

LCH Plan: 2018-2019

What we want to achieve

11 Our Eleven

1 vision:

We provide the best possible care to every community we serve



3 values:



We are open and honest and do what we say we will



We treat everyone as an individual



We are continuously listening, learning and improving


7 magnificent behaviours (how we work):



 **Caring for our patients** 



 **Making the best decisions** 

 **Leading by example** 

 **Caring for one another** 

 **Adapting to change and delivering improvements** 

 **Working together** 

 **Finding solutions** 

How we'll do it

Recruit, develop and retain the staff we need now and for the future

- Attract the best people to work with us
- Make sure our colleagues want to stay working for us
- Support colleagues to stay well and in work

Provide high quality services

- Services achieve or maintain good or outstanding Care Quality Commission (CQC) and LCH Quality Challenge+ ratings
- Develop our approach to Quality Improvement
- Provide harm-free care

Work with health and social care partners to deliver joined up care closer to home

- Play an active role in developing and implementing city wide and regional plans for health and social care (Leeds Health and Care Plan and West Yorkshire and Harrogate Health & Care Partnership Plan)
- Work closely with health and social care partners in developing Local Care Partnerships (LCPs) and new ways of delivering joined up care that best meets patient need
- Focus more on prevention, early intervention and supporting self-management so that people stay well and in their community
- Play a strong role in developing a formal partnership with health care partners to bid for city-wide contracts

Services are fit for purpose now and in the future

- Progress work to deliver a new in-patient Child and Adolescent Mental Health in-patient facility and develop our service offer
- Implement plans set out in our Business Development Strategy



What will success look like?

- Staff who joins us stay with us: staff turnover to be 14.5% or less
- We attract the right people to hard to recruit posts
- We recruit quickly and effectively, finding the right people first time
- Services achieve good or outstanding ratings if the Care Quality Commission re-inspects
- 70% of service's Quality Challenge+ self-assessments are good or outstanding, and 80% rated good or outstanding following the quality visit
- Even more of our people think quality improvement is a priority for LCH and feel able to make changes for the better
- Our quality improvement approach developed and tested across a range of projects
- 100 more staff trained in Quality Improvement
- We have no category 4 pressure ulcers and category 3 pressures ulcers are reduced by 25%
- We meet requirements and timescales for implementing New Models of Care (NMoC) including the West Yorkshire MH NMoC and the first stage of the Population Health Management programme
- Staff actively involved in and influencing development of the 18 Local Care Partnerships (LCPs) across Leeds
- More staff trained in a health coaching approach – plan TBA
- NTs self-management approach embedded / NTs trained in and having better conversations with patients and making plans together to achieve patient goals
- Building of our new CAMHS in-patient facility started and developing our service offer
- Traded services generate a profit / surplus
- Contracts to provide services outside of Leeds won
- Deliverable plan submitted to commissioners to provide quality services for children and young people aged 0-19 that meets commissioners requirements
- Achieve targeted productivity improvements

Enablers

- Technology: supporting better quality care, access, self-management and use of resources – EPR, E-rostering, Leeds Care Record, telehealth, digital technology and remote comms developments
- Estates: Our buildings are fit for purpose, we use them as much as possible and we share space wherever we can (Estates Review)
- Administrative Support: Continue to improve our admin arrangements to create strong team and management structures (Admin Review)