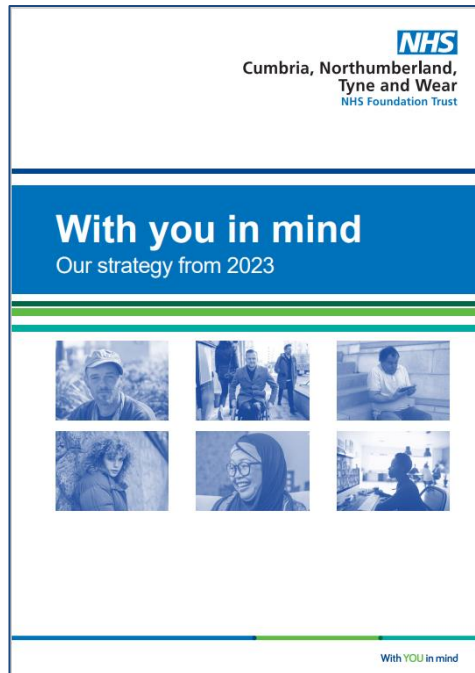




Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

With you in mind

Our strategy from 2023



CNTW's strategy is build relationships and to make decisions based on what matters to people.

Five things about this strategy:

1. People and their needs are at the heart of the strategy.
2. It's about influencing small, everyday decisions as well as big strategic decisions.
3. There is honesty about the need to change.
4. We know we cannot do this alone.
5. It is a guide, not a blueprint.

CNTW2030 Engagement:

We asked:

What matters to you?

What must we protect?

How would you like us to work together?

What would make the biggest difference to you?

Our Impact

We want to have a positive impact on people's wellbeing.



Our principles

Some shared principles emerged



Our Staff



We want staff to be able to do the best job they can.

Our role in the wider system



We want to work together to meet the needs of people and communities.

We heard:

With YOU in mind

The strategy comprises:

1

**What do people
want from us?**

Our commitments

2

What binds us?

**Our vision and
values**

3

**What do we want
to achieve?**

Our Ambitions

Our Commitments:

Commitment to our service users:

- Understand me, my story, my strengths, needs and risks
- Protect my rights, choices and freedom
- Respect me and earn my trust
- Support me, my family and carers
- Respond quickly if I am unwell or in crisis

Commitment to our families and carers (also known as our 'Carers Promise'):

- Recognise, value and involve me
- Work with me to ensure we are all aware of my needs as a carer.
- Listen to me
- Talk with me about where I can go for further help and information

Our Commitments:

Commitment to our staff:

- Respect me, trust me, value me and treat me fairly
- Allow me freedom to act, use my judgement and innovate
- Protect my time so I can learn, progress & get a balance between work & home
- Offer me safe, meaningful work and give me a voice
- Support me with compassionate managers

Commitment to our partners and communities:

- Explain what to expect from CNTW
- Help us fight illness, unfairness and stigma
- Share responsibility for getting things right
- Get to know local communities.
- Be responsible with public funds
- Share our buildings, grounds and land & protect the planet

Our five ambitions:

1. Quality care, every day.

2. Person-led care, where and when it is needed.

3. A great place to work.

4. Sustainable for the long term, innovating every day.

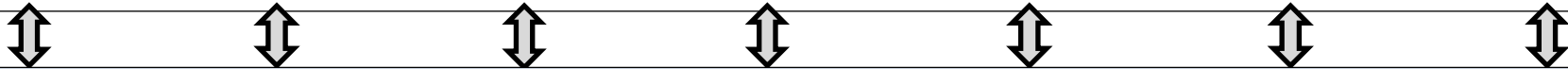
5. Working with and for our communities.

Community Mental Health Transformation across the region:

The Integrated Care System/Integrated Care Board:

Link with government and other ICBs on the transformation strategy, and set targets for providers, e.g. CNTW

Lead on workstreams that involve everyone, e.g. shared IT systems



7 place-based community transformation programmes:

N Cumbria:
Chair: Anita Barker
(commissioning)

Northumberland:
Chair: Sonia McGough
(VCSE)

North Tyneside:
Chair: Chloe Mann
(CNTW Group Director)

Newcastle:
Chair: Anna English
(CNTW Group Director)

Gateshead:
Chair: Kirsty Sprudd
(commissioning)

Sunderland:
Chair: Fadi Khalil
(GP/PCN Clinical Director)

South Tyneside:
Chair: Sarah Golightly
(commissioning)

Community Mental Health Transformation:

Strategic objective from the CNTW Annual Plan:

Improve community mental health services for adults and older people

Deliver the ambitions of the Primary Care strategy (incl. ARRAs)

Share learning and understand local variation across 7 place-based programmes of improvement

Meet access and waiting time standards, whilst delivering safe, effective, evidence-based care

Move away from CPA by developing co-produced personalised care and support plans

Wider workstreams :

- **Dedicated focus:** PD, Perinatal, Eating Disorders, EIP, IPS, Addictions, SMI physical health, SMI community rehab including AOT
- **Review step up/step down** and improving the interface between community/crisis/inpatients
- **Clozapine titration in the community**