

Darlington Health and Housing Scrutiny Committee

TEWV's new Strategic Framework and Business Plan

25th August 2021

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Our presentation today:

We will discuss our Journey to Change and new Strategic Framework.

We will share our priorities within our 2021/22 business plan and the actions that we are taking to make the change a reality, highlighting particular issues for Darlington

What's happened so far

- Initial *Big Conversation* – lots of staff, service users, carer and partners feedback (over 2,000 people involved), summer 2020
- Board Workshops – including service user, carer and CCG input (Nov 20 and Jan 21)
- Development and testing of the new Strategic Framework via another round of the Big Conversation
- Approval of the new Strategic Framework by the Board of Directors (January 2021)
- Establishing 5 Strategic Journeys managed through a Programme approach with Year 1 priorities and actions agreed (contained in the 21/22 business plan)
- The 5 are: Our Clinical journey, Our Quality and safety journey, our co-creation and comms journey, our people journey, our infrastructure journey

Our New Strategic Direction

TEWV: Who we are and what we want to be

<p>This is why we do what we do:</p>	<p>We want people to lead their best possible lives.</p>
<p>This is what people have told us about the sort of organisation we were in 2020</p>	<p>We have a lot to be proud of, yet:</p> <ul style="list-style-type: none">• We don't always provide a good enough experience for those who use our services, their carers and their families;• Our speed of response is too slow, too often;• Too many of us are unclear about our direction;• Our partners sometimes find us tricky to collaborate with;• We don't provide a consistently good experience for our colleagues.

Our New Strategic Direction - Vision

This is the kind of organisation we want to be:

We will co-create safe and personalised care that improves the lives of people with mental health needs, a learning disability or autism, involving them and their carers as equal partners. We will listen, learn, improve and innovate together with our communities and will always be respectful, compassionate, and responsible.

Our new Strategic Direction - Values

<p><i>The most important way we will get there is by living our values, all of the time:</i></p>	<p>Respect</p> <ul style="list-style-type: none">• Listening• Inclusive• Working in partnership	<p>Compassion</p> <ul style="list-style-type: none">• Kind• Supportive• Recognising and celebrating	<p>Responsibility</p> <ul style="list-style-type: none">• Honest• Learning• Ambitious
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Goal 1

To co-create a great experience for our patients, carers and families.

- *If you use our services, or care for someone who does, by 2025 you will experience:*
 1. Outstanding and compassionate care, all of the time.
 2. Access to the care that is right for you.
 3. Support to achieve your goals.
 4. Choice and control.

Goal 2

To co-create a great experience for our colleagues.

- *If you work at TEWV, by 2025 you will feel:*
 1. Proud, because your work is meaningful.
 2. Involved in decisions that affect you.
 3. Well led and managed.
 4. That your workplace is fit for purpose.

Goal 3

To be a great partner.

- *If you are a local, national or international partner of TEWV, by 2025 we will:*
 1. Have a shared understanding of the needs and the strengths of our communities.
 2. Be working innovatively across organisational boundaries to improve services.
 3. Be widely recognised for what we have achieved together.

The challenge

- How to turn these words into real change on the ground?
- Our Business Plan for 21-22 to 23/24 contains a number of actions and milestones to do this

What this means for Darlington

- Deliver Year 1 actions of the Community MH Framework; expand the community rehabilitation service and support to people with a Personality Disorder
- Complete the reconfiguration of Adult Community MH teams (a single generic team instead of the current separate Affective Disorder and psychosis teams)
- To relocate the rehabilitation inpatient unit from Chester le Street (subject to consultation)
- Expand the Children and Young People (CYP) eating disorder service in response to increased demand, and investment
- Complete the redesign of CYP services to improve the service and reduce waits for those with suspected autism and/or ADHD. The new neurodevelopmental pathway went live in Darlington in June.

What this means for Darlington

- Introduce peer support (via a 3rd sector provider) to our urgent care service and expand the urgent care response to those with complex conditions including dementia.
- To improve the inpatient environment (at Durham) for people with a learning disability to meet their complex and challenging needs and introduce single unit accommodation
- To continue the STOMP (Stop Overmedicating people) work and increased resource to ensure Annual Health Checks for people with Learning Disabilities are completed.
- To expand the multi disciplinary staffing in our care home liaison hub and consider how we can work more closely with primary care to assess and support those with dementia
- Complete the formal evaluation of the Persistent Physical Symptoms (PPS), with CDDFT
- Provide dedicated support and pathways to the Long Covid service, with CDDFT
- Maintain Darlington's profile within Tees Valley CCG