



Carers Strategy 2024-27

Putting carers at the heart of what we do



Carers Strategy 2024-27

Putting carers at the heart of what we do

Foreword from Chris Burford and Debbie Frances	4-5
Welcome	6
Our Vision for Carers	7
Triangle of Care Key Standards	9
Where are we now	10
Working Together	11
Who is a Carer?	13
Carers in Devon - Key Facts	14
What are our Carers telling us?	15
Priority 1	16
Priority 2	18
Priority 3	20
Priority 4	22
Priority 5	24
Priority 6	26
Monitoring and Implementation	29
Glossary	30

A Foreword from Chris Burford

the Executive Chief Nursing Officer
and Allied Professions Lead



The vision of Devon Partnership NHS Trust's revised Carers' Strategy 2024-2027 is to ensure that carers are at the heart of everything we do.

We recognise and understand that carers play a vital and invaluable role in supporting those with mental health, learning disability and neurodiversity needs, and in working alongside our teams.

We want to build on the existing developments and good practice in our 2018-2021 strategy to:

- include and recognise carers as expert partners in care
- acknowledge and respect their critical role
- ensure carers are supported
- improve the experience of all who come into contact with our services

I am pleased to introduce this strategy which, working in tandem with the Triangle of Care, has the sole aim of improving the family and carer experience.

Finally, I wish to extend my thanks to all those who have been involved in co-producing this revised strategy; our key stakeholders, carer experts, carer ambassadors, carer community organisations and colleagues at Devon Partnership NHS Trust.

We hope you enjoy reading our strategy and joining us as we work alongside you to bring this strategy to life and make real, meaningful change for those we support, their carers and our teams.

A Foreword from Debbie Frances

former Parent Carer and Co-Chair of the Carer Strategy Implementation Steering Group

The care provided by informal carers often forms an essential part of the total care received by a person with a mental illness, learning disability or other mental disorder.

In the face of rising mental health difficulties following the COVID-19 pandemic and exacerbated by the current cost-of-living crisis, the role of informal carers is becoming increasingly important as demand for mental health services outstrips their capacity to provide timely support.

The more people facing mental health difficulties, the more carers there are. These can be partners, parents, relatives, friends or neighbours who may not even recognise themselves as carers, simply seeing the role as an extension of their relationship to the person experiencing mental distress. However, regardless of the relationship, looking after someone with a mental health problem can be hugely challenging – many carers experience significant physical, mental and financial effects as a result of their caring role. That is why this Carers' Strategy is so important.

This Carers' Strategy builds on the previous strategy (2018-2021) which unfortunately got derailed by the pandemic. Over the course of many months, people like myself, with a lived experience of caring for someone with a mental health difficulty, representatives from community-based carers' organisations and Devon Partnership NHS Trust professionals have met to review and rewrite the strategy to ensure it addresses the unique needs of carers, to support them in their caring role. Initially, I was sceptical about getting involved in this piece of work, not wanting to invest too much of my time into the creation of yet another strategy that would sit on a shelf and not be implemented. However, over the months, a clear action plan has emerged as well as a commitment from Devon Partnership NHS Trust's senior management to the process. A steering group will be overseeing its implementation over the next three years, which I hope will lead to meaningful and impactful changes that will result in carers feeling more seen, heard and supported, as well as valued as expert partners in the care of individuals with mental health difficulties, and in the design and delivery of mental health services.



Welcome

We are very pleased to share with you the revised Devon Partnership NHS Trust (DPT) Carers' Strategy which will lead and guide our organisation for the next three years.

At Devon Partnership NHS Trust, we recognise the invaluable contribution unpaid carers make to the people they support and care for, our organisation and our communities. Through listening to the voices of our carers, and co-production with our key stakeholders, including Experts by Experience, Carer Ambassadors, carer community organisations and DPT colleagues, we have identified six priorities. These priorities aim to ensure that carers receive the necessary support, opportunities to shape our services, and the recognition they deserve.

These priorities are underpinned by our values of Compassion, Respect and Dignity, Everyone Counts, Improving Lives, Working Together for Patients, and Commitment to Quality of Care. Our values are at the heart of what we do as individuals and as an organisation. They guide our relationships and interactions with people who use our services and their carers, shape the way that staff relate to each other, and influence the quality of services we provide.

In this document we refer to Experts by Experience - individuals with lived experience of using our services and/or have caring experience - and Carer Ambassadors, current and former carers who use their lived experience and knowledge of caring to improve life for carers in Devon.



Our vision for Carers

Our vision is that carers are at the heart of what we do. We recognise the essential role that carers, including those under the age of 18 and those working within our organisation, take on supporting people with mental health challenges, learning disabilities and diverse neurological needs.

We will work collaboratively with carers and families, recognising them as experts and equal partners in care as much as possible.

“Carers and families bring a wealth of knowledge and expertise, and as such can be a valuable part of the team around a patient. We need clinical teams to make us feel welcome for what we can offer.”

Expert by Experience

To help us achieve our vision, we will follow the Triangle of Care model, which outlines the best practice in mental healthcare.

The Triangle of Care is a therapeutic alliance between carers, service users and health professionals. It aims to promote safety, recovery and sustain mental wellbeing by including and supporting carers. We take pride in being a member of the Triangle of Care. Originally developed by carers of people in mental health services, this model ensures that carers are identified as early as possible in their caring journey, involved in the care and support of the person they care for, and provided with support in their own right.

It is widely recognised that the key principles of the Triangle of Care can be applied to all service areas, and something we aspire for all our services.

Triangle of Care

Six Key Standards

1. Carers and the essential role they play should be identified at first contact with services or as soon as possible thereafter
2. Staff should be aware of carers and trained to engage with carers more effectively
3. Policies and protocols should be in place to ensure confidentiality and improve information sharing with carers
4. Defined roles (Carer Lead(s), Carer Champions), responsible for carers should be in place
5. Carers should be introduced to the service and provided with a range of information
6. A range of carer support services should be available to offer or signpost carers to.

This strategy demonstrates our long-term commitment to a “Think Carer” culture and outlines our milestones we hope to achieve over the next three years.

Year 1 – to relaunch the Triangle of Care on inpatient wards and commence the Triangle of Care process within community services

Year 2 – to review and monitor the progress of the Triangle of Care across inpatient and community services

Year 3 – to consolidate the progress and learning made in year 1 and 2, to develop an action plan where our goals have not been met, to build on the good practice from the first two years.

“ The Triangle of Care only works where all three corners of the triangle are equal. Like a three-legged stool, it is strongest and most stable when all the legs are the same length! ”

Expert by Experience

Where are we now?

It is important to acknowledge that the implementation of the previous Carers and Families' Strategy 2018-2021 was hugely impacted by the COVID-19 pandemic.

The pandemic put everyone under pressure and had a negative impact on carers and the people being cared for. Sadly, important face-to-face contact had to be replaced by telephone and video calls. However despite the challenges, the pandemic led to some positive changes in the way we engaged with carers and helped us to adapt our way of communication and involvement.

We were able to make improvements in the following areas:

- Triangle of Care Star 1 rating for inpatient services
- Introduction of the Carer Champion role
- Carer involvement in strategic pieces of work
- Co-produced Carer and Family awareness e-learning
- Development of peer support groups for carers, with impressive examples in secure services, Older Adult Mental Health and inpatient Eating Disorders
- Development of stronger links with community carer organisations, such as Devon Carers and Torbay Carers
- Co-produced Stronger Together training which is jointly delivered to clinicians and carers by a staff member and Carer Expert
- Development of new roles dedicated to carers, e.g. Together and Carer Lead, Clinical Lead within the Safe from Suicide team looking at patient safety through lenses of carer involvement
- Development of the Working Carers Staff Network.

Working Together

“ One of our core aims is to ensure that our services are shaped by the voices of the people who use them ”

DPT Clinical Strategy

We are committed to working collaboratively with service users, families, carers and staff in shaping our services. The Together Programme, co-ordinated by the Together Team, provides a framework and guide on how to embed this commitment into everyday practice, including when planning to develop and improve services. By involving people with lived experience of mental health, learning difficulties, those with neurodiversity and carers, we can provide better quality and safer services, and ensure that decisions about future service provision are led by the people who use them.

The views and experiences of both people who use our services and carers are paramount in our efforts to deliver person-centred, safe care and continuous improvement. We use a number of methods including the Friends and Family Test, surveys and focus groups to seek feedback and gather information about people's experience to improve how we deliver our services.

Carers are actively encouraged to be involved in transformational projects and initiatives across our organisation. Examples include:

- Implementation of the Community Mental Health Framework, a new model of community mental health care in Devon
- Implementation of the Patient Safety Incident Response Framework, offering a new approach to developing and maintaining effective systems and processes for responding to patient safety incidents for learning and improving patient safety
- Reviewing strategies and processes, such as the Carers' Strategy
- Developing our offer to Expert by Experience, involved in service improvement and development, including induction, training and reflective practice
- Co-delivering training, such as Stronger Together
- Reviewing our practices, such as Restrictive Practice, Personalised Care and Paid Involvement
- Involvement in staff interviews, induction and training
- Involvement in research.

Carers and people with lived experience, collectively known as Experts by Experience, who are interested in involvement and co-production can join the Together Expert by Experience Network. Members of the Network receive access to opportunities across the organisation, as well as induction, training and reflective practice. We strongly believe that Experts by Experience should be fairly compensated for their contributions to service development and improvement. Our Paid Involvement procedure offers different remuneration levels depending on the complexity of involvement, as well as travel expenses. Information about how to get involved is available on our website: www.dpt.nhs.uk/about/working-together

For more information about how to get involved, please contact the Together Team
dpt.together@nhs.net



Who is a Carer?

For the purpose of this strategy a Carer is defined as:

“You are a carer if you provide unpaid support for family or friends who need help because they are ill, frail, disabled or have a mental health or substance misuse problem.”

Devon Carers 2023

Devon Partnership NHS Trust recognises a broad definition of a carer, which includes people who may or may not be directly related to the person they care for. It can include anyone who plays a significant role in supporting individuals who use our services, including people in their wider social network. We recognise that some people are not comfortable with the word “carer”, and prefer to see their role as part of what they do as a spouse, partner, parent, child, friend, or supportive member of their religious or cultural community. For many people, caring for a family member or friend does not have a name; it is simply something you do.

Carers don’t always live with the person they care for and the tasks can vary from person to person but could include help with practical tasks, emotional support, personal care, attending appointments with someone, help with medication, interpreting, or supervising someone to keep them safe.

In this document, we also use the term “family” in its broadest sense, to include non-nuclear and blended families.

It is estimated that three out of five of us will have caring responsibilities at some time in our lives (Devon Carers, 2021). Many carers juggle their caring responsibilities with work, study and other family commitments. This will include our staff as one in three NHS staff are also carers (Carers UK, 2023).

We know that across the UK, one in five children and young people are carers (Devon Carers, 2021). A young carer is defined as someone under the age of 18 who helps look after a family member or a friend who is ill, disabled or has a problem with substance misuse. Too often young carers are a hidden and marginalized group. Young carers miss an average of 48 school days as a result of their caring responsibilities, and 23% of those young carers feel that their caring role has prevented them from making friends.

Our vision includes finding out more about young carers within our organisation. We aim to ensure that our staff feel they are equipped with the skills and confidence to identify young carers and support them in their roles.

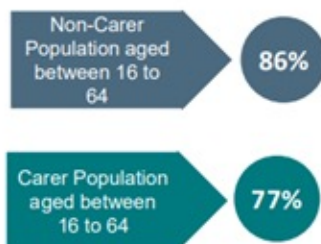
Carers in Devon – key facts

One in five people (20%) are currently giving unpaid support or care to someone. Based on this polling, The Carers Trust estimate that there are now 10.6 million unpaid carers in the UK.

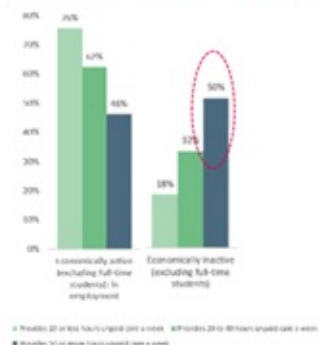
In 2021 in Devon (Census 2021):



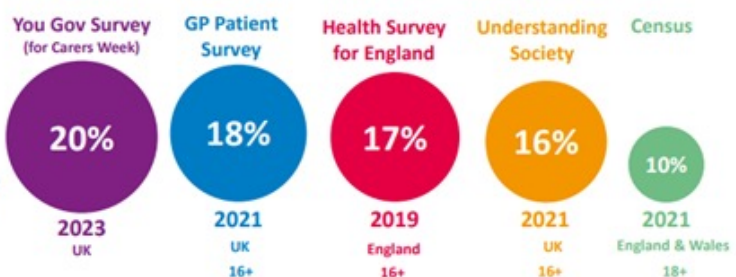
Carers in Devon are less likely to be in good health compared with the Non-Carer Population



Carer Pop. – Hours of Unpaid Care per Week



% Carers differs from various sources



Taken from The Health Foundation report 2023
Health Survey for adults - Survey of adults and children in private households, reporting prevalence of health related behaviours and health status and conditions.
Understanding Society - UK Household longitudinal study - [Understanding Society - The UK Household Longitudinal Study](#)

The highest estimate would suggest there are actually over **162,000** Carers in Devon

Public Health estimated in 2017 (prior to the start of the Caring Well in Devon contract) that the number of Carers in 2023 would be 88,951 (based on a linear projection)

What are our carers telling us?

We want to improve the quality of life for carers and the people they care for by supporting what carers have told us is important to them:

- “Staff to listen - taking the time to listen to carers can make such a difference. I think sometimes the power of listening is underestimated, but when staff take a moment to stop and listen it can really help carers to feel valued in their role.”
- “Staff to be kind – ask how we are and get to know us right from the beginning.”
- “Staff to validate the experience of the carer - to be valued as experts in the history and care of the service user.”
- “To work collaboratively to keep people safe - be part of a team and have shared goals.”
- “To have all the voices heard across the care pathway as this will produce the best chance of recovery, and that family involvement is a key way to improve patient safety.”
- “Better information sharing across the care pathway.”
- “To be kept up-to-date.”
- “Keep our information confidential.”
- “Think family.”
- “More communication - being able to get hold of people when you need them.”
- “Better consistency across services, wards and teams.”

The themes identified through focus groups, feedback and our conversations with carers and the people they care for, have directly informed our priorities and action plans for the next three years. We will obtain regular feedback from our carers and demonstrate how we have responded to this through a ‘you said, we did’ approach.

Priority 1

Carers and the essential role they play are identified at first contact or as soon as possible afterwards.

Many people do not recognise themselves as a Carer. They see themselves just as a relative, friend or neighbour who is helping someone. This can mean that carers are not getting the help or support they need. Early identification of family and carers is paramount and they should be encouraged to identify themselves and understand their rights. Carers should be guided to information and advice as soon as possible so that they can make informed decisions and understand their rights as a carer. They can be helped to understand the beneficial impact their caring role has.

Services should consult with families from first contact, throughout the care pathway and when preparing plans for hospital discharge and crisis plans. Staff should also make it easier for families to pass on concerns about suicide risk, and be prepared to share their own concerns. This could help to ensure there is a better understanding of the patient's history and what is important to them in terms of their recovery, and may support better compliance with treatment. (National Confidential Inquiry into Suicide and Safety in Mental Health (NCISH) 2022).

“ It’s not easy being a carer. And it makes such a difference when staff treat us with respect and dignity, and value the role that we play right from the start. ”

Expert by Experience

Priority 1:

How will we do this?

1. Every team will have a process in place to identify carers at the first opportunity.
2. We will encourage people who use our services to involve somebody they know and trust in their care, treatment and recovery journey. This will be reviewed regularly.
3. Every carer will be provided with a welcome pack or introduction to the service letter.
4. All carers will have an identified contact point.
5. In our inpatient services, we will provide appropriate safe spaces for family visits which may include children and young people.
6. When a patient is admitted out of county or to a ward outside of our organisation, we will ensure that a Carer is contacted within 72 hours with an offer of advice, information and support.
7. Recognising and understanding the diverse cultural backgrounds of the communities we serve, and being sensitive to those who provide care is paramount. We have a commitment to support the implementation of the national Patient and Carer Race Equality Framework (PCREF) which will result in more inclusive care.
8. Carer views and knowledge will be continually sought throughout the assessment, treatment and discharge process.
9. We will equip staff with the knowledge and resources needed to effectively identify and support children and young adult carers.
10. We will grow meaningful and sustainable partnerships with children and young adult carers services to provide a holistic offer of support.
11. Line managers will identify staff who are also carers to ensure they are supported.

Priority 2

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

Carers need all staff to be 'carer aware' and to recognise the important role unpaid carers play in the area of social and healthcare systems. They need to be carer aware in a way which supports professional practice and improves the outcomes for patients and carers.

*“ Asking a carer how they are doing?
May seem simple but it can be very empowering.”*


Ward staff Carer Champion

“ Co-producing and delivering the induction to new staff with a carer from our involvement network made the sessions so much more powerful. It made the message we were trying to convey real, vivid and achievable.”

Together and Carer Lead

Priority 2:

How will we do this?

- 
1. All staff will be provided with carer awareness training.
 2. Carer awareness will become part of the Preceptorship Programme.
 3. Welcome to Devon Partnership NHS Trust Corporate Induction, as well as local induction for staff, will include a carer awareness session.
 4. The agenda for every team meeting will have an item dedicated to carers.
 5. Each team will have at least one Carer Champion.
 6. Carer Champions will be introduced to Devon Carers and Torbay Carers at the earliest opportunity.
 7. Carer Champions will be invited to a Community of Practice where they will be encouraged to share good practice and find ways together to build on carer involvement and support.
 8. We will develop meaningful and sustainable partnerships with our local carer community organisations to ensure staff are aware of what is available locally to support carers.

Priority 3

Policy and practice protocols about confidentiality and sharing information are in place.

Carers hold valuable information and insights which can be of great value in planning treatment and care. Therefore, not involving carers and families can have serious practical and personal consequences for both the carer and the person receiving care. The National Confidential Inquiry into Suicide and Safety in Mental Health (NCISH) reported in 2022, policies for multidisciplinary review and information sharing with families were associated with a 24% fall in suicide rates in implementing NHS Trusts, indicating a learning or training effect.

It is vital that the carer is included in any important meetings and discussions. Carers need to be given sufficient clear information to help them provide effective care - offering information to carers about care, support plans, and medication and giving them advice about 'what to do in a crisis'. It is important to note that this provision of general care information does not amount to breaking confidentiality.

Priority 3:

How will we do this?

1. Staff will be confident in applying information sharing and confidentiality guidance.
2. Staff will be confident in applying information sharing and confidentiality guidance, even when a patient does not give or withdraws consent.
3. We will encourage the use of Advance Directives, so that people who use our service can confirm when they want carers contacted in the event of an admission, similar episode or crisis.
4. Clear information is provided for carers re: how they are supported if a service user withdraws consent for the carers involvement.
5. We will work in a way that ensures the confidentiality of carer information is not compromised – including not sharing personal information with the service user.
6. We will provide carers with opportunities to support them carrying out their caring role safely.
7. We will offer information about care, support plans, medication and advice about what to do in a crisis.
8. We will create an accessible opportunity for carers to either feed in remotely, access Multi-Disciplinary Team (MDT) meetings or take into account their views before MDT/ care planning meetings.
9. We will improve communication around discharge to ensure the people who use our service and the carer have all the information they need before leaving the hospital.

Priority 4


Defined roles responsible for carers are in place.

Professionals need to understand and value carers' skills and insights to ensure that support for them and the cared-for person follows best practice. Working together with carers involves providing useful information about the types of support available and the choices about how that support is delivered. It is important to recognise that some carers may find the heavy burden of their caring role makes it more difficult for them to engage with professionals and participate in the care planning process. As a result they become excluded.

In certain circumstances, some carers will be the legal 'decision maker' having been appointed by the court as a Deputy or Power of Attorney for the person being cared for.

Priority 4:

How will we do this?

- 
1. Within our organisation, we will ensure there is a senior manager who is responsible for carers.
 2. We will ensure every team has a Carer Champion. This staff member will act as a role model to others and promote the value of carers within their team. They will support carers in their caring role and signpost them to useful information and resources.
 3. The Together and Carer Lead will be responsible for the monitoring of the implementation of the strategy with the Carer Strategy Implementation Group.
 4. The Together and Carer Lead will be responsible for supporting the Carer Champion role.
 5. The Together Team will be responsible for coordinating carer involvement in service improvement and development, for example taking part in interview panels through the Together Expert by Experience Network.
 6. The Together and Carer Lead will develop Young Carer links.
 7. All staff with caring responsibilities will be offered an opportunity to join the Working Carers Staff Network.

Priority 5

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

Clear communication is key to making sure that carers receive the support they need when they need it. Carers need timely and accurate information about what support is available and who to contact. They also need to be able to have open and frank conversations about confidentiality and information sharing.

“ Carers and families can play an integral role in a person’s recovery, but they need to be given the right information and support to feel empowered in their caring role. ”

Expert by Experience

Priority 5:

How will we do this?

1. The Together Team will provide carer advice, information and resources on the Devon Partnership NHS Trust website and on our intranet, DAISY.
2. All carers will receive a Trust-wide information letter giving detail on what to expect from our organisation as a carer, including the Carer Charter.
3. All carers will receive an information welcome pack or introduction to the service letter.
4. We will work with young carers to produce age appropriate mental health information to ensure they are supported and do not feel isolated in their role.
5. We will make sure that we listen carefully to what carers have to say and that carer feedback is captured, shared and used wisely by services to improve the carer experience.
6. All staff will be able to signpost carers to Devon Carers and Torbay Carers for information about carer's assessment and other forms of support.
7. Carers will be offered at the earliest opportunity a chance to tell their story, history and address their concerns.
8. We will involve carers in the discharge planning process and give clear information on what to do in crisis.

Priority 6

A range of carer support services are available.

Carers need professionals to have an awareness of and be sensitive to their needs as carers. We should give priority to recognising the realities and heavy burden of being a carer or family member of someone with mental illness, learning disabilities or neurodiversity. The on-going stress, worry and challenges of caring responsibilities can be overwhelming.

The Care Act 2014, outlines six key principles which include a right for a carer's assessment based on the appearance of need and a right for carers' eligible needs to be met. It is an opportunity to record the impact caring has on their life and what support or services they need. We work with Devon County Council (DCC) , Devon Carers and Torbay Carers to ensure the Care Act functions are delivered.

The Children and Families Act (2014) states: "The right to a needs assessment to all young carers, regardless of who they care for, or the type of care provided." This means that when a child is identified as a young carer, they should be assessed to understand the impact of caring responsibilities on them.

“ The Peer Support Group for carers has been invaluable as caring for someone with a mental health problem can be lonely, emotionally draining and relentless. ”

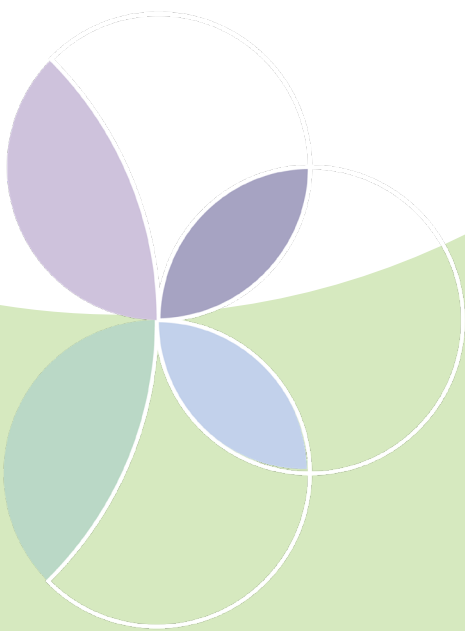
Expert by Experience

Priority 6:

How will we do this?

1. We will develop carer peer support groups across our organisation.
2. We will continue to develop links with partner organisations and ensure that our staff are familiar with the professional referral system to our partner organisations for support for carers.
3. We will work with our community partners to explore further support options that we can offer to carers.
4. We will create meaningful engagement and co-production opportunities accessible to all carers.
5. We will capture carer data more effectively across the organisation to improve patient and carer experience.
6. We will ensure that our patient safety incident response system prioritises compassionate engagement and involvement of those affected by patient safety incidents, including carers and families.
7. We will develop a database of carer support groups available in our organisation and the community, ensuring there is up-to-date information available to carers.
8. We will develop a carer training offer to support carers in their caring role.
9. The roll out of Stronger Together training for carers will provide individuals with coping skills and tools to help manage risk in the person they care for, while also looking after themselves and learning about information sharing and consent.
10. Carers will be given information and signposted to Devon Carers and Torbay Carers to access a carer's assessment of their needs.
11. We will review and update our Carers Charter to deliver on our commitment to carers.

12. We will explore access to local carers advocacy services.
13. We are piloting a carer intervention where carers with relevant experience are trained to support other carers who are currently supporting someone who is treated under the Mental Health Act. We will share findings from this study and future opportunities.
14. We will continue to develop the Working Staff Carers network to provide support, advice and information to our staff.
15. We will give positive recognition and support to our staff with caring responsibilities by implementing the Devon Carer Friendly Employer's Toolkit.



Monitoring and Implementation of the strategy

The Carers' Strategy Implementation Steering Group will be responsible for monitoring the progress of the strategy. This group is co-chaired by the Together and Carer Lead and the Carer Expert, and reports to the Together Leadership Group.

The Carers' Strategy Implementation Steering Group will:

- Create an implementation plan by identifying specific actions, milestones, dates and associated key performance indicators.
- Present regular reports to the Experience, Risk and Safety Committee and the Trust Board to update on the progress of the strategy, flagging up examples of good practice and learning.
- Engage with services across the organisation to capture progress within each Directorate.
- Make recommendations as to how and what should be measured.
- Co-ordinate and support the Triangle of Care self evaluation process and awards.

The targets which we have set out in our priorities will form the basis of how we measure the success of our strategy. The self-assessment process set out in The Triangle of Care is a useful external tool which we will add to the evaluation of our progress:

- **Year 1** – to relaunch the Triangle of Care on inpatient wards and commence the Triangle of Care process within community services
- **Year 2** – to review and monitor the progress of the Triangle of Care across inpatient and community services
- **Year 3** – to consolidate the progress and learning made in year 1 and 2, to develop an action plan where our goals have not been met, to build on the good practice from the first two years.

Our professional practioners are looking forward to making this Carer Strategy a living document. This will ensure the presence and acknowledge the importance of carers and families within of our services. By committing to work 'Together', carers will receive the support and care they all need and deserve.

Glossary of Terms

Advance Directives – Making or recording views and decisions on health care in preparation for a time in the future when a person may lack the capacity to consent to or refuse treatment. In mental health, this means that a person's wishes can be taken into account if they ever become mentally incapable of making informed choices during a crisis.

Carer Ambassadors – Current and former carers who use their lived experience and knowledge of caring to improve the lives of carers across Devon.

Carer Champion - A key role to promote, role model and stand up for carer collaboration and involvement across the care pathway and service design and delivery. To enable carers to have a voice; their expertise and knowledge to be valued in everything we do. Carer Champions will ensure teams are providing carers with access to information and resources to support them in their caring role.

Community Mental Health Framework – The Community Mental Health Framework (CMHF) is a national model which we have implemented on a local-basis here in Devon to transform how we deliver community mental health services across the county. As part of the Framework we are ensuring people remain at the heart of what we do, with a focus on what matters to them as opposed to what is the matter of them and ensuring care is wrapped around them as close to home as possible and involves their loved ones.

Co-production – The inclusion of people with lived experience of mental illness, learning disability and neurodiversity as well as their carers (who are all "Experts by Experience") in the commissioning, planning and delivery of services as equal partners with service providers and professionals.

Devon Carer Friendly Employers – An initiative run by Devon Carers, aimed at building positive and inclusive workplace for staff who are unpaid carers.

Deputy – A deputy is appointed if you have lost mental capacity and have not appointed a Power of Attorney. A person can apply to the Court of Protection for a Deputyship Order to help make decisions for you.

DPT Carers Charter – Sets out our commitment to carers across our organisation.

Experts by Experience – This term refers to people with lived experience of using DPT services and or have caring experience.

Friends and Family Test (FFT) – An NHS feedback tool that asks people if they would recommend the services they have used to their friends and family. You can find out more by visiting england.nhs.uk/fft/

Multi-Disciplinary Team – A team made up of different professionals for example a nurse, a social worker and an occupational therapist, who work together to provide support and care for someone.

Patient and Carer Race Equality Framework (PCREF) – The anti-racism approach within mental health services to tackle race inequalities and inequities.

Patient Safety Incident Response Framework – To support the NHS to further improve patient safety, all Trusts are preparing for the introduction of a new Patient Safety Incident Response Framework (PSIRF). It aims to help the NHS to improve its understanding of safety by drawing insight from patient safety incidents and outlining how providers should respond and when a patient safety investigation should be conducted.

Peer support – People using their own experiences to help each other.

Stronger Together training – Co-produced with carers, quality improvement training initiative to reduce suicide risk and improve patient safety through carer collaboration.

Personalised Care – Personalised care means people have choice and control over their care, focusing on what matters to that person and their strengths and needs. It enables those we care for to have a voice.

Power of Attorney – A formal legal document where a person appoints someone else make decisions on your behalf to prepare for the future possibility of losing mental capacity to make decisions for yourself.

Restrictive Practice – This can be used in healthcare settings to stop people doing something that is a danger to themselves or other people. They should only be used as a last resort and where there is a real chance of harm. We have a commitment to reducing restrictive interventions.

Together Team – Promotes an inclusive framework and guide on how to embed working together ethos in our everyday practice, and champions system changes that we all can make, for the benefit of those who use our services and carers. The team specialises in the following areas: development of Peer Support workforce, Carers support and involvement, Expert by Experience involvement, Paid Involvement.

Triangle of Care – A therapeutic alliance between carers, service users and professionals. It aims to promote safety and recovery and to sustain wellbeing in mental health by including and supporting carers.

If you require this publication in a different format or language please ask a member of our staff.

If you would like to provide feedback about our service please contact:

Patient Advice and Liaison Service (PALS)

Devon Partnership NHS Trust
Wonford House
Dryden Road
Exeter, EX2 5AF

t: 01392 675 686

e: dpt.pals@nhs.net