

General Release

Meeting of: **Darlington Health and Housing Scrutiny Committee**  
 Date: **15 January 2025**  
 Title: **Progress with the Trust’s Quality Priorities 2024/25**  
 Executive: **Beverley Murphy, Executive Chief Nurse**  
 Sponsor(s):  
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Report for:	<i>Assurance</i>	<input type="checkbox"/>	<i>Decision</i>	<input type="checkbox"/>
	<i>Consultation</i>	<input type="checkbox"/>	<i>Information</i>	<input checked="" type="checkbox"/>

Strategic Goal(s) in Our Journey to Change relating to this report:	
<b>1: To co-create a great experience for our patients, carers and families</b>	<input checked="" type="checkbox"/>
<b>2: To co-create a great experience for our colleagues</b>	<input checked="" type="checkbox"/>
<b>3: To be a great partner</b>	<input checked="" type="checkbox"/>

**Executive Summary:**

- Purpose:** The purpose of this report is to present to the Scrutiny Committee, progress on the Trust’s Quality Account Quality Priorities for 2024/25, including key updates on delivery of the established measures.
- Proposal:** It is proposed that the Committee receives this paper for information regarding the progress of the Quality Priorities to date, including the associated measures.
- Overview:** In April 2024, the Trust’s Quality Assurance Committee endorsed a new approach to development of the Quality Priorities, with the Trust moving towards the priorities being co-created and led by people with lived experience. This approach enables the voice of service users, relatives and carers to be at the heart of quality improvement across the organisation.

The accompanying PowerPoint presentation outlines the scope and measures for the 3 key priorities for 2024/25 which are aligned to the domains of quality - Patient Safety, Patient Experience and Clinical Effectiveness.

The following key updates are of note for the Committee:

**Patient Experience: Promoting education using lived experience**



- A Training Lead has been recruited to the Involvement and Engagement Team and started in post in October 2024. Their role is focused on consolidating existing training packages that the Trust currently uses about lived experience and coproduction. This review will incorporate training on personalised care planning. The Training Lead will also support the training roll out across the Trust.
- The Trust’s Safeguarding and Public Protection Team have been working with groups of young people via Participation Groups and schools to look at what young people think about feeling safe. The voice of the young people has been collated and used in Safeguarding Training and other work in relation to the impact of

parental mental health on children, to increase awareness and support early identification of needs for families.

### Patient Safety: Relapse Prevention



- A review of Wellbeing Plans has been progressed and further work continues on best practice examples for people using community services.
- Relapse prevention will be further supported through the implementation of the new Personalising Care Planning Policy which will be live from February 2025. A communication and engagement campaign is currently in development and will last 6 months to embed the new Policy.
- Outline guidance for the content of Wellbeing Plans is also now available for all staff via the 'Ask Cito' robot.

### Clinical Effectiveness: Improving Personalisation in Urgent Care



- The 'My Story Once' principles have been incorporated into the Personalising Care Planning Policy and the approach is modelled in the training that has been developed.
- The Policy was circulated for Trust wide and external consultation and is due for approval and launch (supported by communication and training campaigns).
- The training package has been reviewed and updated.

The Quality Governance Team continue to work collaboratively with the Leads for each Quality Priority measure and evidence of implementation of the priorities is monitored and maintained. The measures help the Trust to evaluate and demonstrate the quality impact of the actions being taken.

**Prior Consideration and Feedback** Quarterly progress reports on the Trust's Quality Account Quality Priorities are presented to the Trust's Quality Assurance Committee, including any newly identified risks and/ or matters arising for escalation. There are no immediate delivery risks for consideration by the Committee.

**Implications:** Delivery of the Trust's Quality Priorities supports improvements in patient safety, clinical effectiveness and patient experience. Implementing quality improvements for people who use services also supports the Trust to maintain compliance with the CQC Quality Standards and Statements.

**Recommendations:** The Committee is invited to note the Trust's progress with the Quality Priorities measures for 2024/25.