

Welcome to our Trust

Dr Sara Munro
Chief Executive

30 January 2018

Format

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4	Self Assessment against the KLOEs
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6	Where are we having an impact?
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Our five year strategy for 2018 to 2023

Our purpose	Our vision	Our ambition
Improving health, improving lives	To provide outstanding mental health and learning disability services as an employer of choice.	We support our service users and carers, our staff and the communities we serve to live healthy and fulfilling lives. We want to achieve our personal and professional goals; to live our lives free from stigma and discrimination; and to improve the lives of people with a learning disability and mental ill health.
Our values		
<p>We have integrity</p> <p>We treat everyone with respect and dignity, honour our commitments and do our best for our service users and colleagues.</p>	<p>We keep it simple</p> <p>We make it easy for the communities we serve and the people who work here to achieve their goals.</p>	<p>We are caring</p> <p>We always show empathy and support those in need.</p>
Our strategic objectives and priorities		
1. We deliver great care that is high quality and improves lives.	2. We provide a rewarding and supportive place to work.	3. We use our resources to deliver effective and sustainable services.

Our Board of Directors

Executive Directors



Dr Sara Munro
Chief Executive



Dawn Hanwell
Chief Financial Officer and
Deputy Chief Executive



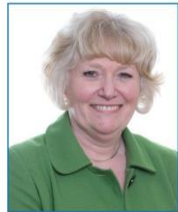
Dr Claire Kenwood
Medical Director



Paul Lumsdon
Interim Director of Nursing,
Professions and Quality



Joanna Forster Adams
Chief Operating Officer



Susan Tyler
Director of Workforce
Development

Non-Executive Directors



Professor Sue Proctor
Chair



Professor John Baker
Non-executive Director
and Chair of the Quality
Committee



Martin Wright
Non-executive Director



Helen Grantham
Non-executive Director



Margaret Sentamu
Non-executive Director



Sue White
Non-executive Director and
Chair of the Mental Health
Legislation Committee



Steven Wrigley-Howe
Non-executive Director and
Chair of the Finance and
Business Committee

Changes to how we lead....

- Board visibility led by CEO and Chair
- Development of the senior leadership team
- Focus on stronger staff engagement in all that we do
- Increased openness and transparency
- Celebrating success and facing up to our challenges
- Changes to our governance structures
- Improving relationships and reputation with stakeholders and partners

Living our values in all that we do

Our approach to regulatory compliance

- Established a CQC project group with Trust wide representation, senior and executive oversight
- Check and challenge, clearing the path to make things happen
- Creating the right conditions, a culture of learning & integrated support
- Staff engagement and collaboration in our KLoE self assessment:



	Safe	Effective	Caring	Responsive	Well-led
Provider wide self-assessment	Good	Good	Outstanding	Good	Good

Safe

What have we done since our last inspection?

- Restructured Datix – 100% of services now using it
- Incident review groups in place through to trust wide clinical governance group
- Evolving mortality review process

What are we proud of?

- Engagement with staff, service users and carers following incidents and complaints
- Shared learning

What is work in progress?

- Safety huddles – older people and forensics
- Violence and aggression

What are the key challenges?

- Physical healthcare
- Consistent use and application of electronic patient records

Effective

What have we done since our last inspection?

- Review of MHA legislation systems and processes – 100% compliance from Audit
- Staff access to supervision – now centrally recorded
- Invested in the leadership development of our staff

What are we proud of?

- Timeliness of assessments
- Excellent clinical outcomes in some of our services
- Improved and strengthened clinical governance through collaboration

What is work in progress

- Thoroughly embedding MCA/DoLs
- Widening scope of supervision recording in iLearn
- Consistency of Appraisal rates

What are the key challenges

- Recruitment and Retention – level of nursing vacancies
- Recording of capacity and consent
- Developing and embedding outcome measures across **all** services

Caring

What have we done since our last inspection?

- Embedding our values through meaningful engagement
- Embedded Your View's meetings and triangle of care work
- Sharing service user stories at board

What are we proud of?

- Our staff know our patients and their families
- Respect for personal, cultural and religious needs
- Peer support workers in Gender Service
- Outstanding care and compassion of staff (as seen at Trust Awards, Nov 2017)

What is work in progress?

- BAME staff network in development
- Enhancing our patient experience team

What are the key challenges?

- Embedding collective leadership
- Managing pressure and impact of capacity and demand on our staff



Responsive

What have we done since our last inspection?

- Improved our learning disability community services
- Increased our number of perinatal beds

What are we proud of?

- Staff make reasonable adjustments to meet service users needs
- Learning from complaints, compliments - comments discussed at team and service level
- Staff led initiative Rainbow Alliance for LGBT communities

What is work in progress,

- Implementing planned changes in community mental health services
- Investment in liaison psychiatry
- Review of our Forensic service

What are the key challenges

- Waiting lists in Gender Identity and Psychology services
- Delayed Transfers of Care and Out of Area Placements

Well-led

What have we done since our last inspection?

- External review of well led by Deloittes and all actions completed in agreed timescale
- Implemented Governance, Accountability, Assurance & Performance (GAAP) framework
- All services have a KLoE self assessment with a review plan

What are we proud of?

- Our trust values and ambition: Staff feel valued and invested in
- People who use our services are at the heart of what we do
- Improved board to front line visibility

What is work in progress

- Getting slicker in aligning our metrics and performance measures
- Finalising new quality and estates strategic plans (February 2018)
- Culture change reaching all parts of the organisation and workforce

What are the key challenges

- Capturing the impact across our services
- Strengthening our audit systems and processes
- Capacity to deliver our strategic plan in a complex, ever changing system

What are we proud of?

- Staff are caring and go the extra mile to deliver good and safe services
- Good patient and carer involvement at service level
- Our staff are living our values
- A willingness to learn and share best practice both locally and nationally
- A strong commitment to and evidence of multi-disciplinary team working across services
- Clear sense of purpose, ambition and vision for the organisation





Thank you - any questions?