

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

Newcastle Carers

T: 0191 275 5060

E: info@newcastlecarers.org.uk

North Tyneside Carers Centre

T: 0191 643 2298

E: enquiries@ntcarers.co.uk

Carers Northumberland

T: 01760 320 025

E: info@carersnorthumberland.org.uk

Gateshead Carers Association

T: 0191 490 0121

E: enquiries@gatesheadcarers.com

Sunderland Carers Centre

T: 0191 549 3768

E: contactus@sunderlandcarers.co.uk

South Tyneside Adult Carers Service

T: 0191 406 1531

E: STACS@cgl.org.uk

Carlisle Carers

T: 01228 542 156

E: admin@carlislecarers.co.uk

Eden Carers

T: 01768 890 280

Carers Support West

T: 01900 821 976

E: general@westcumbriacarers.co.uk

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Patient and Carer Involvement Team

T: 01670 501 816



The Triangle of Care is an initiative by Carers Trust. Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

To find out more, tel: 0300 772 9600, email policy@carers.org or visit 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.”

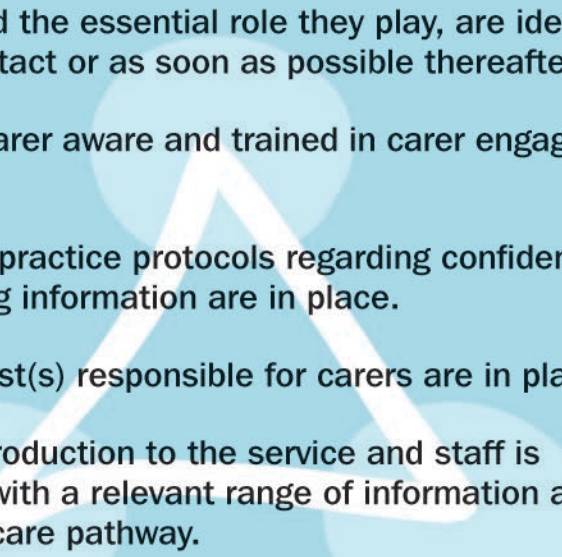
Service user



What is The Triangle of Care?

The Triangle of Care is a service 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 by including and supporting their carers.

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

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- 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 care pathway.
 - 6** A range of carer support services is available along with a self-assessment tool.

How The Triangle of Care can help carers

Your carer may be the only constant in your mental health care journey. They are there when crisis occurs, when you are well and when you need support with day-to-day activities. They often understand your needs and condition extremely well and as such are a vital partner in your care.

If professionals recognise the support your carer gives you and see them as a key partner in your care then you are likely to receive better care and support on your journey to recovery. And if your carer is supported then they are also more likely to maintain or improve their own wellbeing.

How The Triangle of Care can help service users

- The Triangle of Care can help your carer recognise their own needs 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 mental health staff are carer aware so that your carer doesn't get forgotten and lost in the system.
- If you have any worries about your carer, The Triangle of Care can help address these more quickly.
- Involving your carer ensures that your needs and best interests are considered and acknowledged.
- 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.
- If your carer has the information they need it will mean they are less likely to ask staff questions. This means staff can spend more time giving you support.
- Information about support services can also help your carer with their own mental and physical health, enabling them to continue caring for you in a more informed and positive way.

The Triangle of Care delivers many benefits including:

- Comprehensive care and support from home to ward.
- A more personal service, where your views and feelings are respected and implemented.
- Reducing the need to repeat information again and again.
- A more stable and calmer home environment where you and your family feel less stressed.
- Less need for you to act as a 'go between' between mental health staff and your carer.