

# PAPER

BOD 130/2015

(Agenda item: 15)

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

# Board of Directors

**Board Meeting**

**30 September 2015**

**Carers Strategy Progress Report 2014/15**

**and Forward Plans 2015/16**

**For Approval**

**Recommendations**

Trust Board to approve 2014/15 Directorate Action Plan and Learning Event summaries.

Trust Board to approve the 2015/16 way forward and high level Action Plan objectives for the year.

**Author of the Report: Graham Whitwell, Head of Social Care**

**Lead Executive Director: Yvonne Taylor, Chief Operating Officer**

*A risk assessment has been undertaken around the legal issues that this paper presents and there are no issues that need to be referred to the Trust Solicitors.*

1. **Executive Summary**

This report is being provided to Trust Board as an annual update of how the Trust is making progress with the work under the Carers Strategy to improve outcomes for Carers. A Carers Strategy Forum has been established, chaired by Yvonne Taylor, Chief Operating Officer and Executive Lead for Carers, to coordinate the work.

This report informs Trust Board members about the significant amount of the work achieved under our membership of the Carers Trust, nationally accredited system, the Triangle of Care, and also the 2015/16 Action Planning to apply learning to improve services.

The Carers Trust is currently focussing on, and supporting Mental Health Trusts to Self-Assess and improve their mental health services; at a later stage it is expected that there will be a developed Self-Assessment process specifically for our Community Services providing for service users physical health needs.

The Self-Assessment work to date within mental health services has highlighted some important themes for improvement and the Carers Strategy Forum has prioritised two significant areas in developing Carer Awareness Training for staff and a Trust wide review of Carer Information, work is underway to deliver on these areas.

This report informs Trust Board members in more detail in the Appendix about learning from the Self-Assessment process and the priority areas of work to make improvements throughout 2015/16 Action Plan.

1. **Carers Strategy 2012 – 17**

The Oxford Health NHS FT Carers Strategy is established in order to maintain a cycle of learning and improvement in the services the Trust provides to Carers. The Carers Strategy reflects national and local policy highlights the needs of Carers and also the huge contribution they make to the care of those people the Trust provides care and treatment for.

The Carers Strategy establishes some high level strategic outcomes for Carers to guide and develop the work. Some of these relate to Carers being respected in their caring role, their knowledge and experience of the cared for being listened to in the care process, being well informed and their needs being identified in their own right.

The Triangle of Care system of Self-Assessment and cycle of learning and improvement provides an important, externally evaluated process through which the Carers Strategy is being delivered.

1. **The Triangle of Care and the Carers Trust**

The Triangle of Care is a nationally funded cycle of learning and service improvement scheme which a high percentage of Mental Health Trusts hold membership within the scheme.

The ‘triangle’ symbol of the scheme refers to the three points in the relationship and communication between carers, patients and staff. The assessment of the quality of the three way relationship and the level of carer inclusion is at the core of the scheme. The assessment process is established by the Carers Trust in the form of a Self-Assessment Tool which staff in community teams and wards completes at the coal face, including carer involvement offering challenge.

In leading on the Triangle of Care the Carers Trust leads and maintains Regional Peer Groups across the country. Oxford Health NHS FT Head of Social Care and Trust-wide Carers Lead attends the South East Regional Group as part of our ongoing commitment of membership. The role of the peer groups is to share information and learning and to assess applications by Trusts to advance and improve their levels of membership and recognised quality of service to Carers.

1. **Implementing the Triangle of Care**

In implementing the Triangle of Care the Trust has established a Carers Strategy Forum which is led by Yvonne Taylor, Chief Operating Officer and Executive Lead for Carers and has met on five occasions over the last fourteen months. The membership of the Forum is inclusive with carer involvement, third sector Carer organisations and senior Directorate Carer Leads ensuring that the work in completed and embedded.

The role of the Forum is to oversee the completion of the Triangle of Care processes in partnership with Carers and third sector organisations. Members of the Forum also add value and benefit from sharing information, experiences and importantly jointly leading on the priority areas of service improvement required.

The Forums inaugural meeting invited Ruth Hannan – Policy and Development Manager from the Carers Trust to open up an initial discussion. This discussion led into a decision that the Trust would implement the Triangle of Care process by assessing all mental health community teams and inpatient services in order to establish learning across the newly remodelled community / inpatient pathways.

The Triangle of Care work within the Trust has been embedded and reported at Directorate Governance, Trust Governance, Clinical Advisory Board and at Trust Board levels. Three senior staff at Head of Nursing and Social Care Professional Lead level have led and coordinated the work at Directorate level.

In undertaking the initial Self-Assessment baselining task the three Directorates have completed thirty seven community team and inpatient assessments across the Trust. They are on schedule to complete to all mental health community and inpatient units by a November 2015 deadline for submission to the Carers Trust. As the Trust Board will be aware, Directorates have been working on other national programmes of improvement, for example the AIMS accreditation programme through the Royal College of Psychiatrists and some of the themes of learning coming through this work relates directly to Carers, reading across to the Triangle of Care.

1. **Learning from Self- Assessment**

The key role of the Carers Strategy Forum has been to oversee and learn through the Self-Assessment process from each Directorate. In hearing back from Directorates about the Self-Assessments the Forum has established some of the key themes of learning and has chosen two major themes to make early improvements. Firstly, Carer Awareness Training for mental health staff has come through as an important consistent gap across. Secondly, the need for the Trust to improve access to consistent information for use by mental health teams both in terms of available hard copy Carer Packs the Directorates use and also on the Trust website.

Whilst there are other themes arising from the Self- Assessment process, for example, the need to embed the use of Advanced Directives in clinical practice, the Carers Strategy Forum has decided to achieve success with two main priorities at this time to consolidate some basic building blocks which are recognised as long term concerns.

**Reporting back to the Carers Trust**

There are two main ways in which the Trust reports back to the Carers Trust about the work it has completed to review its membership.

Firstly, all Self-Assessments completed and recorded will be fed back to the Programme Manager to review and assess.

Secondly, a date will be established in December for a meeting of the South East Regional Group where a report giving a narrative on implementation of the Triangle of Care will be submitted. A small team of carers, staff and third sector organisations from the Trust Localities will attend the South East Regional Group to present the work completed and progress in implementing the Triangle of Care. Following a short Oxford Health NHS FT presentation to the other South East Regional Trust, members will lead a question and answer session focussing on the learning the Trust has made.

**Appendices**

**Appendix 1 – Some highlighted areas of Good practice**

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| **Internal Peer Reviews** | Internal peer reviews of practice across Directorate teams have been undertaken in which clinicians peer reviewed records, spoken directly to teams and carers. This peer review process highlighted that carers and service users fed back that staff provided services with care, compassion and kindness. |
| **AIMS accreditation** | The AIMS accreditation process included an external evaluation of services in relation to Carers. This process reads across to the Triangle of Care baseline assessment. For example the external evaluation examined the Trust care process in relation to, carer identification on admission, recorded identification, advocacy, learning from complaints and information for carers. |
| **Complaints learning** | It is clear through recent reports and analysis on Complaints through PALS that Carers form the second highest group of complainants. This is acknowledged through the Triangle of Care process in the opportunity is being taken to invite Cares who have recently been through the Complaints process to contribute to the two priority areas of improvement. Inclusive groups of staff and Carers will support the design of Carer Awareness Training and improvement / development of Information. |
| **Recovery College / Adult Directorate Oxfordshire locality.** | The Carers Strategy Forum scheduled a presentation from the Adult Directorate to understand and learn about their work regarding the Recovery College. This work of designing courses for service users, carers and staff includes the involvement of the Rethink as a third sector commissioned service supporting carers in Oxfordshire. Rethink have become involved in the College and have involved Cares in the design and delivery of a course regarding the Role of the Carer. Rethink in Oxfordshire are members of the Carers Strategy Forum. |

**Appendix 2 – 2015 / 16 Action Plan**

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| **Action** | **Content** | **Target Date** |
| **Carers Awareness Training** | A pilot of Carers Awareness Training is currently being planned and developed in partnership with two third sector Carer organisations in Buckinghamshire and Oxfordshire.  **Pilot Development**  Both Directorate staff Carer Leads and carers are directly involved in the design and content of the pilot curriculum.  The pilot will aim to improve the knowledge and clinical practice of staff particularly in developing a greater understanding of the impact of confidentiality, consent and capacity. These three conflicting areas of practice can have a negative impact on the inclusion of carers in the care process.  **Pilot conclusion**  Report back to the Carers Strategy Forum for discussion and decision on roll out | **October 2015**  **January 2016**  **February 2016** |
| **Information Development** | The improvement work in relation to improvement will involve a review of all Directorate information being currently used to inform, support and signpost Carers. Together with this there will be a review of the Trust Internet information for Carers. This work will involve Directorate staff Carer Leads and Carers.  In conjunction with the initial basic review there is a need to review and improve the clinical supporting information relating to specific diagnosis. The Trust will learn from other Trusts leading in this field to identify modern internet systems of support and information which can be used by staff. This element of the work will involve both Carers and senior clinical leaders within the Trust to agree the most suitable information and online systems.  The results of both the review of the Trust wide Carers Information Review and the review of clinical information to support Carers will be fed back to the Carers Strategy Forum. The Forum will decide and direct on the next stage of Information improvement. | **October 2015**  **December 2015**  **February 2016** |