

Find out what is happening locally and how you can get involved or benefit from Triangle of Care.



Oxford Health
NHS Foundation Trust

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Triangle of Care Lead : Mrs Diane Hilson

Contact:

icareyoucare@oxfordhealth.nhs.uk

CARERS TRUST

The Triangle of Care is an initiative by Carers Trust. Our vision at Carers Trust is that unpaid carers are heard, valued and have access to the support, advice and resources they need to live a fulfilling life alongside caring. Together, we're making life better for every unpaid carer in the UK.

To find out more visit [The Triangle of Care \(carers.org\)](https://www.carers.org)

or email Triangleofcare@carers.org

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The Triangle of Care:

Carers Included

A Guide to Best Practice in Mental Health Care

An introduction for service users.

"The Triangle of Care is a really practical way of working co-productively, listening, sharing and learning from each other, in a framework of safety, respect and honest dialogue."

Service user.



What is the Triangle of Care?

The Triangle of Care is an improvement tool which brings together carers, service users and professionals. It aims to promote safety and recovery for people with mental health issues and to encourage their wellbeing and supporting their carers.

The Triangle of Care is based on six principles that mental health Trusts can use to include and support carers:

- 1 Carers, and the essential role they play, are identified at first contact or as soon as possible thereafter.
- 2 Staff are carer aware and trained in carer engagement strategies.
- 3 Policy and practice protocols regarding confidentiality and sharing information are in place.
- 4 Defined post(s) responsible for carers are in place.
- 5 A carer introduction to the service and staff is available, with a relevant range of information across the acute pathway.
- 6 A range of carer support services is available along with a self-assessment tool.

These principles can underpin a healthy productive relationship between the carer, service user and professional.

How the Triangle of Care can help carers

The person or people who supports you - unpaid carer(s) - may be the only constant in your mental health care journey. They can be there when crisis occurs, when you are well and when you need support with day to day activities. They often understand you and your needs and condition extremely well and as such you may see them as a vital partner in your care.



If professionals recognise the support your carer gives to you and sees them as a key partner in your care, then you are more likely to receive better care and support on your journey to recovery.

The Triangle of Care can help your carer recognise their own needs as a carer and give them appropriate information and support. In turn this can help them feel less stressed and pressured and keep their own independence and interests, ensuring you both have a better relationship with each other. It can also ensure staff are carer aware so you are all seen as partners in care across the treatment system.

It can help staff understand the principles of confidentiality so that they can share appropriate information with your carer while ensuring your carer's and your own confidentiality is protected. A carers lead on a ward or team can ensure information for carers is available and promote an environment that is sensitive to carers' needs and includes information on support services.

The Triangle of Care delivers many benefits including:

- Comprehensive care and support in all services.
- A more personal service, where your views and feelings are respected and implemented.
- Involving your carers ensures your needs and best interests are considered and acknowledged.
- Reducing the need to repeat information again and again.
- Emotional and practical support and reducing stress.
- You do not have to feel like the "go-between" to keep everyone updated.