The Triangle of Care Carers

Included

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Carers Trust
Carers Trust – Who are we?

Carers Trust is a major charity for, with and about carers, combining the knowledge, skills, expertise and experience of its founder charities – The Princess Royal Trust for Carers and Crossroads Care – and all of its Network Partners.

Carers Trust has been operational since 1 April 2012.

The Princess Royal Trust for Carers was founded in 1991.

The first Crossroads Care pilot project was set up in 1974.

Carers Trust is the largest provider of comprehensive support services, reaching more than 450,000 carers, including more than 30,300 young carers, through a unique network of 118 independent carers centres, 63 Crossroads Care schemes, 96 young carers services and interactive websites.

Carers Trust schemes are providing over five million hours of care annually to families in England and Wales.

Carers Trust manages seven different websites for different target audiences plus a policy blog.

In many locations, Network Partners support young carers. Young carers are children and young people who often take on practical and/or emotional caring responsibilities that would normally be expected of an adult.
What do we mean by a carer?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

“A young carer is a child or young person under the age of 18 carrying out significant caring tasks and assuming a level of responsibility for another person, which would normally be undertaken by an adult.”

- Carers Trust

Note: Try to avoid using the term carer when referring to paid care workers.
A Disconnected Model of Involvement

Can Lead to…

- Carers being excluded at certain points of the care pathway
- Failure to share information on risk assessment and care planning
- Requests by carers for information, support and advice not heard
- Carers unique and expert views on the service user can be missed
It’s a simple solution.....
National Project

- Carers Trust awarded funding as part of Department of Health’s Innovation Programme
- Establish National Steering Group made up of Carers Trust Network Partners, Mental Health Trusts, National Charities, Representatives of RCN and RCPsych and Carers.
- Establish Regional Groups – 50 (of 56) Mental Health Trusts involved and over 30 local carers organisations.
- Adapted Triangle of Care for Carers of people with dementia
- Roll out into Scotland
- Developed a membership scheme
Why Do We Need the Triangle of Care?

“The Carer’s needs are as great as the patient’s needs.” (Hospice Movement)

“My husband’s doctor spoke to him about his medication when I wasn’t there. When I asked what had been said I was told there was no need as my husband had been told already. Unfortunately, my husband had no memory of the details of the conversation.” (Carer)

“Why involve the carer? They are already involved – and are likely to continue to be involved after the professional has moved on.” (Consultant Psychiatrist)
The Benefits for Carers of the Triangle of Care

• Recognition for the carer.
• An appreciation of the carer’s unique knowledge about the person they care for.
• Information being provided about the person they care for including their illness, medication and prognosis.
• Emotional and practical support – enabling carers to have a life of their own alongside their caring role.
• Reduce the risk of the carer becoming unwell due to their caring role.
• Assistance with care planning and knowing who to contact in a crisis or emergency.
• Helping carers to feel part of a team and less isolated.
• Helping carers feel stronger, more resilient and better able to cope with caring.
Benefits for Service Users of the Triangle of Care

• Comprehensive care and support from home to ward.
• A more personal service, where a service user’s views and feelings are respected and implemented.
• Reducing the need to repeat information again and again.
• Planning for the future in partnership with the person who cares for you.
Benefits for Staff of the Triangle of Care

- Creating a more helpful, supportive relationship with carers.
- Giving carers and service users realistic expectations.
- Ensuring staff have information about service users’ moods, behaviours and the best way to interact with them.
- Getting more support from carers on the ward.
- Partnership working – if the service user exhibits challenging behaviour, the carer may be able to influence their behaviour.
- Planning for the future in partnership with the person they care for whilst that person is well.
What does Triangle of Care look like for carers

• Being kept up to date when the person you care for is admitted to hospital, including someone explaining what it all means.
• Feeling listened to, being made welcome and friendly staff.
• Someone explaining confidentiality to you and what information they can tell you about.
• Knowing who is available for you to talk to in a team or on a ward – a “carer champion”
• Being offered a chance to sit down and talk to someone and ask questions – not just in ward rounds etc.
• Knowing the name of the consultant, lead nurse, carer coordinator etc.
• Being told about carers services locally and being offered or referred for a carer’s assessment.
• Being told about services for the whole family, young carers etc.
Thank you

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