

Friends Family and Carers Standards

No	Standard	Examples	Our Evidence	RAG Rating
1	The service has a strategy for carer engagement developed through use of the 'Carer support and involvement in secure mental health services toolkit' (NHS England, 2018)	Carers strategy Policies Carers Toolkit Carers are supported to engage in meetings, events and service initiatives		<input type="text"/>
2	There is a carers pack sent out on admission that includes a point of contact and visiting policy as well as sources of advice and support	Individual time with staff offered to discuss own concerns, family history and their needs Carers pack, information leaflets Carers pack has local carer groups, carer workshops, advocacy services and relevant charities Support groups provided by the service, or the team could signpost carers to an existing network.		<input type="text"/>
3	Carers know how to contact their relative and the hospital, and a named point of contact is provided for this	Named nurse or named social worker identified		<input type="text"/>
4	The main entrance and visitors room is welcoming and inviting and appropriate for privacy and confidentiality	Refreshments available Toys available for child visitors There are comfortable chairs Observations are not overly intrusive Homely environment Visitors are made to feel welcome		<input type="text"/>
5	Where possible there is a choice of venue for carers visits	Visits can take place in an outside area Alternative rooms available		<input type="text"/>
6	Service users have a care plan in place for family contact and carers are involved in this	Family/carer care plans		<input type="text"/>
7	When a patient withdraws consent, general information about the hospital, and education about mental ill-health and recovery is still available to carers	Care plan in place Consent documented and reviewed regularly		<input type="text"/>
8	There are carers events and signposting available for carer support including how to access a statutory carers' assessment	Invitations Signposting information Carers events schedule Meetings with social work Carers pack include information Carers can discuss support and services needed Arrangements for carers assessment		<input type="text"/>
9	Carers are personally invited to care planning meetings	CPA minutes Invitations		<input type="text"/>
10	There are ways that carers can feedback about their experience and the information is used to improve the service	Friends and family test Carer surveys Complaints procedure Carers events.		<input type="text"/>
11	Carers can visit the hospital and have an understanding of where and how their relative is cared for	Visiting ward areas, photos of ward areas, photos of relatives bedroom, presentations at carers events		<input type="text"/>
Average Score for the area				<input type="text"/>

RAG Rating	
5 Green	Fabulous!
4 Green Amber	↑
3 Amber	Functional!
2 Amber Red	↓
1 Red	Action!

Carer Involvement Action Plan

No.	Standard	Our Actions	RAG Rating
1	The service has a strategy for carer engagement developed through use of the 'Carer support and involvement in secure mental health services toolkit' (NHS England, 2018)		
2	There is a carers pack sent out on admission that includes a point of contact and visiting policy as well as sources of advice and support		
3	Carers know how to contact their relative and the hospital, and a named point of contact is provided for this		
4	The main entrance and visitors room is welcoming and inviting and appropriate for privacy and confidentiality		
5	Where possible there is a choice of venue for carers visits		
6	Service users have a care plan in place for family contact and carers are involved in this		
7	When a patient withdraws consent, general information about the hospital, and education about mental ill-health and recovery is still available to carers		
8	There are carers events and signposting available for carer support including how to access a statutory carers' assessment		
9	Carers are personally invited to care planning meetings		
10	There are ways that carers can feedback about their experience and the information is used to improve the service		
11	Carers can visit the hospital and have an understanding of where and how their relative is cared for		