



Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# 2018-19

# Quality Priorities



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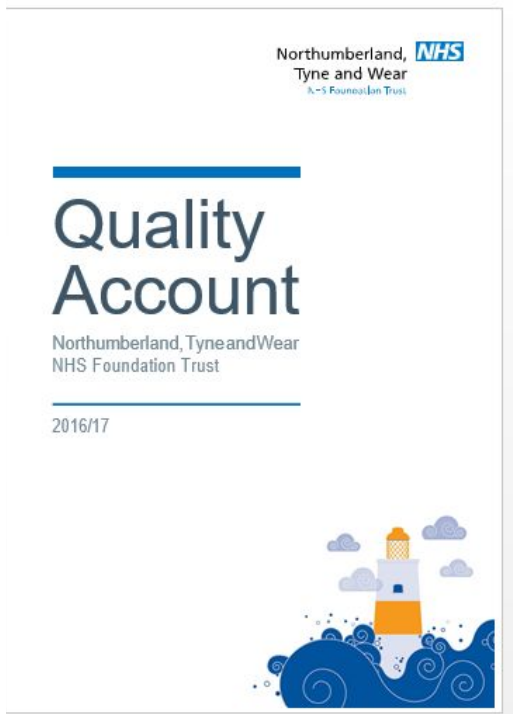
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How are we progressing against our current Quality Priorities and how do we identify Quality Priorities for next year?



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Our three overarching long term **Quality Goals** were refreshed in the 2017-2022 NTW Strategy:

Quality Goals 2017 to 2022:

Patient Safety

Keeping You Safe

Service User & Carer Experience

Working with you, your carers and your family to support your journey

Effectiveness

Ensuring the right services are in the right place at the right time to meet all your health and wellbeing needs



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# Current (2017-18) Quality Priorities:



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# Current Quality Priorities:

- All wards in Talk 1<sup>st</sup> programme
- Talk 1<sup>st</sup> dashboard developed
- Updated PMVA training
- Points of You “Did You Feel Safe?” baseline
- Risk of Harm to Others Training 70%



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# Current Quality Priorities:



- Care plan audits conducted across 20 adult and older peoples wards
- **Action plans to address areas for improvement**
- Skills workshops developed in older peoples services rolled out across adult wards (led by Associate Nurse Directors)





## Current Quality Priorities:



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# Current Quality Priorities:



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## Current Quality Priorities:

- Review of the form used to document the reading of rights in RIO
- Ongoing communication and awareness sessions for staff
- E-learning package for staff in development
- Poster redesign for detained and CTO patients
- Improvement trajectories achieved

To ensure service users are reminded of their rights and the effects of the Act.



How do we identify suggested Quality Priorities  
for next year?



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Ideally, Quality Priorities reflect the biggest challenges that the organisation is facing – so that we know we are focusing on the right things.

To learn from our experiences in 2017, we have looked at a range of evidence from:

- when things have gone wrong (incidents),
- complaints received,
- feedback received from services users, their families & carers, and
- findings of regulators such as the Care Quality Commission.



This analysis confirms that our main challenges currently are:

1. Availability of inpatient beds
2. Waiting times to access community services and start treatment
3. Involving families and carers
4. Embedding Trust values

Therefore we are proposing that these themes should be our Quality Priorities for 2018-19.



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# Suggested 2018-19 Quality Priority 1: Improving the inpatient experience



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# Improving the Inpatient Experience

We try to ensure that care is delivered in the community wherever possible, however, sometimes patients may need to be admitted to hospital for inpatient care.

This year, our inpatient wards have been exceptionally busy. We do not have waiting lists for admission to inpatient beds – if you need an inpatient bed, you will be admitted straight away.

This means that sometimes patients have been admitted to other Trusts elsewhere in the country because we did not have a bed available. This is known as an “Out of Area Placement”.

On the rare occasions when this happens, we always try to bring our patient back to one of our own inpatient beds as soon as one becomes available, making it easier to maintain contact with families and other professionals involved in a patient’s care.



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# Improving the Inpatient Experience

The Royal College of Psychiatrists recommends that beds on wards are occupied 85% of the time. This allows us to provide the best possible care, to have beds available for people if they need to be admitted, and to allow inpatients to take leave without the risk of losing their bed on the ward.

High bed occupancy can be associated with incidents of violence and aggression and can distract staff from direct patient care. This pressure on inpatient beds is one of the biggest challenges that the Trust is facing at the moment and we are suggesting that as a Quality Priority for the next three years, we work towards:

1. Reducing inappropriate out of area placements
2. Reducing the bed occupancy rate towards 85%



Suggested 2018-19 Quality Priority 2:

# Waiting Times



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# Waiting Times :

Another of the biggest challenges facing the Trust at the moment is the length of time that people are waiting to access community based services.

This is an existing Quality Priority, and we would like this to continue as a Quality Priority next year.

We currently report how long people are waiting to have their first contact with a service. We would also like to start reporting how long people are waiting to start their treatment after being assessed.



Suggested 2018-19 Quality Priority 3:

Involving families and carers by  
embedding the Triangle of Care



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# Triangle of Care

The Triangle of Care approach was developed to improve involvement of carers and families in the care planning and treatment of people with mental ill-health.

We have been implementing this approach across the organisation since 2013, starting with inpatient areas initially then across adult community teams. There are six key standards that services must aim to achieve.



Suggested 2018-19 Quality Priority 4:

# Embedding Trust Values



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Working to ensure that the Trust values of being:

- Compassionate and caring
- Respectful
- Honest and Transparent

are consistently embedded across the organisation



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# Questions?



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