

Supporting older carers

Tool 5: How are we doing?

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This tool aims to help practitioners and / or teams to reflect on and assess what they are doing in relation to supporting older carers holistically and to identify areas for improvement.

From time to time, it is helpful to take a general overview of what you, your team and your organisation are doing to support older carers. 'The Triangle of Care' produced by Carers Trust (2023) features six standards which social care and health professionals can use to include and support unpaid carers, adults and care practitioners. This framework is easily adapted to inform the development of a broader picture of support for older carers. Here is a short [film](#) which outlines the Triangle of Care.

The six standards are:

- 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 re: confidentiality and sharing information are in place.**
- 4. Defined post(s) responsible for carers are in place.**
- 5. A carer introduction to the service is available, with a relevant range of information across the care pathway.**
- 6. A range of carer support services are available.**

(Carer's Trust, 2023)

Although these refer to carers in general, they do address issues faced by older carers raised across the other four tools in this resource. The following organisational audit tool is an adaptation to promote holistic reflection on existing practice in relation to older carers and ways of improving it:

	R	A	G	Where are we now?	Action plan	Evidence of achievement	By whom?	By When?
Older Carers and the essential role they play are identified at first contact, or as soon as possible thereafter								
Staff are 'carer aware' and trained in carer engagement strategies								
Policy and practice protocols re: confidentiality and sharing information are in place								
Staff in defined post(s) responsible for carers are 'older carer aware'								
A carer introduction to the service is available, with a relevant range of information across the care pathway								
A range of older carer support services is available								

References

Carers Trust. (2023). *The Triangle of Care Toolkit a Resource for Carers and Carer Organisations to Act as Critical Friends*. <https://carers.org/triangle-of-care/the-triangle-of-care>



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