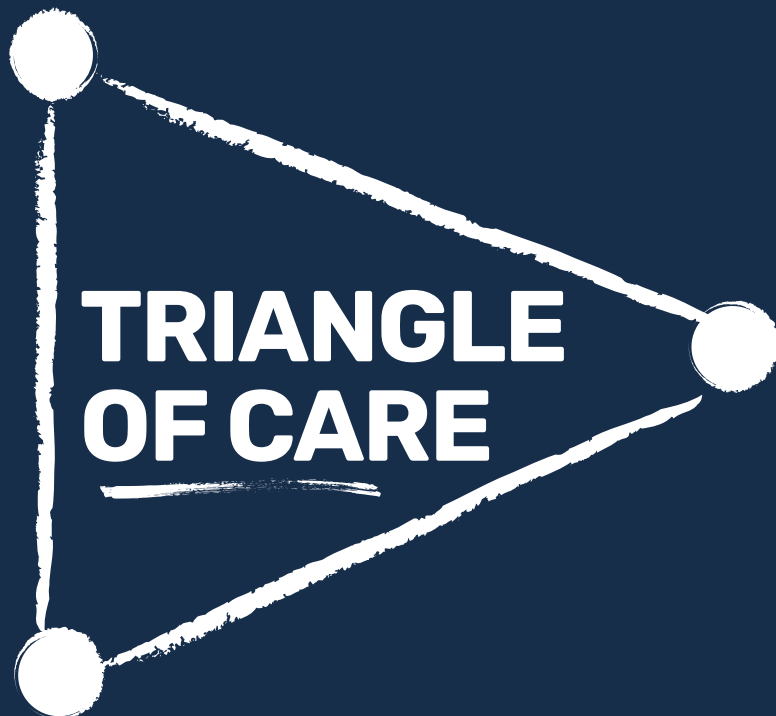


THE TRIANGLE OF CARE

**Overview of the process to
achieve the Triangle of Care
for Mental Health Providers**



CONTENTS

Introduction	2
About the Scheme	2
The Six Key Standards	2
The Stars	2
Governance	3
Joining the Triangle of Care	3
Eligibility and Membership Requirements	3
Accreditation and Triangle of Care stars	4
Stage one	4
Stage two	4
Stage three	4
Maintaining Standards and Ongoing Membership	4
Leaving the Scheme	4
Triangle of Care Fees	5



INTRODUCTION

About the scheme

The Triangle of Care was created to improve engagement between the carer and health professional for the benefit of the patient/service user. It aims to ensure appropriate carer inclusion - "Carers Included" - throughout the patient/service user's care journey.

The Scheme recognises providers who have committed to change through self-assessment of their existing services, and by implementation of the programme according to the Six Key Standards (see below).

Carers Trust, supported by the Triangle of Care National Steering Group, is responsible for the delivery of the Scheme.

The Six Key Standards

- Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
- Staff are 'carer aware' and trained in carer engagement strategies
- Policy and practice protocols re: confidentiality and sharing information, are in place.
- Defined post(s) responsible for carers are in place.
- A carer introduction to the service is available, with a relevant range of information across the care pathway.
- A range of carer support services is available.

The Stars



An initial application has been made.



Stage one is complete. All inpatient and crisis teams have been assessed and the provider is committed to improve.



Stage two is complete. All community services have been assessed and the provider remains committed to improve.



Stage three, for integrated providers, is complete. All physical health services have been assessed and the provider remains committed to improve.

GOVERNANCE

The scheme is overseen by Carers Trust with the support of the National Triangle of Care Steering Group of 10 to 20 members consisting of Carers Trust and nominated carer representatives, representatives from the Triangle of Care membership co-opted experts. Membership of the Group is reviewed annually. The Steering Group advises on any strategic, policy and practical implementation questions related to the Scheme.

Carers Trust has formal ownership of the Triangle of Care scheme and is responsible for its delivery and quality. Within Carers Trust the Triangle of Care Programme Lead is responsible for monitoring all aspects of the scheme, and ensuring effective decision-making on accreditation and maintenance of the six standards.

Joining the Triangle of Care

Eligibility and membership requirements

All mental health providers in the UK are eligible to become members of the Triangle of Care. Mental health care is managed differently across the devolved nations, which is reflected in the offer available to providers.

The Triangle of Care was originally designed to support NHS Mental Health Trusts that provide acute mental health services. However, any health and social care provider is welcome to join as a member.

As a member of the Triangle of Care, providers commit to:

- Adhering to stage submission deadlines and fees payable.
- Submitting an annual report on implementation progress which evidences improvement of their carers' experiences.
- Demonstrating clear continued commitment to organisational change which supports engagement between carer and health professionals for the benefit of the patient (service user).
- Promoting the Triangle of Care to all carers, patients/service users and professional staff.
- Attending regular regional meetings.
- Forging and fostering a relationship with critical friends.



ACCREDITATION AND TRIANGLE OF CARE STARS

Members of the Triangle of Care should work towards attaining a culture of involving carers in carrying out the work of progressing through the star system. This is a three-stage process which allows all services to self-assess their existing services and develop an action plan to ensure the six standards are achieved.

Stage one

At stage one, providers must submit at least 80% of the self-assessments of all inpatient services and crisis teams within 12 months of joining the Triangle of Care. The remaining 20% of self-assessments should be completed at stage two.

Stage two

At stage two, providers are required to submit self-assessments in relation to community services and any remaining stage one assessments within two years of submitting the first stage.

Stage three

The third stage is only applicable to integrated providers and requires submission of self-assessments of community services that sit outside of mental health, learning disability or substance misuse. The submission must be completed within two years of completing the second stage.

Maintaining standards and ongoing membership

Membership of the Triangle of Care is a long-term commitment to make impactful change for carers. Once a provider has

been accredited at stage two, or three for integrated providers, implementation and maintenance of the key standards must be ongoing in order for membership to remain live.

Providers are required to renew their membership annually by submitting a brief report outlining how implementation of the key standards has progressed.

Carers Trust is available to support any mental health provider that wishes to be part of the scheme. However, if the Carers Trust does not believe a member is demonstrating clear commitment to the implementation of the Triangle of Care at a strategic level then membership and benefits may be revoked.

Leaving the scheme

If a provider no longer wishes to deliver the Triangle of Care, they should contact Carers Trust giving three months' notice via email, provide a brief written summary detailing why they no longer wish to be part of the scheme, the date from which they would like their membership to end, and contact details of an appropriate representative. Carers Trust will confirm receipt of any request to leave the scheme via email and may contact the provider to request further feedback.

Triangle of Care Fees

New membership fees will become payable on applications made on or after April 1st 2023.

Carers Trust is keen to sustain the Triangle of Care for the long term, whilst we have relied on charitable grants and donation and our own reserves to date this funding strategy does not give the Triangle of Care a stable footing, nor does it advance the development of the Triangle of Care or enable support to those invested in its principles.

The fees will enable Carers Trust to work with providers, ensuring swift support and responses, management of applications, accreditation and annual reviews. Providers will also have access to all Triangle of Care resources through a member-exclusive login platform, use of the Triangle of Care trademark and copyright materials; newsletters, bulletins and access to events, webinars and workshops, membership of regional groups, individual support on the Triangle of Care journey and support to connect with local carer support organisations and links to carer involvement; recognition of your Triangle of Care membership to decision makers and support to show the impact of the Triangle of Care in your ward and community settings.

Existing members of Triangle of Care who have maintained their membership in line with the Triangle of Care, prior to April 2023, will not pay any retrospective fees for their existing Triangle of Care status (Star 1, 2 or 3).

These fees are in place to ensure Carers Trust is able to sufficiently support mental health providers in their implementation of the scheme and running and developing the scheme as required.

An application fee and licence to use the Triangle of Care brand payable on confirmed application £250.00 (ex VAT).

Annual membership/licence fees

NHS/ Public Sector Provision	£500 (ex VAT)
Private Sector Provision	£650 (ex VAT)
Third Sector	£375 (ex VAT)

Accreditation fee at each stage of accreditation

NHS/ Public Sector Provision	£2,000 (ex VAT)
Private Sector Provision	£2,600 (ex VAT)
Voluntary and Community Sector Provision	£1,500 (ex VAT)

For further information please contact:
Triangleofcare@carers.org






CARERS TRUST



Carers Trust
10 Regent Place
Rugby
CV21 2PN.

Tel: 0300 772 9600
Email: info@carers.org

Carers.org

 www.facebook.com/CarersTrust
 www.twitter.com/CarersTrust
 www.youtube.com/user/CarersTrust

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870). Registered as a company limited by guarantee in England and Wales No. 7697170. Registered office: Carers Trust, 10 Regent Place, Rugby, CV21 2PN.

© Carers Trust 2023