

The Triangle of Care Membership Scheme

Rationale

The rationale for developing a formal Membership Scheme is to provide a legacy to the Triangle of Care project and reward those mental health providers who commit to the project and complete the self-assessments fully.

The membership scheme is a means of enabling carers and service users to identify those organisations committed to involving and supporting carers; it will also enable staff and organisations to demonstrate their commitment to carers and receive recognition for all the hard work they have put into the Triangle of Care self-assessment and action planning process.

The Membership Scheme

The scheme will be awarded three stages:

1. A basic Triangle of Care Members' Logo which is awarded to a mental health provider when they formally sign up to the Triangle of Care scheme and commit to completing self-assessment and ongoing action plans for their organisation.
2. A Membership Logo with an additional star, this will be awarded when a provider has completed self-assessments of 80% its inpatient wards and crisis/home treatment teams with an aim to complete the final 20% for two stars.
3. Membership Logo with two stars, this will be awarded when the provider has completed a full self-assessment of all its other services i.e. community teams, specialised services and early intervention as well as any missing inpatient services.
4. Caveat – Organisations that provide services beyond mental health may achieve the Membership Logo and additional stars for their mental health services only; but there will be an expectation that they will commit to applying the principles of the Triangle of Care to their other services.

The Application for and Assessment of the Membership Scheme

The procedure for joining the scheme and being assessed would be as follows:

- A provider would complete a brief application form which would provide basic details about their organisation including how many wards, teams they have.
 - By signing the form they would agree to complete at least 80% self-assessment of inpatient and CR/HT services within 12 months or less of application and they would complete a full assessment (of mental health services) within an additional two years.
 - When they are ready to submit their first set of self-assessments this must be accompanied by “carer evidence”, this can either be a supporting statement from a local carers' service who are able to see a clear improvement in the service delivery to carers or evidence of dip sampling five case files and five carers who have recently been on a ward to corroborate their evidence. If a centre disagrees with the self-assessment it should be revisited and any discrepancies addressed. Providers who go above and beyond this type of supporting statement i.e. including carers and service users in its self-assessment and action planning process would be highly commended.
 - The application and self-assessments must be signed off by a strategic lead i.e. Chief Executive or appropriate Director.
- Carer 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: 32–36 Loman Street, London SE1 0EH.

Carers Trust

- The self-assessments will then be anonymously peer reviewed at the appropriate regional group.

Caveats

Any applicant who does not complete the self-assessment within the agreed 12 month period, will be asked to provide reasons if agreed they will be given an additional six months to complete. However, if they still haven't completed within the additional six months they will be informed that they can no longer use the Membership Logo however they can continue to attend regional meetings. If they later feel they are ready to reapply they can do so but will be given no "grace period" on a second application.

Post Application and the Award

Once a provider has been awarded a Membership Logo there would be an expectation that their commitment and ongoing development of carer inclusion, support and services. A yearly update on progress would be provided to the regional group for peer review.

Carers Trust would hold an up to date register of providers who hold the Membership Logo and at which level that would be available to commissioners and the Care Quality Commission.

If there was a change to funding or the administration of the Membership Scheme by Carers Trust, all those currently applying and those who already hold the Membership Logo would be informed of changes.