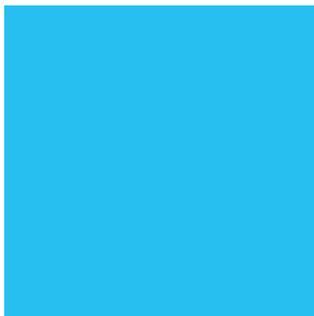
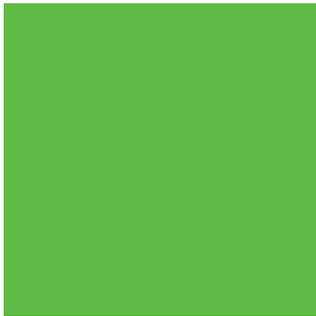
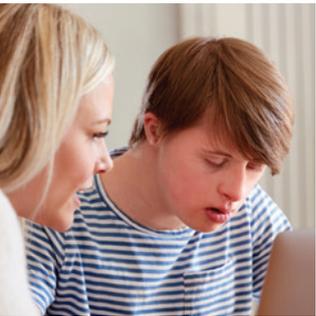




Oxford Health
NHS Foundation Trust



Family, Friends and Carers Strategy

2021-24



I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me.

National Voices

Foreword: Marie Crofts, Chief Nurse

Following on from our first Family, Friends and Carers strategy in 2017, I am delighted to now share with you a refreshed *I Care You Care* strategy that seeks to guide us through the next three years, furthering our unwavering commitment to put you – family, friends and carers – at the heart of everything we do.

It really is crucial to our overall strategic objective to listen to you, understand you and involve you as we strive to continually uphold our values of being Caring, Safe and Excellent in the breadth of care we deliver.

Without doing so we will not be able to achieve our vision – as set out in the Oxford Health NHS Foundation Trust strategy for 2021-26 – to deliver ‘Outstanding Care by an Outstanding Team’ or indeed our mission to the best Trust of our kind in the country.

This *I Care You Care* strategy sets out our pledge to support and seamlessly work alongside families, friends and carers as well our patients and service users to really embed the principles of co-production and improving outcomes for all.

We want to get this right. We have listened to what our families, friends and carers have told us about clearer communication and listening more fully, and this is a key focus.

We want our family, friends and carers to have the best possible experience when they come into contact with our services and our teams.

We will continue to listen, learn and act on feedback, so please do let us know how we are doing and how we can better support you.

This strategy has been co-produced with carers; carer organisations; colleagues within Oxford Health and other stakeholders. The areas of focus within are those which you as family; friends and carers have told us are important to you.

The care we provide as healthcare professionals represents a small proportion of the network of support that many of our patients receive.

This is something that we at Oxford Health must never forget or take for granted. If you are caring for a loved one or friend, my sincerest thanks for all that you do with such love, compassion and commitment.



Marie Crofts,
Chief Nurse

Diane Hilson, Carer Involvement Lead

Family, friends and carers are closest to the patients we treat and should always be involved in the care we provide and the service developments we make.

This refreshed strategy has been developed over a period of time.

In my role I have had the opportunity and privilege to work with and listen to carers about their experiences, and hope that this refreshed strategy truly reflects what people want to see us working towards.

As an NHS Foundation Trust, it is our duty to support carers to look after themselves as well as the person they are caring for.

Having been a carer myself, I am aware of the daily challenges carers face.

I know that not all carers will go looking for help. It is our responsibility to reach out and give them a helping hand. As healthcare professionals we are in the best position to do this.

I am excited to continue on this improvement journey, working with my Trust colleagues and the family, friends and carers with whom I come into contact with.



Diane Hilson,
Carer Involvement Lead

Aim of this strategy

This strategy has been developed in partnership with family, friends and carers, carer organisations, Oxford Health staff and Carer Governors elected to our Council of Governors. It builds on progress achieved in the previous strategy.

Our Trust values the important role that family, friends and carers have in their relative, partner or friends' care. We want all our staff to work in partnership with our family, friends and carers; to acknowledge them as experts by experience and to ensure they are informed, supported and valued.

The Trust's previous three-year family friends and carers' strategy came to an end in June 2020. Work on a refreshed strategy initiated with a stakeholder workshop in February 2020 but, unfortunately, was unable to progress any further due to the COVID-19 pandemic.

We adapted our plans and timescales and work resumed later in 2020 with several virtual workshops taking place, including a final one held earlier this year.

This strategy was co-produced with a diverse range of carers; carers organisations; Carer Governors and colleagues to ensure the strategic aims would truly make a difference to carers and family members. The aim and objectives of the strategy are also in line with the NHS Long Term Plan.

This strategy sets out our ambition to engage, involve and support every carer with the aim to **work in true partnership** with our family, friends and carers. By achieving this aim we will support the Trust's overall vision of delivering 'Outstanding Care, delivered by an Outstanding Team'.

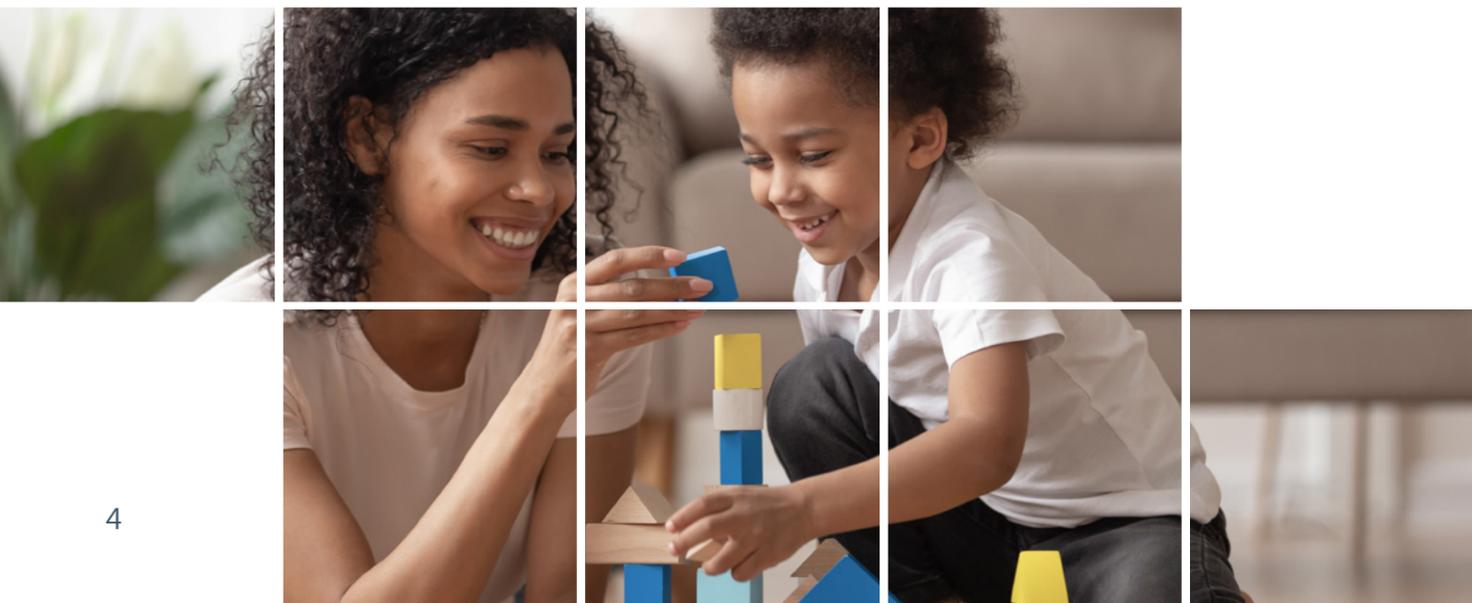
We have identified seven primary drivers to deliver the strategy:

1. Build on staff awareness and training about carers
2. Increase support and signposting available to carers
3. Better communication with carers
4. Develop and improve resources about services for patients and carers to access in different formats
5. Build on involvement work with carers
6. Identify carers who are accessing our services with the service user
7. Build on equality and inclusion

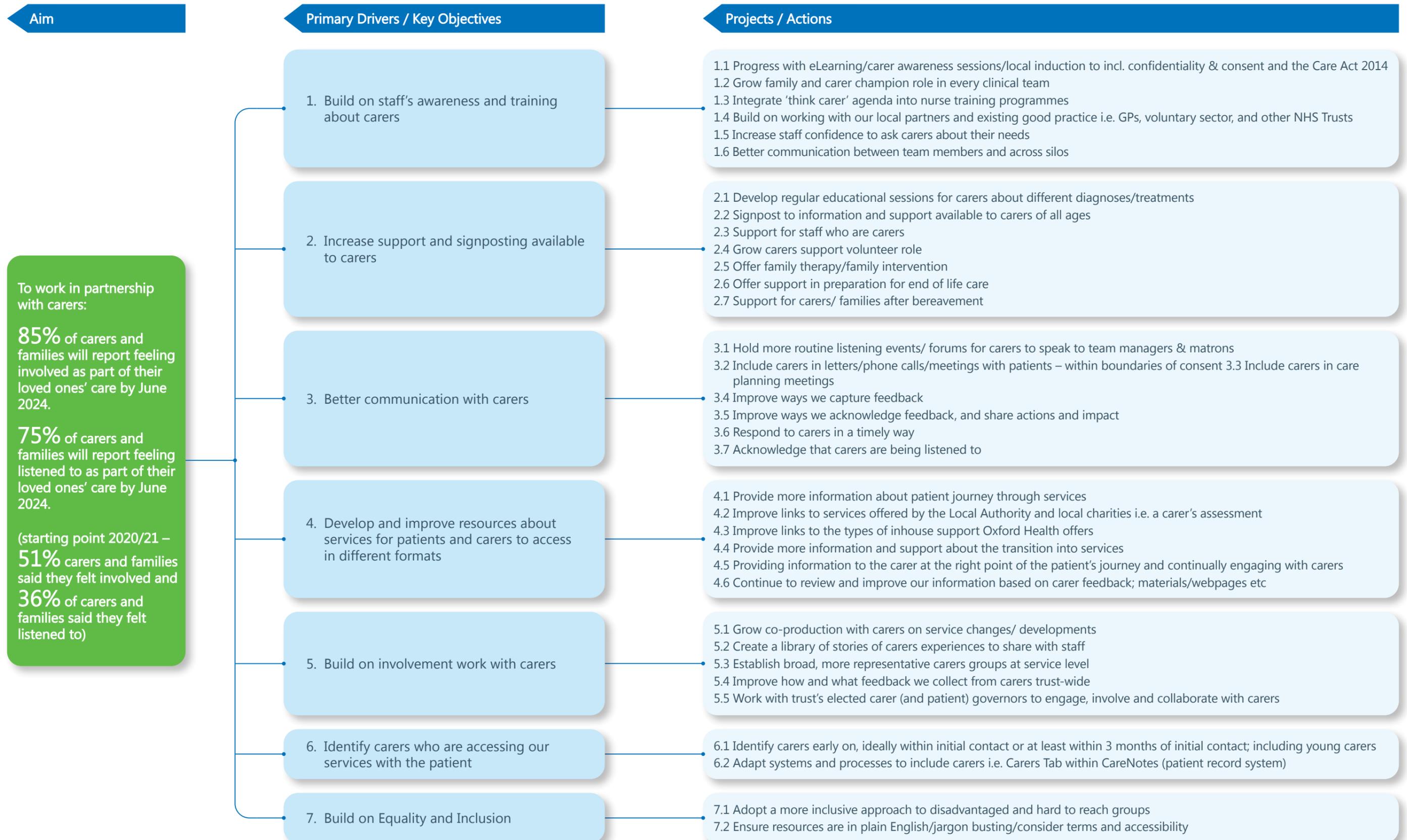
The diagram below illustrates our strategy in a clear visual way on one page and will help us maintain an overview of the bigger picture and our aim.

Each primary driver will have a detailed programme, this is listed in the driver diagram but not in order of priority. The actions within each of these projects will develop and evolve as we progress through the three-year strategy.

Progress against the individual programmes and actions will be monitored quarterly by the Trust-wide Friends, Family and Carers Strategy Group chaired by the Chief Nurse and then reported through to the Quality and Clinical Governance Sub-Committee.



'I Care You Care' Strategy Summary / Driver Diagram 2021-2024



How we will know we are making a difference?

To ensure we are moving in the right direction and doing what we say we are going to do, we have set targets for year 1, 2 and 3 to achieve the overall aim.

Our starting point for 2020/21 is 51% of families, friends and carers said they felt involved and 36% of families, friends and carers who said they felt listened to.

Over the past year we have worked with and listened to our family, friends and carers through various carers groups, focus groups and workshops, including a bespoke carers survey.

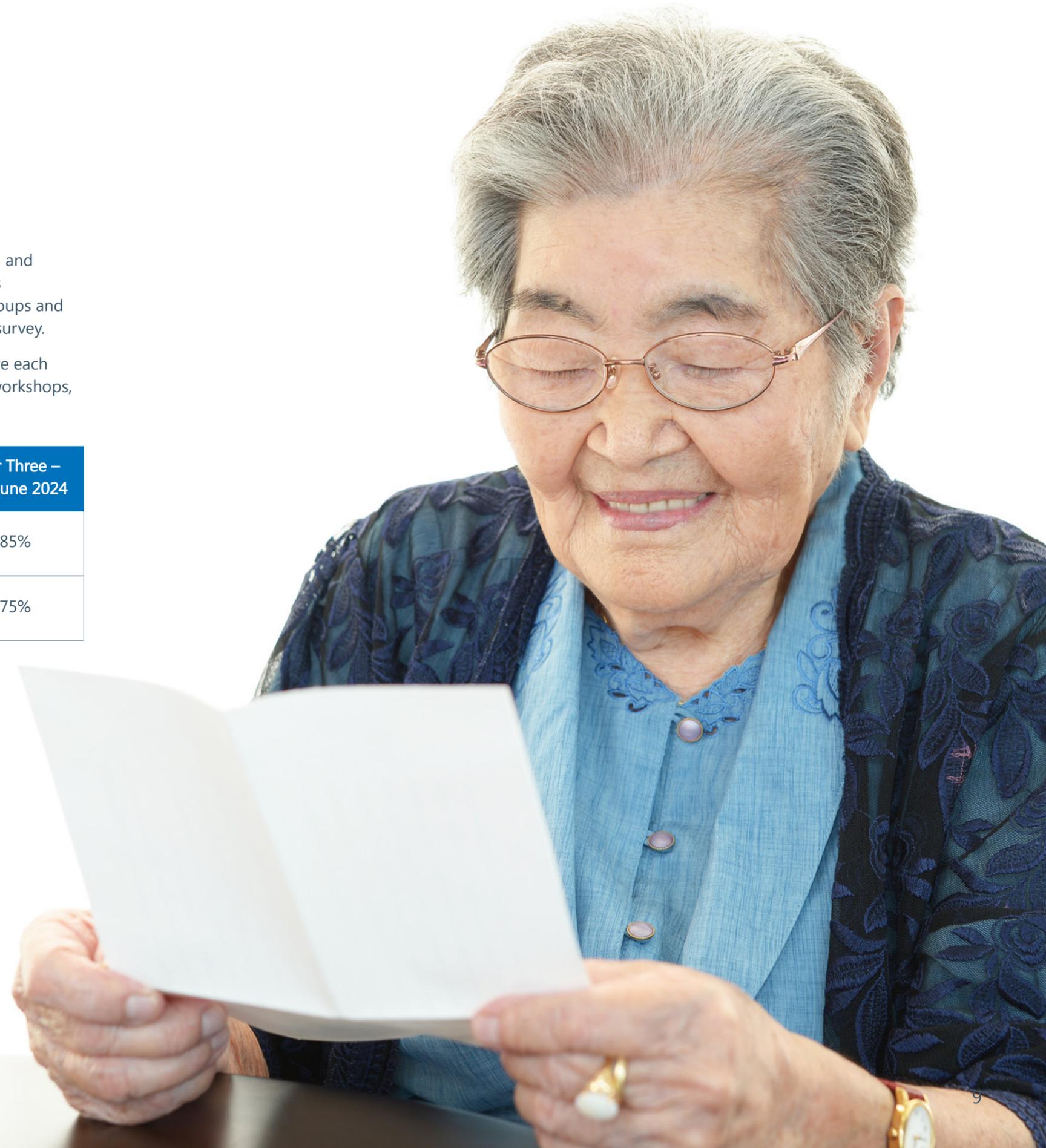
We have set ambitious targets to achieve each year, agreed by the participants at the workshops, as follows:

	Starting Point 2020/21	Year One – 30 th June 2022	Year Two – 30 th June 2023	Year Three – 30 th June 2024
% of family, friends and carers felt involved	51%	61%	75%	85%
% of family, friends and carers felt listened to	36%	45%	60%	75%

Feedback data will be gathered through:

- ✓ A regular adult carer and parent survey with standard questions (paper and via the website)
- ✓ A bespoke survey/focus groups with carers at least every six months to measure the impact we are having on carers' experiences of our services
- ✓ We will also use other data and feedback such as from complaints, compliments, incidents

All progress will be reported and monitored quarterly through the Friends, Family and Carers meeting chaired by the Chief Nurse.



Where are we now?

We have already started work on some of the areas in the new strategy in response to feedback from our family, friends and carers by:

- ensuring our staff are more carer aware,
- building a network of carer champions across our organisation,

- improving information we provide to carers,
- growing our family, friends and carer support groups
- educating carers on various health conditions through workshops

In the previous *I Care You Care* strategy we set ourselves several objectives for 2017-20. Progress is detailed below.

New Trust-wide carers lead	Green
Senior leader roles to include expectations re: carers	Green
Triangle of Care roll out to physical health services	Red
Carer champions across all services	Amber
Annual programme to review and improve our approach	Green
Developing family, friends', and carers' training for all staff	Green
Creating a community of practice for local carer leads and carer reps	Amber
Reviewing and Improving our webpages, leaflets, and other information	Amber
Carer Governors and nominated reps to attend our forums	Green
Reviewing and improving all our work to ensure it is fully inclusive for everyone	Amber
Publishing an annual report on our progress	Green
Evaluating how we have done using the Trust's I Want Great Care feedback tool	Green

Further evidence of the developments and impact of the strategy can be seen in the *Carers and Family Annual Report 2019-2020* published on the Trust's website.

Below are the 2017-2020 objectives which are yet to be fully achieved. It is important that we do not lose sight of them, so they have been incorporated into the refreshed 2021-24 strategy.

Objective	Progress
Carer champions across all services	<ul style="list-style-type: none"> • The carer champion is an invaluable role which advocates for carers and helps drive forward the 'think carer' agenda across our services. • The carer champion role continues to grow however at a slower pace than planned. This perhaps is not surprising at a time when our services are subject to the significant demands and challenges which the past 18 months has presented.
Creating a community of practice for local carer leads and carers reps	<ul style="list-style-type: none"> • We continue to make progress in this area. • We have held two carer conferences to date which have been well attended by staff and carers. • A Buckinghamshire carers champion forum meets four times a year. This forum allows the champions to network, share information, and best practice, and focus on various initiatives towards our improvement journey. • This forum approach is still to be rolled out to other areas of the Trust.
Reviewing and improving our webpages, leaflets, and other information	<ul style="list-style-type: none"> • We have made good progress in this area over the past three years, specific services have developed new and improved leaflets, service webpages have included information and support for family, friends and carers, in 2020 we launched a new carers' resource centre accessible for staff via the trust intranet and, most recently, in Autumn 2020, we launched the Trust 'Caring for our Carers' webpages. This is a continuous area of development as we need to ensure that we take a consistent approach across the whole organisation with the information we provide for family, friends and carers, and to ensure that it is helpful, clear and easily accessible.
Reviewing and improving all our work to ensure it is fully inclusive for everyone	<ul style="list-style-type: none"> • We recognise that we need to increase our efforts to understand and respond to the needs of our carers from all protected characteristic groups. Additionally, we need to better recognise the needs of specific groups that present unique challenges to the Trust, for example young carers.
Triangle of Care roll out to physical health services	<ul style="list-style-type: none"> • It was our intention to roll out the standards to our physical health services in Spring 2020, however the significant impact on our community health services following the COVID-19 pandemic meant that the Triangle of Care assessment process against the national standards was postponed. • The <i>I Care You Care</i> strategy closely aligns to the Triangle of Care principles and we continue to embed this work across our community services.

Triangle of Care

The Triangle of Care is a nationally recognised external accreditation tool developed by the Carers Trust in collaboration with NHS staff and carers. It outlines six key standards, summarised below, that are designed to ensure families, friends and carers are better involved and informed in the provision of care and support in their caring roles. The accreditation gives up to 3 stars.



The six key standards are:

Carers and their essential role are identified at first contact or as soon as possible afterwards

Staff are 'carer aware' and trained in carer engagement strategies

Policy and practice protocols for confidentiality and sharing information are in place

Defined post(s) responsible for carers are in place

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

A range of carer support is available

As a Trust we have achieved and sustained a 'two star' Triangle of Care rating over a number of years for our work with family, friends and carers across our mental health services.

The work is reviewed by external parties on a regular basis to ensure our mental health services are compliant with the standard.

However, we recognise there is still much work to do to improve this and work more closely with families and carers. This objective is also

subject to a Trust-wide quality improvement process which will help us achieve the maximum three stars.

It is our intention to move to the full 'three star' accreditation, by ensuring compliance across our physical health services (also known as community health services).

It is important to note that the priorities set within this strategy closely align to the six key standards of the Triangle of Care.



What's next?

We know a lot of our services are already doing some great work, but we recognise there is so much more that we want to achieve and need to do.

From the feedback we receive we need to build on the information we provide to family, friends and carers and improve the channels of communications between carers and staff.

If communication does not work effectively for family, friends and carers, it can be an overlying barrier to engagement and impact on the experience of our services.

By listening carefully to our family, friends and carers, as well as our local carer organisations, we look to continue to build on what they want and need to ensure we are meeting both current and future needs of our family, friends and carers.

We are excited to continue this improvement journey with a new refreshed strategy for the next three years.



“

If I had understood better my role as carer from the outset, my actions would have been different and the outcomes might have been better from the beginning; I didn't understand what my role was, and how important it was.

Chris, cares for a relative

How can you get involved?

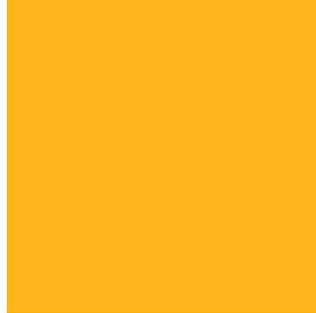
Everyone at Oxford Health is working towards making the experience for family, friends and carers the best it possibly can be. The feedback of those we come into contact with is vital to us developing and evolving our services in line with their needs. We encourage our family, friends and carers who are accessing our services with their loved one or friend to speak to the service about ***I Want Great Care***, our Trust tool for capturing feedback. You can also find out more by visiting this link: www.oxfordhealth.nhs.uk/contacts

We already offer various carers groups and forums across the different services to provide places for family, friends and carers to meet and talk about the issues that may affect them. We will continue to expand these as part of our ***I Care You Care*** initiative.

If you want to learn more about what the service you come into contact with can offer you in terms of support then speak to our staff. Alternatively, you can visit our carers website at **Carers – Oxford Health NHS Foundation Trust** or email icareyoucare@oxfordhealth.nhs.uk and someone will get back to you with the help you might need.

We are committed to involving patients, families, friends and carers in continually improving the quality of the services we provide, to find out more about getting involved with our improvements visit the **Getting Involved section** of our carers website.

The Trust also has carer representation on its Council of Governors, with positions dedicated for family, friends and carers to act as representative for carers at the highest level of the organisation. These elected carer governors play an important role in how the Trust is run and hold the Board to account for the decisions it makes. For more information about our governors, visit the About Us section of the our website www.oxfordhealth.nhs.uk or you can email the carer governors directly at contactyourgovernor@oxfordhealth.nhs.uk



Our thanks

With thanks to do those who have contributed to the development of this strategy, our families, friends and carers, Trust staff, Trust carer governors and local carer organisations

Our local carer organisations are:

- Carers Oxfordshire
- Carers Buckinghamshire
- Rethink Mental Illness Oxfordshire



A special thank you

To everyone who is out there caring for a relative or friend – thank you, and please do tell us what we can do better to support you.