

Worksheet 12:

The Triangle of Care

The Triangle of Care describes a therapeutic relationship between a person with dementia (patient), a staff member and a carer that promotes safety, supports communication and sustains well-being. It was proposed in the document 'The Triangle of Care' (2016), a collaborative effort between the Royal College of Nursing and Carers Trust, and was co-designed with carers, people with dementia and practitioners, with the support of Uniting Carers and Dementia UK.

The six key standards required to achieve a Triangle of Care

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 care pathway.
6. A range of carer support services is available.

The Triangle of Care was devised primarily to address the needs of those involved in the care of people with dementia in hospital settings, although the principles are more general. It can be applied to health, social care and third sector services, directors, managers, commissioners and staff. It can also be used to inform carers, people with dementia and carer groups.

Success in achieving change depends upon staff becoming willing 'champions' for better partnership working and being able to challenge practice that excludes carers. A more inclusive attitude for carers and families should be promoted, where they are listened to, heard and consulted more closely. Balancing the needs of both the person with dementia and their carer is vital in achieving the best outcomes.

How is your organisation identifying carers of people with dementia?

How 'carer aware' is your organisation?

What are your responsibilities regarding confidentiality and sharing information within your organisation?

Does your organisation have a defined post responsible for carers?

How does your organisation welcome family carers as partners in care?

What sources of information does your organisation provide for family carers of people with dementia?