

Triangle of Care Self- Assessment and Plan

Team/ward/service and Directorate:	
Completed by: (name)	
Were Carers, Family, Siblings or Friends involved in the self-assessment? Yes/No. If yes, how?	
Date of completion:	

The Trust recognises that Carers, Family, Siblings & Friends are vital partners in the provision of health services as well as people who have their own needs, aspirations and lives. Our vision is to ensure that:

- Carers, Family, Siblings & Friends are valued, recognised and involved as equal partners in individual care and service planning
- We listen to and communicate effectively with carers, families, siblings and friends
- We support them to maintain their wellbeing and be treated with dignity

In doing this we aim to support the wellbeing and/or recovery of our service users and patients.

- 1. The purpose of this Self- Assessment plan is to assess how you are involving, supporting and communicating with carers and to come up with actions to improve this. It is important to provide evidence if say you have met/partially met the expectation. Prompts are included below (in red font) of examples of the types of evidence you might embed for each objective.**
2. The plan should be developed, reviewed and agreed with carers and carer organisations wherever possible.
3. Honesty – please fill this with a ‘warts and all’ approach. This is a tool for improvement and no team is expected to be perfect. This plan is to enable teams to see (and share) what they do well and to plan for areas where improvement is need.

Please assess how well you are doing on a RAG (Red, Amber, Green) rating: **Red** – means no progress, **Amber** – means you are up to 80% of the way to completing or you complete up to 80% of the time, **Green** – means you are over 80% of the way to completing or you complete over 80% of the time.

Note: If your service has limited contact with carers please consider if there is anyone who does or could support your patients/service users and answer as best you can.

Please return this plan to TriangleofCare@nottshc.nhs.uk by 30th November 2020.

OBJECTIVE	EXPECTATIONS	DOES THIS HAPPEN? (Yes/No/ Limited)	EVIDENCE (Each box below contains some examples of evidence you might embed – but please do not limit evidence to these examples. Delete the prompts as you complete)	RAG rating (see P.1)	COMMENTS (Please use this box to explain in more detail the evidence you have embedded and what it shows)
1. To identify carers, families, siblings and friends at first contact or as soon as possible afterwards	Our first contact/assessment/admission process includes carers (i.e. by identifying them by name and recording this)		<i>E.g. embed example, of assessment / admission paperwork with section for recording carer details.</i>		<i>e.g. All named nurses document carer contact details within the admission paperwork.</i>
	As part of the assessment process, we make sure that we can give and receive information from carers. (e.g. by asking for their views, or how they would like to be contacted and involved, and recording this)		<i>E.g. embed example of any letters that are sent to new carers, or templates (ward review / MDT / Care plan) where the information gathered is recorded.</i>		<i>e.g. All new carers are sent a letter inviting them to attend appointment/review, and an information document</i>
2. To train staff to work with carers, families, siblings and friends and be aware of their needs and the contribution they can make	Our team has accessed carer awareness training		<i>E.g. show compliance / training records if possible.</i>		
3. To have a policy and clear guidance on information sharing and confidentiality in place	Our staff are aware of the Guide to Carers and Confidentiality and the Trust Information Sharing Policy and make carers aware of this		<i>E.g. Include copies of email making staff aware of confidentiality/info sharing.</i>		
	We discuss confidentiality with patients, including sharing confidential information with their loved ones		<i>E.g. include any templates of care plans etc where this is discussed/documentated.</i>		

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4. To ensure that defined posts that are responsible for carers, families, siblings and friends are in place	Our service has a named carer lead		<i>Please include name of carer lead.</i>		
5. To communicate effectively with carers, families, siblings and friends including an introduction to the service and staff	Carers are regularly updated and involved re: care plans and treatment		<i>E.g. include examples of any paperwork (e.g. care plan / ward review template / MDT template) where carer updates are prompted/recorded.</i>		
	We make sure we have a basic leaflet about our service that can be given or sent to carers with who to contact, including out of hours		<i>E.g. embed a copy of any service information leaflet. E.g. embed any posters etc that are used to ask carers to identify themselves.</i>		
	We make time to speak to carers so they can provide us with information about their loved one, and we make time to explain care pathways, the services provided and points of contact (named nurse, person who co-ordinates care) and ensure that there are meeting and greeting protocols in place		<i>E.g. embed any documents which capture these conversations. E.g. embed guidance given to staff about making time to speak to carers. E.g. embed template letters sent to carers</i>		

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			<i>inviting them to be included.</i> <i>E.g. include recent results of carer satisfaction surveys if available.</i>		
	The carer is involved in the discharge planning process from the service and is clear about what to do if they need support, information or to contact someone		<i>E.g. embed copies of documents which capture this carer involvement (discharge paperwork templates etc).</i>		
6. To ensure that support and information about support is available to carers, families, siblings and friends	Provide information to carers on support that is available through Trust, statutory and voluntary organisations (e.g Trust website link- www.nottinghamshirehealthcare.nhs.uk/families-and-carer , carers pack or leaflets)		<i>E.g. embed a copy of any carer information packs that are provided.</i> <i>E.g. embed photograph of notice board with information for carers.</i> <i>E.g. embed information about any carers groups or forums within the service.</i>		
	Carers we come into contact with are given information on how to access a carer's assessment as well as one-to-one support and advocacy		<i>E.g. embed copies of information provided to carers about Carers Assessments.</i>		

Any other activity that helps support, involve or communicate with carers:	
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Next steps:	e.g. Action plan / discuss at Team Meeting
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If there is any help or resource that would help your service improve, please let us know:	
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Please return to: TriangleofCare@nottshc.nhs.uk by 30th November 2020.

For more information:

Trust Website:

Please see the Trust webpage for support and information for carers and resources for staff at:

<https://www.nottinghamshirehealthcare.nhs.uk/families-and-carers> Our carer awareness film can be seen at:

https://www.youtube.com/watch?time_continue=3&v=XclyRbeSVHE

Triangle of Care – Toolkits and Information:

Please find the various toolkits/guidance (for General, Young Carers/Young Adult Carers, Dementia and Community Services)

Note: These state that they are for Mental Health services but apply across all services.

