








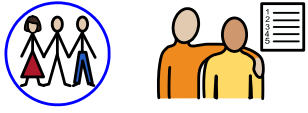
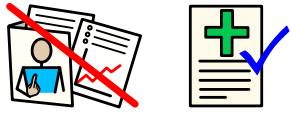
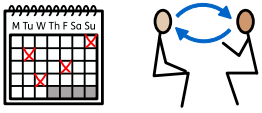


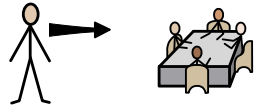
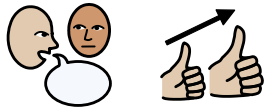

Friends Family and Carers Standards

No.	Standard	Examples	R A G
1	  <p>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).</p>	<p>Carers strategy Policies. Carers Toolkit. Carers are supported to engage in meetings, events and service initiatives. Individual time with staff offered to discuss own concerns, family history and their needs.</p>	
2	  <p>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.</p>	<p>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.</p>	
3	  <p>Carers know how to contact their relative and the hospital, and a named point of contact is provided for this.</p>	<p>Named nurse or named social worker identified.</p>	
4	  <p>The main entrance and visitors room is welcoming and inviting and appropriate for privacy and confidentiality.</p>	<p>Refreshments available. Toys available for child visitors. There are comfortable chairs Observations are not overly intrusive. Homely environment. Visitors are made to feel welcome.</p>	

Friends Family and Carers Standards

No.	Standard	Examples	R A G
5	 <p>Where possible there is a choice of venue for carers visits.</p>	<p>Visits can take place in an outside area. Alternative rooms available.</p>	
6	 <p>Service users have a care plan in place for family contact and carers are involved in this.</p>	<p>Family/carers care plans.</p>	
7	 <p>When a patient withdraws consent, general information about the hospital, and education about mental ill-health and recovery is still available to carers.</p>	<p>Care plan in place. Consent documented and reviewed regularly.</p>	
8	 <p>There are carers events and signposting available for carer support including how to access a statutory carers' assessment.</p>	<p>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.</p>	

Friends Family and Carers Standards

No.	Standard	Examples	R A G
9	 <p>Carers are personally invited to care planning meetings</p>	<p>CPA minutes Invitations</p>	
10	 <p>There are ways that carers can feedback about their experience and the information is used to improve the service</p>	<p>Friends and family test Carer surveys Complaints procedure Carers events</p>	
11	 <p>Carers can visit the hospital and have an understanding of where and how their relative is cared for</p>	<p>Visiting ward areas, photos of ward areas, photos of relatives bedroom, presentations at carers events</p>	
Total score for this area:			