Triangle of Care - The Pennine Way

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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
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.