



Northumberland,
Tyne and Wear
NHS Foundation Trust

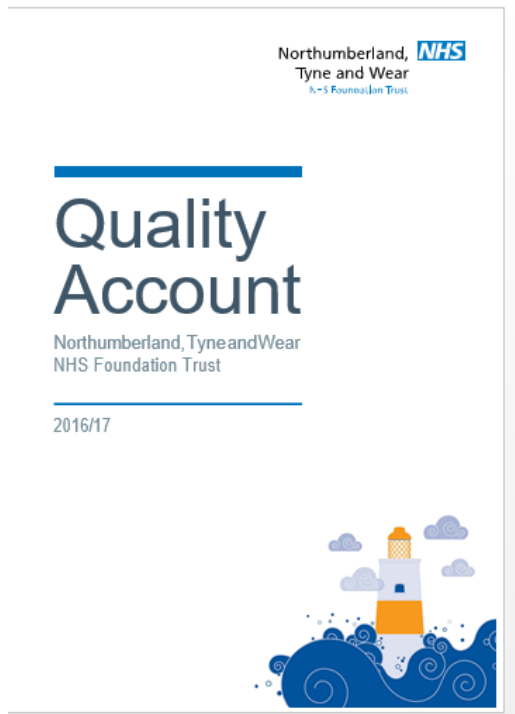
2018-19

Quality Priorities



Caring | Discovering | Growing | **Together**

Quality Priorities are agreed each year to support the achievement of the long term **Quality Goals** in our **Trust Strategy**.



We report progress against each **Quality Priority** in the annual **Quality Account**.



Caring | Discovering | Growing | **Together**

How do we identify suggested Quality Priorities
for next year?



Caring | Discovering | Growing | **Together**

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

Therefore we suggest that these themes should be our Quality Priorities for next year, and we would like to hear your views on these proposals.



Caring | Discovering | Growing | **Together**

Suggested 2018-19 Quality Priority 1: Bed Occupancy and Out of Area Placements



Caring | Discovering | Growing | **Together**

Bed Occupancy and Out of Area Placements

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.



Bed Occupancy and Out of Area Placements

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 next year, we work towards:

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



Do you agree that **Bed Occupancy and Out of Area Placements** would be a suitable Quality Priority in 2018-19?

Tell us your thoughts at

<https://www.surveymonkey.co.uk/r/QCH8L3R>



Caring | Discovering | Growing | **Together**

Suggested 2018-19 Quality Priority 2:

Waiting Times



Caring | Discovering | Growing | **Together**

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, and to see a reduction in how long people are waiting.



Do you agree that **Waiting Times** is a suitable Quality Priority in 2018-19?

Tell us your thoughts at

<https://www.surveymonkey.co.uk/r/QCH8L3R>



Caring | Discovering | Growing | **Together**

Suggested 2018-19 Quality Priority 3:

Involving families and carers by embedding the Triangle of Care



Caring | Discovering | Growing | **Together**

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.



Triangle of Care

While we have implemented the principles of Triangle of Care into services, we know that there is more work to do to ensure that the approach is truly embedded, such as:

- To start using the Triangle of Care in services for children and young people.
- To provide more “carer awareness” training to staff
- To review how services “getting to know” carers
- To understand whether Triangle of Care is making a difference



Do you agree that **Triangle of Care** is a suitable Quality Priority in 2018-19?

Tell us your thoughts at

<https://www.surveymonkey.co.uk/r/QCH8L3R>



Caring | Discovering | Growing | **Together**

Do you have any other suggestions
for Quality Priorities?

Tell us at:

<https://www.surveymonkey.co.uk/r/QCH8L3R>



Caring | Discovering | Growing | **Together**