

The Quality Account

Specialist Services

Secure Services

Mental Health

Community Services

Children and Families

Lancashire Care **NHS**
NHS Foundation Trust

 Supporting Health and Wellbeing
Network Name

What is the Quality Account?

This Quality Account is our report about the quality of services we deliver.

- we describe an account of the quality of services we provided for the period April 2014 to March 2015
- we set out our priorities for improving quality over the coming year from April 2015 to March 2016

Style and Presentation:

The primary audience of the Quality Account is the public

The challenge is:

To present the content in a reader friendly form whilst having to comply with prescribed content as set out in the Regulations for Quality Accounts.

Style and Presentation:

- The design of the Quality Account enables the reader to dip into sections of interest to them
- A summary of the Quality Account is developed as part of the summer 'Voice news' publication

Quality

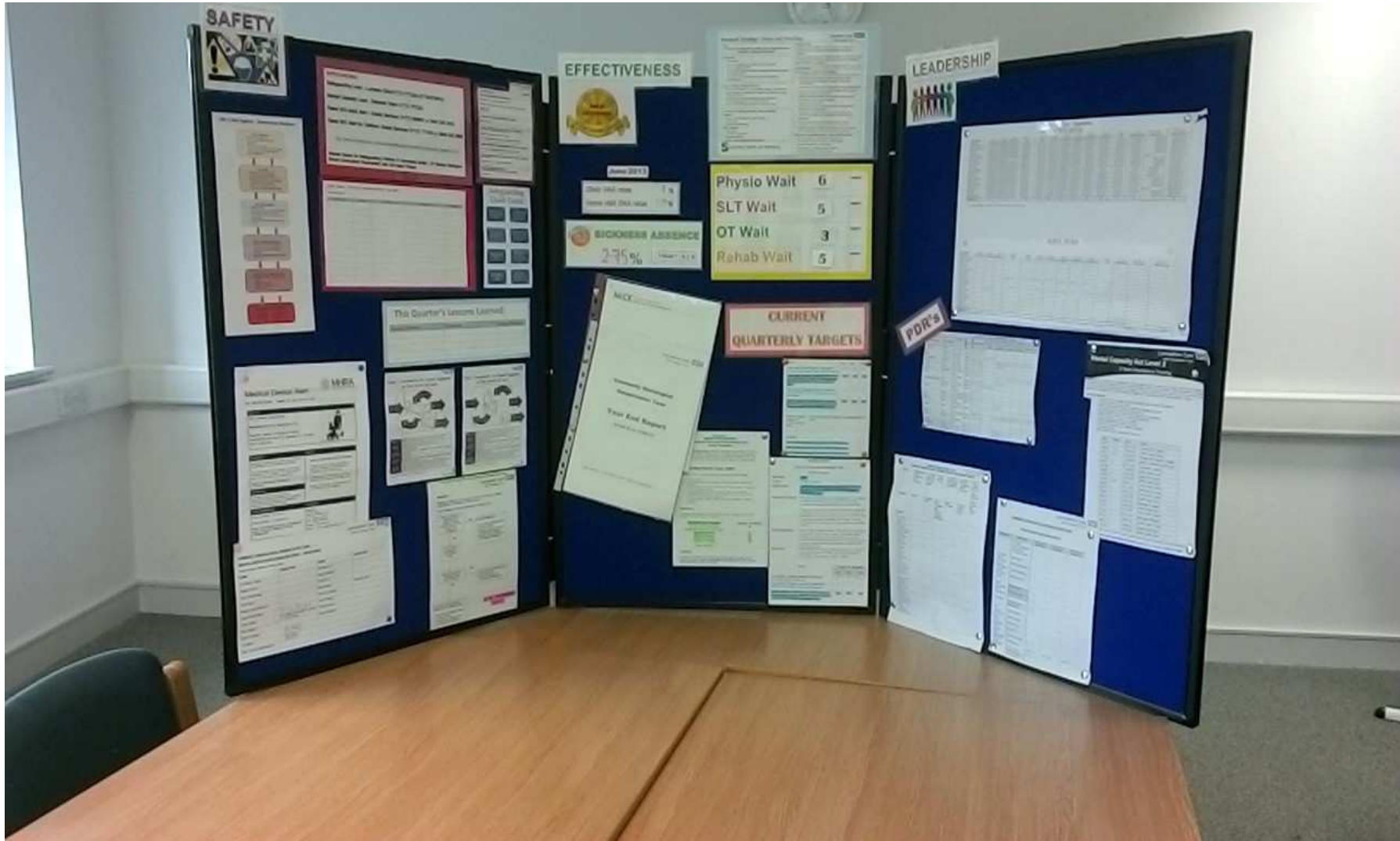
Quality is about giving people treatments that work (effectiveness), making sure that they have a good experience of care (patient experience) and protecting them from harm (safety). Quality is part of our Trust value of excellence.



Priorities for improvement 2014/15

Priority	Expected outcome/impact
Quality Strategy Implementation	<ul style="list-style-type: none">• Demonstrating progress following QSEEL identified concerns• QSEEL concerns reflected as risks on team level risk register with actions plans demonstrating quality developments managed through network governance• All teams will have an integrated quality report as part of their electronic team information board including a quality improvement framework
Compliance with harm free care enhanced national priority	<ul style="list-style-type: none">• Monthly submissions to the Physical Health Safety Thermometer (applicable services)• Achieve the improvement target in relation to pressure ulcer care• Implementation of the pilot Harm Free Care mental health programme
All teams will seek the views of service users and carers to inform quality improvements	<ul style="list-style-type: none">• implementation across the organisation of the Friends and Family test in accordance with the Trust's project plan and in line with National guidance

Effectiveness



Quality Improvement Framework model 2014/15

Network:

Clinical team

QSEEL team identifier

What do you want to improve?	How are you going to measure it?	Quality Domain	Quality Drivers	Data source	
Systems, processes and practices are developed and improved to ensure patient safety.			Safety Is care safe?	CQC Outcomes; NICE guidelines/Quality Standards. Other service specific quality drivers.	





When quality improvement is part of a team's culture. What do we feel?

Safety:

What is harm Free Care?

- Encourages organisations to stop dealing with safety issues in silos and aim for the absence of all five harms to each and every patient.
- Supports improvements in patient care and patient experience
- Prompts immediate actions by healthcare staff

Harm free care encompassing

- Self-harm
- Perception of Safety
- Victim of Violence
- Medication Omission
- Restraint (inpatient only)

Experience:

The Friends and Family test

- ‘How likely are you to recommend our <service, ward, unit>to friends and family if the needed similar care or treatment’
- “would you have confidence in our service treating your friends or family if they needed similar care or treatment”
- “If a finally member or friend had a mental illness would you be happy for them to come to’
- Please tell us how likely are you to recommend our service to someone you care about?

Patient Experience Questionnaire



Location / Team Name _____
Service: OLDER ADULT MH Date: __ / __ / ____ (dd/mm/yyyy)

NHS FOUNDATION TRUST

We would like you to think about your experience in our service during this period of treatment

Please mark the appropriate box

Completed By: Service User Carer Parent / Guardian

Not Completed: Offered Declined Offered SU unable to complete

1. Did you feel that your views or wishes were considered in the planning and delivery of your care?

At All Times Most of the Time Sometimes Rarely Never

2. How often did staff treat you with courtesy and respect?

At All Times Most of the Time Sometimes Rarely Never

3. Did you feel able to access staff when you needed to speak to them?

At All Times Most of the Time Sometimes Rarely Never

4. Would you have confidence in this team treating you again if you needed it in the future?

At All Times Most of the Time Sometimes Rarely Never

5. If a friend or family member was unwell would you be happy for them to be treated by this service?

- Extremely Likely
- Likely
- Neither Likely nor Unlikely
- Unlikely
- Extremely Unlikely



In year development

- Regular progress updates in relation to the priorities and the emerging data picture
- In year communications with OSC,s Healthwatch and Commissioners
- Regular communications with Clinical Directors to gather examples of quality improvement stories
- Promotion of the opportunity to share good practice examples at Leading for Quality Events with clinical leaders

Next steps

- Copies of the draft Quality Account to be sent to Greater Preston Healthwatch, Overview and Scrutiny Committees, Lead Clinical Commissioning Groups on 1 April 2015 for return of comments by 30 April 2015
- Testing of indicators by the external auditors KPMG for completion mid April

- The Quality Account is signed off by Audit Committee and the Board of Directors by the end of May 2015 .
- The Annual Report including the Quality Account is submitted to Monitor early June 2015.
- Copy of Quality Account to Secretary of state and publication on Trust website and on NHS choices website & e-mail to DOH by end of June 2015

- Upload Limited Assurance and Auditors report to governors by the 28th June 2015 to the Monitor portal and post first class before last post on the 28th June 2015
- Publish and promote Quality Account Summary in Voice News August 2015

