

Tees, Esk and Wear Valleys NHS Foundation Trust

Quality Account Quality Priorities Progress (Quarter 3 25/26)

Darlington Health and Housing Scrutiny Committee
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Quality Priorities Progress

Background:



In April 2024, the Trust's Quality Assurance Committee endorsed a new co-creation approach to developing Quality Priorities, with each priority co-led by people with lived experience. This ensures that the voice of service users, carers and families is at the heart of quality improvement.

The quality priorities will be sustained and carried forward over a three-year timeline to ensure sustained continuous improvement and a steadfast commitment to delivering of high-quality care. These are some of the most important priorities for people who use our services, and we are therefore committed to supporting a strategic approach that aims to embed these priorities over the next 3 years, within our operational framework.

Quality Priority 1 Patient Experience: Promoting education using lived experience



Quality Priority 2 Patient Safety: Relapse Prevention



Quality Priority 3 Clinical Effectiveness: Improving Personalisation in Urgent Care



Why is this important?

This priority is focused on improving accessibility of services and early intervention. Through the identification and review of themes of patient feedback regarding access to services; the use of the Recovery College and patient stories, we will establish a cycle of learning, which will be shared with key Partners.



Measures already delivered to support this Quality Priority:

- ✓ A Training Lead was recruited to the Involvement and Engagement Team and commenced in post October 2024. Their role is focused on consolidating existing training packages that the Trust currently use about lived experience and coproduction. This review will incorporate training on personalised care planning. Another function of the Training Lead role will be supporting the training roll out across the Trust.
- ✓ The Trust 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 will be collated and used in Safeguarding Training and other key work in relation to the impact of parental mental health on children to increase awareness and support early identification of needs for families.
- ✓ Training and development sessions have been co-created on the new 'Co-creation Framework' and are available to all teams.
- ✓ The induction and training programme for Involvement and Engagement members has been re-designed and rolled out. Work continues into the new year to co-create a development programme for Involvement and Engagement members.
- ✓ Partnerships with local acute Trusts have been strengthened and a range of training opportunities have been made available to enhance care for patients. Health and Justice also continue to deliver training to HMPs and Partner organisations.

Quality Priority 1

Patient Experience: Promoting education using lived experience

Further areas in progress to support delivery of this Quality Priority:

Strategic Carer Involvement

- During Quarter 3 25/26, conversations across Patient Experience and Patient Safety.
- The Working Carers Network, Peer Support, Nursing, and Care Group leadership identified that significant carer-focused work is already taking place, but that it is fragmented and insufficiently connected at a strategic level.
- As a direct response, an introductory Trust-wide workshop on carer involvement was convened on the Thursday 27 November with Carers from the Trust involvement register, external carer organisations and Internal teams spanning patient experience, patient safety, involvement & engagement, peer support, nursing, and care groups
- The purpose of this session was to begin a collaborative conversation about how carers' voices can more meaningfully inform strategic decision-making, and how existing work can be better aligned and strengthened.
- This approach reflects a shared decision-making (SDM) perspective, recognising carers as partners in shaping improvement rather than consultees at the end of the process.

Clear Mapping of Existing Carer-Related Activity

- In preparation for this work, a comprehensive overview of **current carer involvement across the Trust** has been developed and shared, drawing together:
 - Patient Experience activity (including carer awareness training, Triangle of Care accreditation, metrics and reporting)
 - Patient Safety work (PSIRF, family involvement in After Action Reviews, bereavement support and language guidance)
 - Involvement & Engagement structures (Co-Creation Boards, locality involvement groups, Trustwide forums)
 - Care Group delivery (Triangle of Care self-assessments, carer champions, local initiatives across DTVF and NYYS)
 - Workforce support through the **Working Carers Network**
- This mapping exercise has been critical in **making visible both the scale of existing effort and the inconsistency of strategic oversight**, which was a key concern raised in earlier assurance discussions.

Strengthening Assurance Through Strategic Dialogue

- Rather than treating carer awareness as solely a training issue, Quarter 3 has reframed this as a governance and assurance challenge:
 - How carers are involved in decisions about care, safety, and service change
 - How learning from carers is captured, shared and acted upon
 - How assurance moves beyond accreditation or attendance metrics to consider quality and influence
- The November workshop is therefore positioned as the first step in a longer-term strategic approach, enabling clearer next steps around governance routes, leadership ownership, and alignment with Quality Priorities.

Co-Creation Group Quarter 3 25/26 assurance review:

Assurance for this priority remains **reasonable**, with improved confidence that the gap around carers has been explicitly recognised rather than minimised, action being taken is **system-wide and collaborative** and not isolated, and carers are being engaged as contributors to strategy, not only service-level feedback. However, assurance is **not yet full**, as this work is at an early stage and will require follow-through to demonstrate impact on experience and decision-making.

Why is this important?

This priority is focused on timely and proactive access to support, for patients who experience relapse, in order to minimise harm, particularly through the effective use of well-being plans.



Measures already delivered to support this Quality Priority:

- ✓ 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. Practice guidance, best practice approaches and documentation to support clinicians and staff is also being developed to help embed the policy.
- ✓ Outline guidance for wellbeing plan content is also now available to all staff via the 'Ask Cito' robot.
- ✓ The Quality Assurance and Improvement Programme tools include regular review of patient's safety plan and its co-production with the patient (or significant person involved in their care where they are unable to). This is where wellbeing and relapse prevention needs are documented on the electronic patient record.

Quality Priority 2

Patient Safety: Relapse Prevention



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Further areas in progress to support delivery of this Quality Priority:

During Quarter 3, work under this priority has focused on **embedding the foundations for improved relapse prevention**, strengthening governance challenge, and preparing for more detailed assurance work in Quarter 4.

Key areas of progress include:

Coproduced training resources and animations on relapse prevention and safety planning have been launched, aligned to the Personalising Care Planning and Safety & Risk Management policies.

Ongoing use of the **Quality Assurance & Improvement Programme** continues to demonstrate improving compliance with safety planning requirements, while also surfacing variability in quality and consistency.

Co-Creation Board discussions have provided clear and constructive challenge, highlighting:

- The risk of over-reliance on tick-box safety plans
- Inconsistent post-discharge follow-up
- The need to strengthen meaningful involvement of carers and support networks

These discussions have supported a deliberate shift in focus from *whether plans exist* to *whether plans are personalised, accessible and effective in preventing relapse*.

National Alignment and Governance Development

During Quarter 3, exploratory work has also begun to align local practice with the emerging **NHS England Personalised Care Framework (Modern CPA)**, which places personalised safety assessment, formulation and management at the centre of care delivery.

Key developments include:

- Initial discussions with senior clinical leaders and business case development regarding the **transition of the Personalised Care Framework into business as usual**, with proposed future oversight through the **Executive Clinical Triumvirate**.
- Agreement that further work is required to clarify governance, accountability and assurance arrangements, ensuring this does not recreate process-heavy CPA practices.
- Planned Care Group Director and Executive Development sessions to inform formal consideration by in Quarter 4.

This provides a strong strategic foundation for addressing the quality and consistency issues already identified through local assurance and co-creation.

Co-Creation Group Quarter 3 25/26 assurance review:

Assurance for this priority remains **reasonable**, with clear caveats:

- Policy, training and strategic alignment are in place.
- Evidence of consistent, high-quality practice is still emerging.
- Post-discharge support, plan usability and carer involvement remain key areas for improvement.

Importantly, these gaps are now **explicitly recognised and informing next steps**, rather than being obscured by aggregate compliance measures.

Why is this important?

This priority is focused on improving the effective use of the 'my story once' approach. The priority will be linked with the community transformation work and also aims to improve patient experience when accessing urgent care services.



Measures already delivered to support this Quality Priority:

- ✓ 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.
- ✓ Planning of the training programme has commenced including a face-to-face training day. This is instead of the online training module on personalising Care Planning previously delivered. The new face-to-face training will reflect the interdependency of the policies mentioned previously and will include training on the new Safety and Risk Management Policy, Personalising Care Planning Policy and Working with People being in distress. Roll out of the training programme will continue into 2026 for all applicable staff.
- ✓ Personalised Care Planning webinars have been held to provide staff with valuable insights and all the tools, approaches and skills required to develop meaningful and personalised care plans for those we care for.

Quality Priority 3

Clinical Effectiveness: Improving Personalisation in Urgent Care

Further areas in progress to support delivery of this Quality Priority:

During Quarter 3, activity under this priority has focused on **targeted workforce development, system enablers for information sharing, and strengthening clinical leadership oversight**.

Key areas of progress include:

- **Targeted training for urgent care teams** has been accelerated, with a specific focus on validating existing care plans and patient narratives rather than re-assessing by default.
- **Digital prompts within the Electronic Patient Record (EPR)** have been introduced to remind staff to check for existing care plans, safety plans and patient narratives before initiating further assessment.
- **Culture of Care sessions for medical staff and delivery to leadership** have been launched, focusing on compassionate, person-centred practice in urgent and inpatient settings. These sessions explicitly reinforce the principles of personalisation, shared understanding and appropriate information use. Early feedback indicates increased awareness among clinicians of the impact of repeated questioning and the importance of validating what patients have already shared.

Information Sharing and "One Person, One Assessment"

During Quarter 3, progress has been made in developing **Trust-wide Information Sharing Guidance**, co-produced with VCSE partners facilitated by Teesside Mind and people with lived experience, to support more personalised and effective urgent care. The guidance responds to persistent challenges that undermine personalisation, including variable information sharing between organisations, unnecessary repeat assessments and referrals, and limited feedback to individuals about referral outcomes.

It promotes a "**One Person, One Assessment**" approach, grounded in shared principles of common language, proportionate and purposeful information sharing, trauma-informed conversations, and professional confidence in information gathered by partner services.

Work is now underway to seek **organisation-wide agreement and adoption through combined governance structures**, supporting consistent implementation across urgent, community and inpatient pathways.

Culture of Care and Urgent Care Interfaces

Culture of Care work in inpatient services continues to make an important contribution to this priority, particularly at the **interface between urgent, inpatient and discharge pathways**.

This work reinforces:
The importance of relational continuity, especially when people move rapidly between services.

Practices that reduce distress and harm caused by fragmented communication and repeated questioning.

The role of compassionate, trauma-informed care in improving both patient experience and clinical effectiveness at moments of crisis. The integration of Culture of Care principles into medical and leadership development strengthens the conditions for more consistent personalisation in urgent care settings.

Co-Creation Group Quarter 3 25/26 assurance review:

Assurance for this priority remains **reasonable**, with clear evidence of action and early impact.

The combination of **Information Sharing Guidance** and **Culture of Care workstreams** provides a strong and coherent foundation for improvement. Further work is required to achieve consistent personalisation in urgent care, particularly in embedding information sharing practices and ensuring all staff reliably validate what has already been shared by patients.