The Quality Academy
Leading, Learning & Living Quality Improvement

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The changing NHS
Equity and excellence:
Liberating the NHS

Transforming Community Services
An introduction to the programme

October 2010
With all of us in mind
Who are we?

Our mission: “to enable people with health problems and learning difficulties to live life to the full”

Discussion point

• Talk to your neighbour about the context you are working in.
  – What are the challenges that you face in this context?

  5 minutes each
Our Quality Academy Journey

With all of us in mind
Sent on behalf of the PEAT team

Please can you send me the following information no later than 18 February. The information on RiO doesn’t capture all of the requirements of the audit so we need to capture this another way:-

1. Does your unit operate a meal time policy
2. Does your unit use a national screening policy
3. Is there calibrated equipment available on your unit for measuring patients?
4. Is there a Trust Nutritional screening group that your unit participates in
5. Based on an audit conducted within the last year, please indicate the % of service users that were weighed within 72 hours of admission
6. Based on an audit within the last year please indicate the % service users that were screened for the purpose of their nutritional care within 72 hours of admission
**Discussion point**

- What systems do you have that assures you that care is delivered safely and within compliance guidelines?
- How can we be assured that care is safe without burdening those delivering care with bureaucratic systems?

**Our commitment to Quality**

- **Safe care** – provided in a safe environment, minimal risk to service users and staff
- **Person centred** – personalised, equitable, open and honest, focussed on achieving agreed person-centred outcomes and maintaining individuals’ privacy and dignity and for non clinical services, customer focussed by providing excellent customer service for our staff
- **Efficient and effective** – Timely, consistent, evidence based, lean, value for money
The Quality Academy Approach

The Quality Academy provides support, leadership, tools and services to enable us all to

• provide high quality services to our service users
• develop and innovate
• meet our regulatory requirements
• have a good employment experience

With all of us in mind
Accountability

Districts
- Delivery of care and treatment
- A whole systems approach to care delivery
- Defining what support they require from support services

Support services
- Enabling the delivery of care and treatment
- Watching the organisations back
- Supporting a system so that the BDU can get it right first time
- Providing a high quality support and back up to the districts

The offer

<table>
<thead>
<tr>
<th>Routine support for the day job</th>
<th>Improvement and Innovation tools</th>
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<tbody>
<tr>
<td>Compliance and Regulation</td>
<td>Horizon scanning and Intelligence</td>
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With all of us in mind
The delivery of the offer

• Shared psychological contract
• Easy access for support
• Clarification of the product
• Collaboration and alignment across BDU and Support services
• Relationships and connections

An example

• How support services could help the District Director to transform dementia services
Discussion point

• How do your support services work with operational services?
  – What are the challenges?
  – What can we learn from you?

Developing a culture for Quality Improvement
Quality improvement at all levels

- Productive series, Lean improvement events, quality champions, good ideas channel
- Networks supporting share and spread, coaching for improvement
- Whole system transformation of pathways

Who is part of the Quality Academy

- Employees
- Service users
- Partners in health and social care
- Individuals across the organisation involved in improving quality of service
- Integrated support functions and quality improvement expertise
Quality Academy Combined Priorities determined in conjunction with BDU's

Building capability for Quality Improvement
Infrastructure to support quality

**Governance**
- (Clarity of goals, measurement for improvement)
- Minimum standards
- Reporting and monitoring
- Performance achieved

**Leadership**
- High priority at Board level
- Recognition implementation

**Actions leading to sustainable change and improved quality**

With all of us in mind
Questions and discussion