

Implementing



Triangle of Care

In a

High Secure Setting

Neil Tunstall
Voluntary Sector
& Carers Lead
May 2013



Ashworth Hospital

Ashworth Hospital is part of Mersey Care NHS Trust and is one of only three hospitals in the country providing a service for patients who require treatment and care in conditions of high security.

The majority, but not all, of Ashworth Hospital patients either come from prison, through the court system or from a secure unit. Some patients only stay at the hospital for a short period, others stay for many years.

Patients remain in the high secure service until they are safe and well enough to move to a medium secure or other unit.





Mersey Care NHS Trust

Targets 2013/2014

Target 1

By March 2014, Carers will confirm that Mersey Care NHS Trust is 100% fully compliant with the 'Triangle of Care Self Assessment Tool'

Target 2

By June 2013, Mersey Care NHS Trust will develop a Community Services version of the Triangle of Care assessment tool, have a training package for staff in place by September 2013 and have the tool fully implemented with carers confirming 100% compliance by June 2014

High Secure Process

- I picked up the Triangle of Care early 2011 and took the concept to our Director of Operations in May 2011
- In June 2011 the Triangle of Care self assessment and supporting documentation was tabled at the Service User & Carers Task group the start of the Governance journey!
- Agreed in principal with a few concerns we embarked on the first self-assessment
- This quickly returned to the table where we developed our action plan

High Secure Process

The action plan navigated its way through our very, very robust governance structure

- Su & Carer Task group
- Clinical Governance Committee
- High Secure Management Team
- Trust Board

The action plan was ratified and returned to the Task group for implementation

Surprises!

- How quickly our management team engaged with the Triangle of Care concepts
- When working through the self assessment the level of compliance with the criteria
- The amount of areas that only required tweaking to turn from amber to green
- Carers that have responded have been so forthcoming sharing their lived experiences

Problems...

We had a few!

- Triangle of Care criteria did not interface with some of the practices of a High Secure environment
- Family members don't necessarily see themselves as carers
- Triangle of care principals and criteria can be followed but the terminology did cause barriers
- For many staff due to the nature of our service may only have contact with carers via the phone which is also very minimal
 - Therefore not all staff saw it as part of their role





Principal 1

Carers and the essential role they play are identified at first contact or as soon as possible thereafter

- Carers or most significant person to the patient are identified during the pre-admission assessment, if not then during the admission process
- Essential information about the carers circumstances are routinely recorded
- With patient consent carers knowledge and views are sought through the assessment and treatment process

Principal 2

Staff are carer aware and trained in carer engagement strategies

- We have now secured funding to work with a production company to develop a training package
- Members of our Carer's Focus Group have responded to our invitation to advise on the training content
- We have received several very moving examples of their lived experiences and have also received a firm offer to be personally involved with the training

This has been agreed as our next priority and should be ready for staff training by October 2013





Principal 3

Policy and Practice protocols re: confidentiality and sharing information are in place

- Pre-ToC we had identified that the way we sought patients consent needed to change – we developed a consent form with our patient group and carers that broke consent down into sub groups
- If patients decline to consent - we formally ask patients twice a year as part of our CPA process plus staff will informally re-visit this decision
- Carers are offered support and general information from the Social Care Team and Carers Lead if the patient does not consent
- High Secure Services in partnership with our patients have developed a Secure Recovery Star with 100% compliance

Principal 4

Defined posts responsible for carers are in place

- The hospital has a dedicated Carers Lead –ME!
- Each ward has a Service User & Care Link Nurse
- As a hospital we have identified staff 24/7 with a responsibility for providing a contact point for Carers. During office hours there is my role plus allocated Social Workers, with the Hospitals Duty Managers providing out of hours cover
- We have several initiatives to support Carers at the hospital – we have the Carers Focus Group, Carers Helpdesk, Carers Newsletter, plus direct access to my role for support and information either at the hospital or I can support carers to identify appropriate support Carer's part of the country



Principal 5

A carer introduction to the service and staff is available, with relevant range of information across the acute care pathway

- Carers are offered an orientation tour of the hospitals services and facilities, they are under no obligation to take this up and is available at anytime during their relative or friends time with the hospital
- Our Mental Health Law department send out admission information and introduction letter when patients are admitted to the hospital
- Once approved to visit further information is then sent to Carers from our Visitors Reception team
- We have developed an information DVD which explains the process Carers undertake when visiting the hospital, this is available on the Trust's website



Principal 6

A range of carer support services is available along with a self assessment tool

- Carers Help Desk
- Electronic Information Screens
- Meeter & Greeter
- Assessment of Carers Needs provided by the Social Care Team this is re-assessed at a minimum annually.
- 1:1 support is available for Carers if requested
- Financial support when visiting their relative or friend (50% or reasonable travel expenses)
- Virtual Visiting Service



The importance and value that Triangle of Care brings to any organisation has been demonstrated by the overwhelming support and priority afforded to the implementation of the core principals of the Triangle of Care into the very fabric of our custom and practice as a leading Mental Health Trust