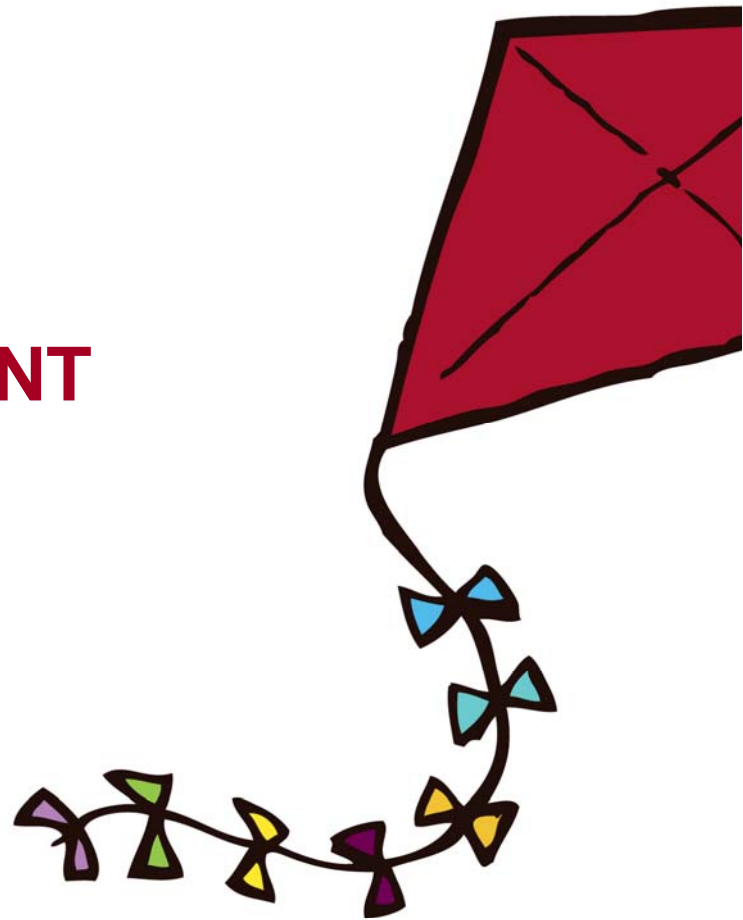


# QUALITY ACCOUNT 2009 – 2010



**Easy Read Version**

# 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 improve those services for you.



We want to improve the way we provide services.

We will do that by listening to service users, carers, staff and the people who pay us to provide those services.

We call all of these people stakeholders.

# Why are we writing a Quality Account?



The Care Quality Commission looks at the services we provide for the Government.

They want to make sure we provide the best care possible for our service users.

The Quality Account let us show how good our services are and how we can keep making them better.



Other people outside the Trust who want to know about our services are:

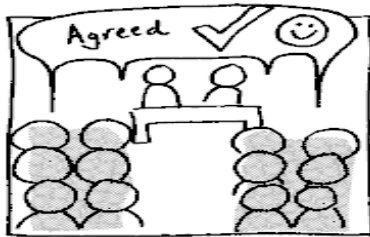
- Our Commissioners (the people who pay us to provide services)
- The Overview and Scrutiny Committees
- Local Involvement Networks [LINKs]
- Voluntary organisations that support service users and carers.



Most important are our service users and carers.

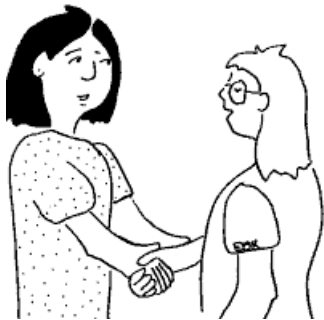
We want to show we have listened to what you have told us and made improvements.

# How are we going to make sure services are good and always getting better?



The Trust is managed by a Trust Board. The people who are on the Trust Board are responsible for making sure we provide the high quality of care we aim for.

The Trust has set some values. They are:



- **Respect** - value people and treat them with dignity and kindness.
- **Openness** - honest and open to change.
- **Improvement** - always aiming to make services better and give best value.
- **Excellence** - provide high quality services.
- **Together** - working together with all our partners, service users and staff

We wish to make sure the quality of our services lives up to those values and is reflected in the Quality Account.



Some of the people from the Trust Board sit on committees to make sure this happens.



There are six care groups in the Trust providing services. They are:

- Adult Mental Health
- Child and Adolescent Mental Health
- Learning Disabilities
- Low Secure Services
- Older People's Mental Health
- Substance Misuse Services



Staff from the care groups report to the Trust Board Committees.

The care groups have Service Governance groups and some service users and carers go to their meetings.

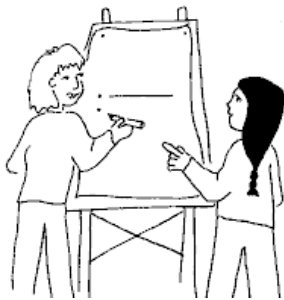
# What do we need to do?



Firstly we needed to look at what the Department of Health wanted to see in the Quality Accounts.

To do this we set up a workshop where we invited people who were interested to come together. All stakeholders were invited.

In the workshop we looked at all the options. Then we put together ideas of what we should include in the Quality Account.



Everyone in the workshop chose improvements we could make under these four headings:

- Service user safety (keeping you safe)
- Clinical effectiveness (best practice)
- Service user experience (listening to you)
- Workforce (staff training & development)

One service user who was at the workshop for the Quality Accounts said "Thank you for the support we received for the Quality Accounts workshop. You talked to all in a way we could understand and it made us feel valued".

# How we wrote the Quality Account



We had a very short time in which to write up the Quality Account and to get it to all the groups and committees.

We then took it back to the people at a second workshop.

This was to make sure we had listened to what they said and put it in the report.



Some examples of our improvements are:

- Improving health care support in learning disabilities - Health Action plans;
- Ensuring adult mental health service users receive regular physical health checks;
- Reducing the number of safety incidents - less slips, trips and falls;
- Doing more risk assessments in community services - make sure the Care Programme Approach [CPA] policy is followed;
- Improving support for carers - more carers assessments offered to people;

- Better planning of services - by improving the information we collect on all people in all parts of our community and making sure we meet their needs.



We will help the above improvements by supporting the training and development of staff and making best use of money by:

- improving service user access that meets individual needs;
- having a good mixture of skills and abilities in all staff teams;
- sharing money fairly across all areas of service according to need.

This way we will provide the high quality of service we aim for.



Twice a year the Trust Board will get a report on how things are going with the improvements to services promised in the Quality Account.