meetings**

Lessons Learnt

- **Gap from 2010 to 2012 did not mean ToC disappeared!**
- **When engagement did begin we had some trepidation and mistrust from the carer group.**
- **Needed to win hearts and minds to gain engagement.**
- **If you haven't started yet be aware of the need to understand this strength of feeling.**

Action Plan Priorities

1. Training for staff

- Draw from local and national resources
- Cover: carer awareness, information sharing
- Joint delivery – carers and champions
- Accredited ‘training the trainers’ course

2. Communication e.g.

- Information sharing policy
- Carer information packs
- Engagement on wards
- Social media

Lessons we are learning

- **Importance of leadership and resourcing**
- **Balance of carer representation**
- **Getting the right pace of change**

Ward Carer Champions: The Story So Far

- **Ten Adult Acute Wards**
- **12 Carer Champions (and growing!)**
- **Supported by Ward Managers**
- **Represent their own ward/Borough**

The Story So Far

- **Carer role description agreed with the ToC steering Group.**
- **Attend the ToC steering group**
- **Have own forum for dedicated work streams**

The story so far

Currently have three main tasks:

- 1. To be involved in the development and delivery of the carer awareness training in conjunction with the carer trainers**
- 2. To develop a ward based information leaflet specifically aimed at carers**
- 3. To scope all local carer support networks and groups to compile a local resource pack/information sheet for all carers.**

Next Steps for the Carer Champions

- **To complete the information leaflet**
- **To complete the scoping exercise**
- **To complete all training required to deliver the planned roll out in the Autumn**

Next Steps for the Carer Champions

- **To be involved in the self assessment process due to take place in Aug/Sept 2013**
- **To continue to inform and address issues to and from the wards and the ToC steering group.**

Way Forward

- **Huge steps taken since Feb 2012**
- **Mindful of pace and being inclusive.**
- **Training plan and communication work streams to be completed.**
- **To undertake self assessment process in Aug/Sept 2013.**
- **Take stock. Review. Evaluate.**