



Title of Paper: <u>Quality Improvement and Innovation Update</u>		
<u>For Decision</u> Requires majority decision prior to implementation or action.	<u>For Discussion</u> Requires consideration and debate.	<u>For Noting</u> Contains information Members should be made aware.

1.0 Background

Since the Quality 4 All Strategy was launched, the Quality Team has been leading and accountable to delivering change focusing on 3 Corporate Improvement Priorities: Frailty, People and encompass.

In parallel, the Quality Team are supporting the systemisation of changes made in the previous priorities such as the Home Care Assessment Service, Home Care Service User Guide and Criteria Led Nurse Facilitated Discharge. The team are also developing the innovation framework for the Trust and building partnerships.

2.0 Key Issues

The People Corporate Improvement Priority has a focus on promoting a Just and Open Learning Culture across the Trust and has the lead of David Cairnduff AD in Organisational Development. The Frailty work is focusing on the 5 ongoing work streams of the Frailty Board with the Quality Team working alongside the work stream leads.

The encompass work has focused on the staff implementation survey and the AD and Director are making initial connections with the IHI with regards a Care Operating System.

3.0 Resources Implications (inc Organisational, Financial, Human Resources)

Resources need to be considered in the exploration of a Care Operating System for SEHSCT to leverage encompass and connect our other digital platforms to provide responsive and quality services.

4.0 Impact on Safety, Quality and Experience (SQE)

There have been significant measured improvements in Home Care provision with a reduction in the unmet need list. Services have become more agile with real time reporting feedback loops from Home Care workers and the service user guide is being used in shared decision-making.

The encompass survey has highlighted opportunities to support staff during this complex period of major organisational change. The partnership with Royal Free London in being the first Trust to adopt the What Matters to Staff programme. This is a programme to support teams and enhance collective leadership.

5.0 Key Risks and Proposals to Mitigate

Key risk is the limited capacity in the Quality Team to provide in-depth support and change leadership across the Trust to enable systemisation of change. The three corporate improvement priorities are extensive and clear leads with dedicated time embedded in the Quality Team will enhance results

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Date **21 March 2025**