

Families, Carers and Friends Involvement Group

Terms of Reference

Who are we?

We are experts by experience, who want to work together with Southern Health NHS Foundation Trust (SHFT) staff to improve the way that families, carers and friends are involved in incident investigations, and more broadly, in a relative's treatment and experience of care.

We will work collaboratively to improve specific needs of local carers in line with the Hampshire Joint Carers Strategy 2018-2023 to:

- Identify and recognise carers
- Support carer health and wellbeing
- Enable carers to have a life alongside caring
- Implement the principles in the Carers Charter

The group will monitor SHFT's Carers Plan and advise staff on issues affecting families, carers, friends and service users; with the aim of ensuring everyone's voice is heard and a supportive engagement strategy is implemented.

We will be actively involved in service development of Triangle of Care.

Membership

The group's membership will include:

- Families, carers and friends of patients
- Experts by experience
- The Trusts Family Liaison Officer, Head of Patient and Public Engagement and Patient Experience, and other staff by invitation

Administration

The group will be supported and chaired by the Head of Patient and Public Engagement and Patient Experience.

The group will elect a Vice Chair to deputise leadership as appropriate.

Decisions taken shall be reached by consensus among those present. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.

What are we here to do?

To work together with the Trust to improve the ways that families and carers are involved in responding to recommendations made by incident reviews and in developing the ways in which the Trust works with families and carers.

In practice, this means reviewing policy and procedures, being involved in the development of staff training, developing information for families and carers, providing a families' perspective, and working together to develop improved ways of working.

How do we work?

We can work in various ways:-

- As a group in a meeting
- As a group, inviting trust staff to work with us
- Virtually by email and telephone
- Joining staff groups as individuals or as a group
- Work with, and feed views into, the Working in Partnership Committee where appropriate

We are informed by the involvement of a wider group of experts by experience, who participate through a range of means, including email, workshops, forums and groups.

Frequency

The group will meet once a month.

Who does this group report to?

The minutes of the group will be formally recorded. The group will give regular updates to the Patient Experience, Engagement and Caring Group and where appropriate link into the Working in Partnership Committee.

The Chair of the group will draw to the attention of the Trust Board any issues that require disclosure, or Executive action.

The groups' assurance process is shown in the framework in Appendix 1.

Review

The group will review these Terms of Reference (ToR) and membership after a year i.e. end January 2020 and bi-annually thereafter unless it is deemed, and agreed by the group, to review the ToR or membership sooner..

Confidentiality

All members of the group will maintain absolute patient and staff confidentiality at all times. Any member whose work on behalf of the group includes work in the Trust or liaising with other patients, or members of the public, will sign and return a copy of the Trust's Confidentiality agreement before undertaking any such activity. In some situations

consideration will also be given to the requirement for a DBS (Disclosure and Barring Service) check. The Trust will meet any required costs of a DBS check.

Signed agreement

These Terms of Reference were adopted by the Families, Carers and Friends Involvement Group at the meeting held in Meeting Room 4 at Tatchbury Mount on Monday 14 January 2019 and may be reviewed according to emerging needs.

Signed by: Family/carer/friend of patient
Name: Date:
Service area of interest:

Signed by: Chair
Name: Date:
Role:

Appendix 1

Internal assurance processes

