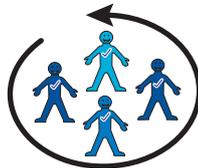


everyone counts



respect and dignity



improving lives



Quality Accounts

2011-12

working together



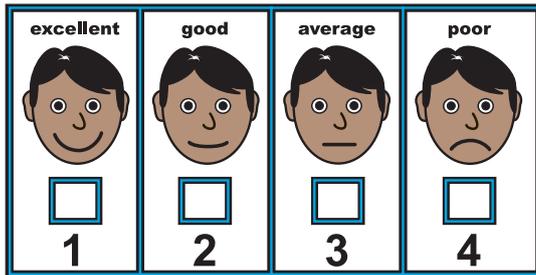
compassion



commitment to quality of care



What are Quality Accounts?



Quality Accounts are a way of recording how good the services we provide are.

They are a way of showing how we are going to continue to improve those services for you.

improving health, improving lives



Leeds and York Partnership NHS Foundation Trust is here for improving health and improving lives.

The Quality Accounts shows how we have made sure we do this.

Why are we writing a Quality Account?



Each year we must write a Quality Accounts

We do this to make sure we provide the best care possible for our service users.



Thank you for taking the time to read our Quality Accounts for 2011 to 2012.

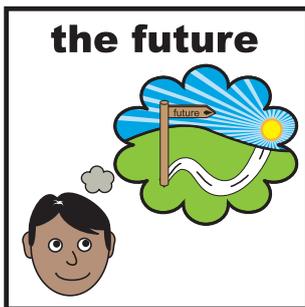
Leeds and York Partnership NHS Foundation Trust

Leeds and York Partnership NHS Foundation Trust provides mental health and learning disability services.

Leeds and York Partnership **NHS**

NHS Foundation Trust

We deliver these services in hospital, in the community or in people's own homes.



During this year we have been making new plans for the future.

Those plans are all about

improving health, improving lives 

Our ambition – what we aim to do



Working in partnerships we aspire to provide excellent mental health and learning disability care that supports people to achieve their goals for improving health and improving lives.

This means:



Everyone working together to give excellent care to people who use our services.

We will do this by:

- Helping you to be healthier
- Helping you get what you want

Our end goals

To help us meet our aim we have made 3 targets called 'End Goals'. These are the things we want to get right and will stay the same until the end of our 5 year plan.

1 People achieve their agreed goals for improving health and improving lives



This means:

Supporting people to be healthier and get what they want from life.

2 People experience safe care



This means:

People feel that they are safe when they get care from us.

3 People have a positive experience of their care and support



This means:

People are happy with the care and support they get from us.

What we are going to do

Our means goals

get it right



Our end goals say what we want to get right. We also have means goals to say how we will make sure we are getting things right.

The means goals are about the way we work.

We have 7 means goals.

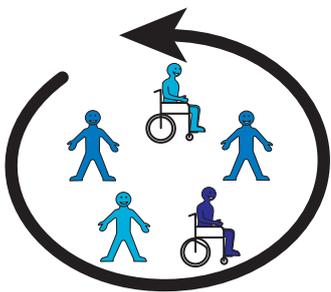


We have set targets so that we can check how well we are doing. The targets say what we should do to meet each goal.

We will be checking to make sure that we meet each goal.



1. We provide excellent quality, evidence-based, safe care that promotes recovery and inclusion.



2. We involve people in planning their care and in improving services.



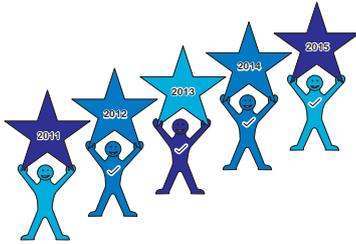
3. We work with partner organisations to improve health and lives



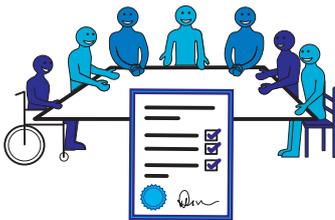
4. We value and develop our workforce and those supporting us.



5. We improve our services through learning, research and innovation.

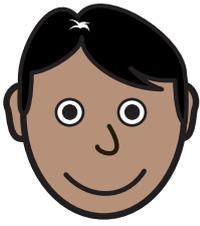


6. We provide efficient and sustainable services.



7. We govern our Trust effectively and meet our regulatory requirements.

good



What we are saying is that to provide the best service we need to make sure that everything we do is very good.

You can see this in our NHS values

These are the things that are important about how we work and what we do.

respect and dignity



We respect everyone as a person.

We will listen to them and be honest in what we tell them.

commitment to quality of care

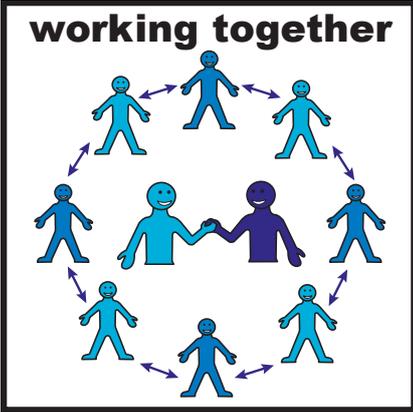


We work hard to get things right.

We want to hear what people think of us.

We will listen and learn from what people tell us.

working together



The needs of the people we help are the most important thing in our work.

We make things as easy as possible for people when we plan our services.

We work with others who improve health and lives.

improving lives



We try to make people's lives better.

We want people to have good experiences of the NHS.

compassion

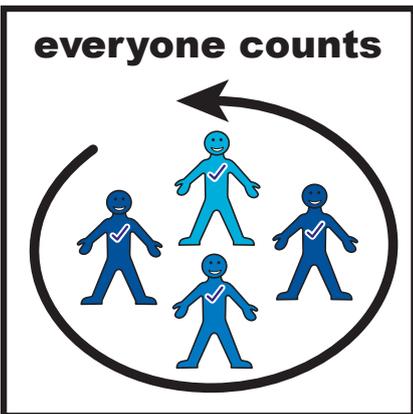


We care about the people who use our services.

We will be kind to people.

We will do what we can to make them feel better and happier.

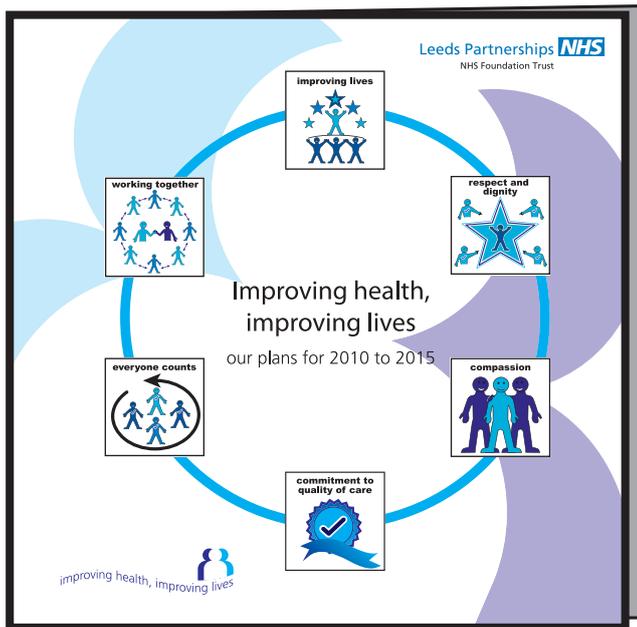
everyone counts



We respect everyone as a person.

We will listen to them and be honest in what we tell them.

Trust Strategy



The Trust Strategy was launched at our first members day in September 2010.

It was a five year plan.

During 2012, we will talk with lots of people to make sure our strategy is still right for everyone.

Governance Framework

We have a way of checking that we provide good services. Progress reports on our services can be read on our website and these are also shared with our Board of Directors and Council of Governors.



What are all of the things we have been doing in 2011 to 2012?

Integrated Organisation - A New trust

On 1st February 2012 Leeds Partnerships NHS Foundation Trust joined with mental health and learning disability services in North Yorkshire and York to become Leeds and York Partnership NHS Foundation Trust.

Leeds and York Partnership **NHS**

NHS Foundation Trust

Transformation Project



Transformation Project

We want to improve the care we provide for our service users.

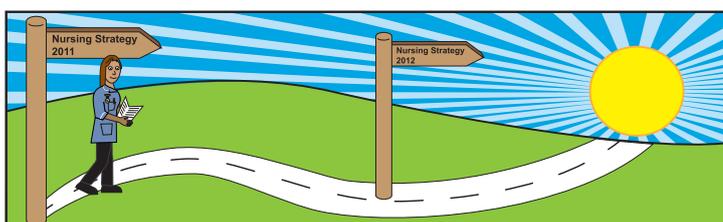
We have been listening to what service users have said will make things better.

Awards



- Our Yorkshire Centre for Eating Disorders won a national award (Beat Award). They were nominated by one of their service users.
- Ward 2 at Bootham Park Hospital in York was awarded the Star Wards Full Monty Award in March 2012.

Nursing Strategy



The three year nursing strategy finished in 2011. New objectives will be set for 2012 as part of the Chief Nursing Officer's "energise for excellence call for action" work.

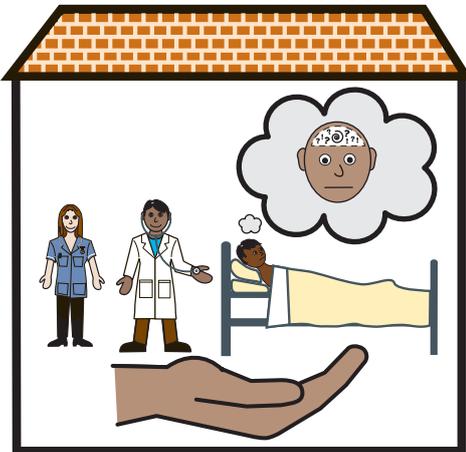
Nursing Conference



Over 100 people attended our 3rd Nursing Conference.

The conference looked at quality, safety, education and healthcare.

Mental Health Services



We want to make our services better for people who use our inpatient mental health services.

We have started using the Productive Mental Health Ward.

Some of our units have got Accreditation for Acute Inpatient Mental Health Services (AIMS) such as Oakrise, Parkside Lodge and The Mount.

Specialised Supported Living Service



Ivy Cottage was inspected in February 2012 by Leeds City Council, Adult Social Care and Supporting People.



The service was rated as excellent.

e-Rostering

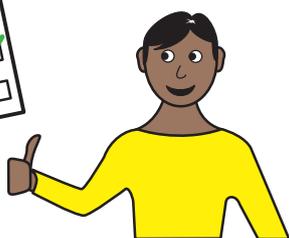
E-Rostering



This is a new way of managing staff.

It means we have the right staff in the right place at the right time.

Access to Psychological Therapies



The adult psychological therapies service in Leeds has had success in clearing its waiting list. There is usually a long waiting list for these services.

Vulnerable Veterans and Adult Dependents

support



This service is based at Catterick Garrison and has had a successful two year pilot for people who have mental health needs.

This service will carry on and include RAF Leeming.

King's Fund Project



Meadowfields Unit in York has been involved in a King's Fund Project called "Enhance the Healing Environment".

Staff have involved patients and carers to make the signage and artwork better in the dining room and kitchen.

Healthy Living Service



All service users referred to the Healthy Living Team have an initial assessment.

This provides information about:

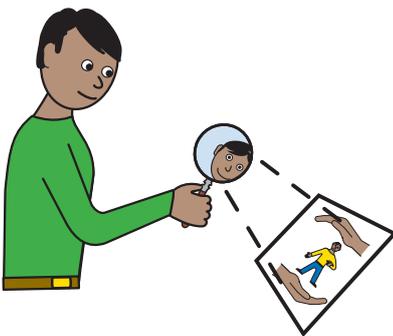
- activity and exercise
- smoking
- alcohol
- healthy eating

Social inclusion



We have worked with Leeds Mind to make sure that people who use our services have more chance of finding a job.

Focus on Recovery



A lot of work has been done on recovery.

This means:

- hope for the future
- enabling people to take control of their lives
- supporting people to be active citizens in their communities

Arts and Minds



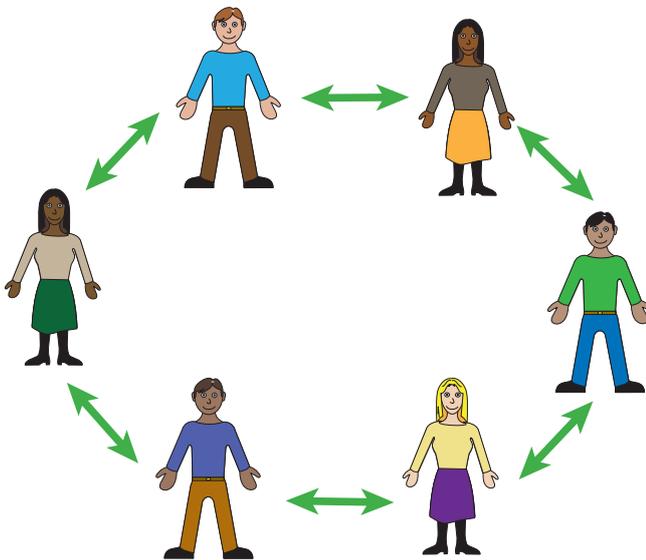
We held our first Love Arts festival in Autumn 2011. We are planning another festival for 2012 with events in Leeds and York.

Northern Film School



We have been working with the Northern Film School to make some short films challenging mental health stigma.

Partnership Working



Our Trust has been working with lots of other organisations to share good practice and learn from each other.

We are looking forward to working with new groups in North Yorkshire and York as well as Leeds.

Leadership Development

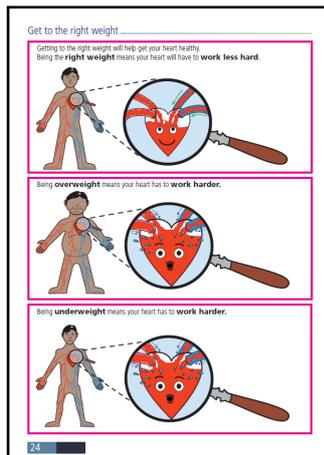
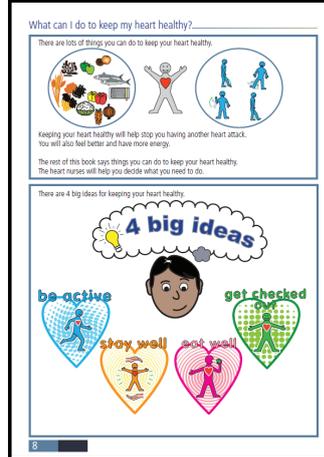
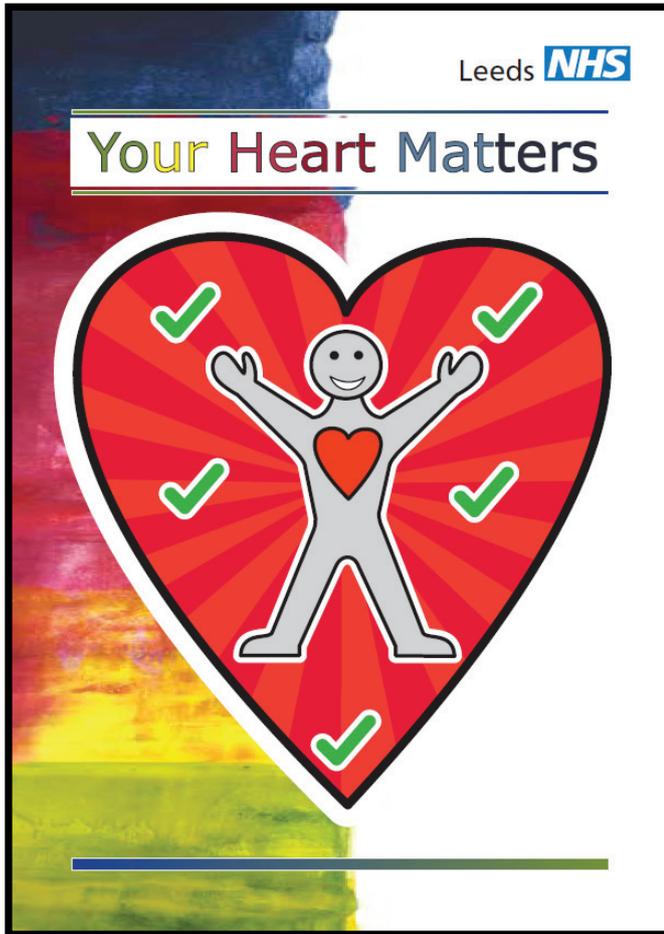


Some of our staff had completed Fit for the Future training.

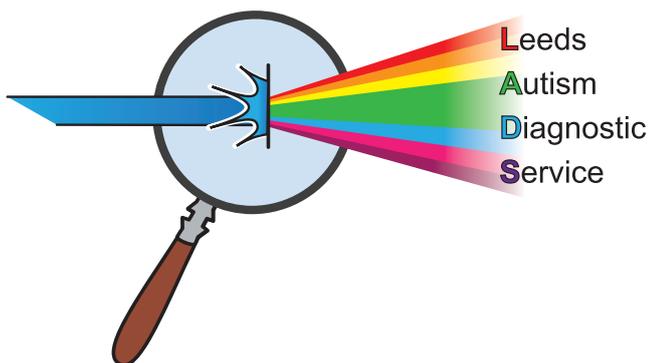
They said that this was very good and we are now looking at ways services can be improved for service users.

Your Heart Matters

The Learning Disabilities team have worked with NHS Leeds and the Cardiac Rehabilitation Nursing Team to develop “Your Heart Matters”. We launched this during Learning Disabilities Week 2011 and received a Health Stars Award.



Autism Diagnostic Service



We are trying out a new service which will find out if people are autistic

What are the 3 most important things we are doing?

The 3 most important things we are doing are the end goals in our plan for the future.



1 People achieve their agreed goals for improving health and improving lives

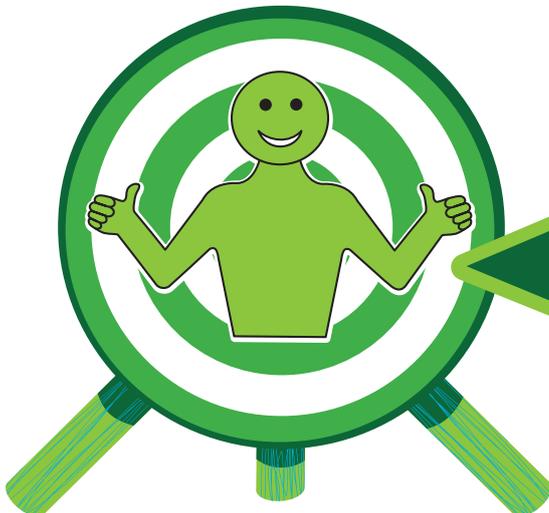


2 People experience safe care



people experience safe care

3 People have a positive experience of their care and support



positive experience of their care and support

1 People achieve their agreed goals for improving health and improving lives



To make this happen we have



Developed an understanding of Outcomes Measures within the Trust.



Helped people with mental health and learning disabilities learn more about keeping their heart healthy, weight management, healthy eating and how to stop smoking.



Held workshops for service users, carers, staff and partnership organisations to further improve our services.



Held meetings with companies about training managers to support mental health and wellbeing. We have also trained our managers to support mental health and wellbeing in our Trust.



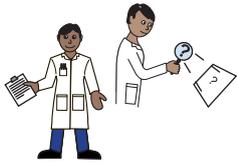
Looked at ways to extend the productive ward series into the community to make our services better.



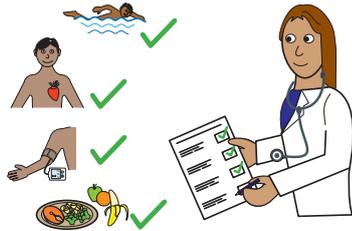
Helped staff to become Associate Practitioners.

Next year we will

research

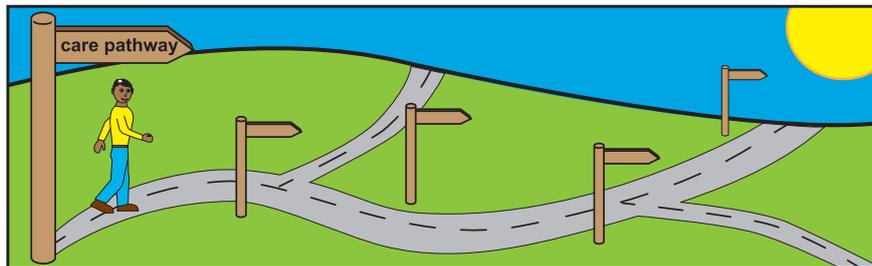


- Take part in a new research project, 'Leading to Quality'



- Make sure that we are meeting the needs of our service users and improving their wellbeing by using 3 main Clinical Outcome Measures.

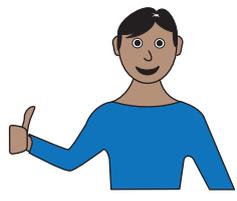
- North Yorkshire Forensic service will be using a new tracking system to help service users identify agreed goals as part of their care pathway.



- 'What's Your Goal' is our Membership Campaign for 2012 inspired by the Olympics and Paralympics.

In November 2012, we want to break the Guinness World Record for the longest line of bunting.

get it right



- Further improve how we deliver services by focussing on recovery.

2 People experience safe care



To make this happen we have



Started a new nurse rotation programme



Made sure patient safety stays important to our Trust



Checked how good we are at keeping people safe compared to other NHS Trusts

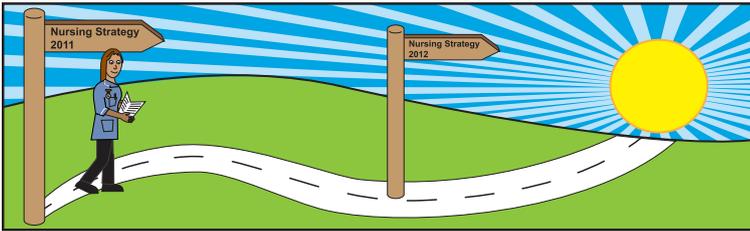


Had 'walk arounds' so that the people who run the Trust can meet staff and check services are good and safe.
We will do more of this.



Extend the Patient Safety Champion role to help make services safer.

Next year we will be making sure that

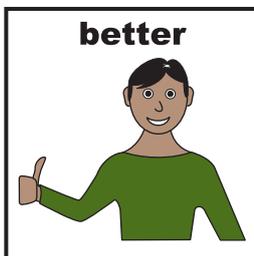


• Our Nursing Strategy will focus on Essence of care benchmarks

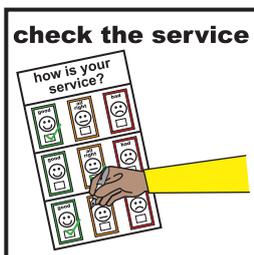
- Medication management
- Infection control standards
- Safeguarding awareness and knowledge



• Extend Patient Safety initiatives across the Trust



• Make services better for people who use our Section 136 service in Leeds



• North Yorkshire and York services are included in 'walk arounds' to check services are good and safe



• Extend the Patient Safety Champions Scheme

3 People have a positive experience of their care and support



To make this happen we have



Started a new model for community mental health services which improves access to services.



Worked with partners across the city to develop an online wellbeing hub run by Leeds Mind.



Held a city-wide 6 week arts and wellbeing festival to raise awareness of mental health issues.

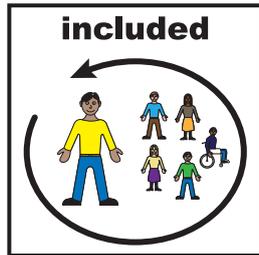


Opened Inkwell Community Arts Centre in North Leeds with Leeds Mind for more creative activities to take place for people using our services.



Made sure the information people receive is good by signing up to the Information Standard.

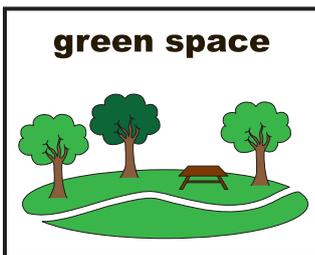
Next year we will



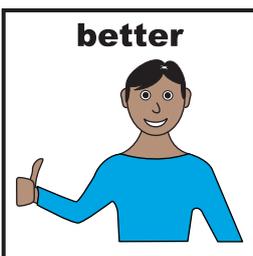
- Make sure all people who need our services get access, no matter how old they are



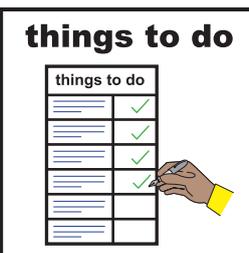
- Open a new 17 bed secure rehabilitation inpatient facility in Leeds



- Provide outdoor space for service users in our older peoples inpatient unit



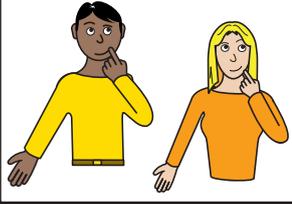
- Improve services and the choices we provide for all our service users, and make sure our services are consistent



- Develop services at The Mount for older people with dementia and acute and complex mental health needs to be a centre of excellence.

How have we involved people in what we do?

what do you think



We think it is very important to find out what the people who use our services think. We do lots of work to give people a chance to tell us what they think.

Here are some examples



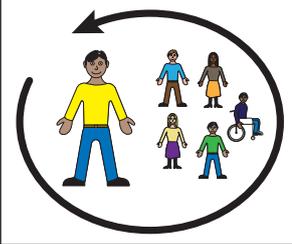
- We use the Patient Opinion website to give the people the chance to comment on our services and get a reply.

trust directors



- The Trust Directors invite service users and carers to come and tell their story.

inclusion



- We run 'Building Your Trust' Events and a Social Inclusion and diversity Forum.

what do you think

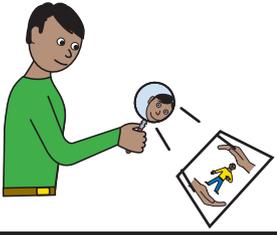


- In each area of the Trust we have people working to make sure that service users and carers have the chance to tell us what they think and make services better.

Other things that we do to check that services are good

Clinical Audit

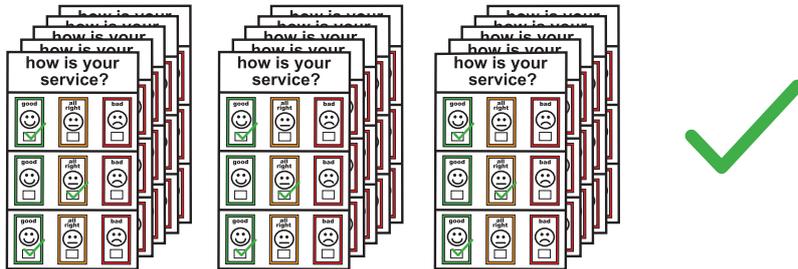
finding out



The Trust uses clinical audits to check our services.

Clinical audits are a way of improving the care that we give. It is used to look at what we are doing and finding ways of making it better.

We took part in 3 national clinical audits last year.
We did 22 local audits last year.

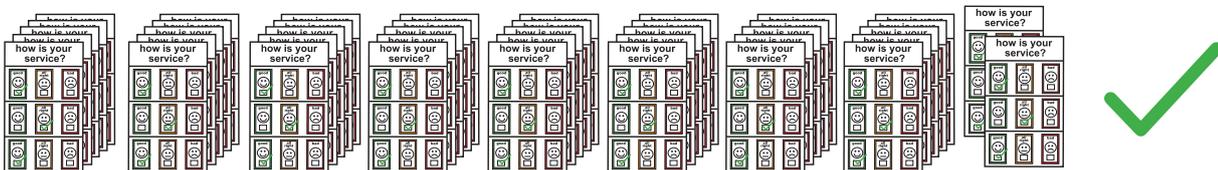


Because of what we found out we were able to make lots of improvements to the care that we give.

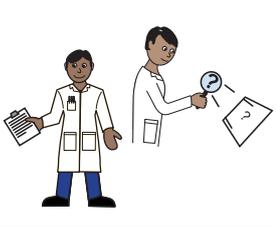
Clinical Research

Clinical research is about finding out what works best at making people better.

The Trust was involved in 70 clinical research studies last year.
This was 28 more than the year before.



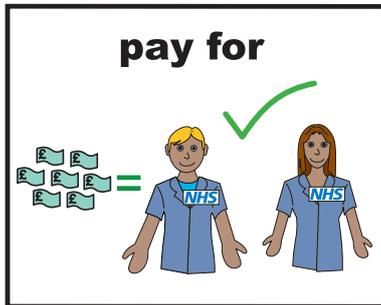
research



It shows how much we want to improve the care we give.

Other ways people check that our services are good

CQUINS



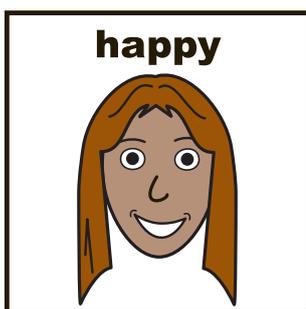
CQUIN stands for Commissioning for Quality and Innovation.

CQUINs are in place to encourage services to further improve quality. The Trust receives a payment if it achieves its goals.

The Care Quality Commission



The Trust has to be registered with the Care Quality Commission.



happy

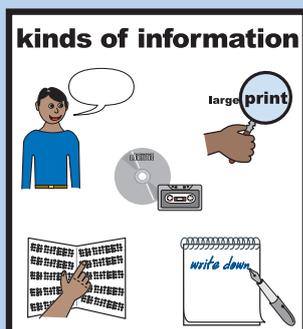
The Care Quality Commission was happy with the services we provided last year.

Further information

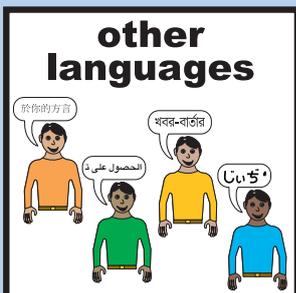


For further information about the trust please visit

www.leedspft.nhs.uk



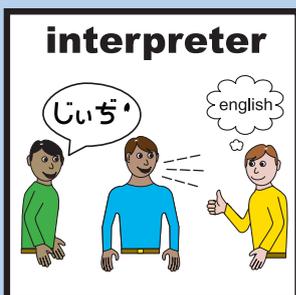
We can offer you this information:



In other languages.



On a cd or tape.



By an interpreter.

Please contact the Diversity Team by telephone; **0113 2954413** or by email; diversity.lypft@nhs.net



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