

tri.x Case Study

FOSTER CARER HANDBOOK

Recognising the important role foster carers play in the lives of looked-after children



Who are we?

tri.x is proudly part of OneTouch Health

Our solutions range from core compliance to transformation and technology all with one aim in mind – to deliver better outcomes.

We deliver end-to-end services to the adult's and children's social care sector, in partnership with local authority and independent providers.

OUR VALUES



Client

We place our clients - and your clients - at the heart of everything we do. Our priority is to do the right thing for the patient, the carer, the family and for the business.



Agile

We are flexible and open because we know no two businesses are the same. We are ready to tailor our products to suit your specific needs.



Relationship

Good relationships are essential for success. We want to build long-term relationship with our clients, while facilitating their relationships with carers, clients and patients.



Empathy

We want to understand and help our clients, their personnel, their patients and family members. Understanding the needs, challenges and pressures of all involved helps us to make complicated things simpler for everyone.

Designed to successfully meet the needs of foster carers and fostering services across the UK

Setting out with the aim to create a handbook designed to successfully meet the needs of foster carers and fostering services across the UK, the handbook contains 5 sections, including a contents list relating to specific chapters making it easier for foster carers and users when looking for guidance on a specific policy and procedure.

Understanding the need for foster carers to continue to meet the highest standards, legislation and regulations, the handbook sets out information in a clear and concise way to help foster carers while they are looking after vulnerable children.

Chapters include, but are not limited to

- Information on child protection
- Complaints and allegations
- Support and training

The handbook is an essential guide for anyone new or experienced with fostering.



Benefits of the handbook

Since trialling the handbook through a series of consultations, tri.x has noted several positive outcomes which foster carers, agencies and local authorities could benefit from when using the handbook. This includes, but is not limited to,:

- Provides valuable support for social workers and foster carers around practice
- On-hand production team who are highly skilled and responsive to any problems
- Links to Fostering National Standards and Training and Support Standards
- Includes a range of informative content which has been kept brief and as focused as possible
- Easily accessible (online, offline, and mobile-friendly)
- Online forum
- Reflects the latest procedures, policies and guidance which deal with day-to-day practicalities foster carers face
- Available online 24/7



Over the course of the last six months, tri.x has been using the foster carer handbook in a number of consultations with customers including social work teams at seven local authorities, several fostering services, and foster carer support groups. To date, the responses to the contents of the handbook have been extremely engaging and positive.

During this stage of the consultation, customers reported a few suggestions to include some additional niche topics which would be useful to foster carers, such as having details of what to do in an emergency and more specific information about different types of fostering as well as additional chapters on foster carers wellbeing and caring for children of a different background. As one of the many benefits of the manual, tri.x will continue to update and improve the handbook to ensure it is delivering the utmost support and up-to-date information for foster carers.



COVID-19 has created a change in fostering services, especially in the way they interact with foster carers. With most of the information and activities moving to online platforms, it was identified as a key area that some foster carers were not so familiar with. Regardless of this, the online manual has shown to fit well within this move and foster carers have responded very positively to being able to access the handbook using a mobile phone.

tri.x's approach as a company is to be responsive to the customers who use the manuals and ensure it ultimately meets their needs. Since evaluating the findings, so far, foster carers have found the manual to be hugely beneficial and find it to be a useful resource tool to support vulnerable children in their care.

The tri.x team has also added an emergency contact tab so carers can easily locate the right people in an emergency, made it easier to access the main contacts within the handbook and has also spoken about the possibility of adding chapters.





FOR FURTHER INFORMATION ON ANY OF OUR SOLUTIONS, PLEASE GET IN TOUCH

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