

FOI 089 2024 Response

I am given to understand you have a Carer / Family member Engagement Policy (for use with Trust Service Users). Firstly, am I correct in this understanding?

Please can you provide the following information:

1. What is the current BSMHFT Policy OR where can I access it. Please supply.

We do not have a Carer Policy.

However, families and cares are incorporated into our clinical policies and there are resources to support staff on BSMHFT intranet.

We also have a Family and Carer Strategy – for further details please see attachment.

Please note that families and carers are integral to the overall Trust Strategy. For further details please refer to the link below.

Link: [Our Trust Five Year Strategy - Birmingham and Solihull Mental Health NHS Foundation Trust \(bsmhft.nhs.uk\)](https://www.bsmhft.nhs.uk)

a) What are the instructions to staff regarding how to implement the policy?

N/A please refer to the response provided in Q1.

b) Is there any training for this?

The Trust do deliver a 'Introduction to Family and Carer Awareness' to staff members since November 2022. The training takes place approximately every 2 months and is face to face

c) What is the training for this? Who gets the training e.g. by staff position or rank?

The training is available to all staff teams but we have focussed on Acute and Urgent care staff and also associated administration staff within acute and urgent care

d) Can you here provide statistics on take-up, or show success of your implementation schedule?

To date we have trained 120 staff from across our services. Dates are available for staff to book onto for the rest of the year.

e) When was this Policy in effect from?

N/A – no policy on place for Carers.

2. What was the Trust's previous Carer - Service User engagement policy?

Please see attachment.

a) Please can you provide me with that policy and its staff implementation instructions?

Please refer to the afore mentioned attachments

b) What were the effective dates of policy?

We are currently reviewing the strategy and implementation plan (formerly the carer pathway and engagement tool), as described above.

We reiterate that families and carers are integral to clinical policies.

3. And previously to that, what was [the equivalent] BSMHFT policy during your 'Meriden Family Engagement [staff training] Programme. Please supply Trust Policy effective at that time.

Please see attachment.

a) Please confirm if this was a staff training programme for front line (service-user) staff.

There was a programme of training for front line staff. This is on hold whilst we review the family and carer pathway and engagement tool as described above.

b) Please confirm if this was at one time promoted as the Trust's "Triangle of Care" (or some other named) Trust initiative? (I think i saw posters to this effect)

The Trust signed up to the Triangle of Care in September 2013 and we received our membership award for our inpatient services work in 2015.

Please note that our current training and strategies are not connected directly to the Triangle of Care.

c) What were the effective dates of that policy; start- end?

N/A – no policy on place for Carers.