

Quality Account
2014/2015
Easy read version



Northumberland, Tyne and Wear NHS Foundation Trust is an organisation that helps people when they have mental health problems or learning disabilities.

Northumberland, Tyne and Wear NHS Foundation Trust is a long name so we often say “the Trust” instead.

The Trust always wants to improve the care that we provide to people who use our services.

Quality means a service is good.

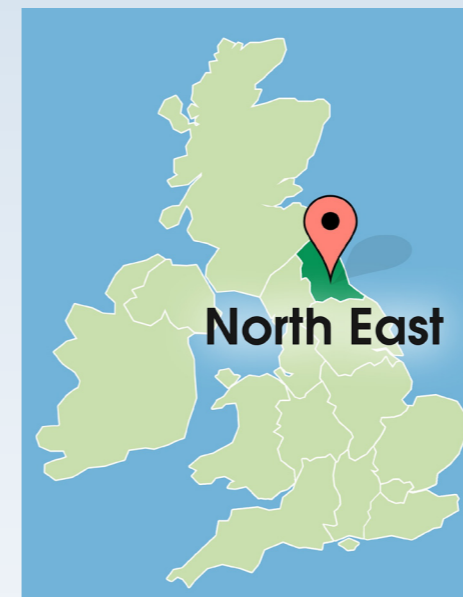
We write a report every year to think about how good the services we provide are – this is called a Quality Account.

Quality Accounts



- Are documents which all National Health Service Trusts write to let people know how well the services they provide are doing.
- Show what changes have been made to make things better for patients.
- Show what changes still need to be done to make things better for patients.
- Have lots of information to make sure the Trust is doing what it has to do.
- Are written every year.
- Are checked by people who do not work in the Trust to make sure the information is right.

Quality Accounts help us to see what we are good at and help us make plans to make our services even better.



Northumberland, Tyne and Wear NHS Foundation Trust is a very big Trust. It works with lots of different people who need different things to help them. It works in lots of different places across the North East of England.

Quality Goals

The Trust has asked people who use services, carers, staff and other people we work with what we need to do better.

We want to show you that we have listened to what you told us and how we are trying to make things better. These are called Quality Goals. We have 3 Quality Goals that we have been working towards for the last few years.

Quality Goal 1

To reduce incidents of harm to patients

Quality Goal 2

To improve the way we work with patients and carers

Quality Goal 3

Make sure the right services are in the right place at the right time for the right person.

Quality Goal 1

Last year we did these things for Quality Goal 1
(to reduce incidents of harm to patients)

What we said we would do



We said we would train more of our staff to help patients who are at risk of hurting themselves.

How we did

We did not meet our target of training 75% of staff.

ONGOING

Quality Goal 2

Last year we did these things for Quality Goal 2
(to improve the way we work with patients and carers)

What we said we would do

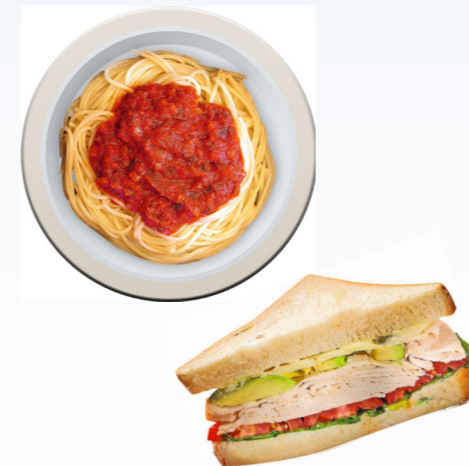


We said we would look at all of the food we give to patients to make sure that it is healthy.

How we did



This is now complete.



We also said we would make a new system for wards to order patient meals.



All of our wards now have the new system for ordering patients' meals.

Quality Goal 2

What we said we would do



To try and make sure patients do not wait too long we said we would make sure people are seen within 18 weeks by a **multi-disciplinary team**.

How we did

At the end of last year 96.7% of patients were seen within 18 weeks but we did not meet our target of 100%

ONGOING

Quality Goal 3

Last year we did these things for Quality Goal 3

(make sure the right services are in the right place at the right time for the right person)

What we said we would do



We said we would look at our inpatient and community services to make them better for patients.

How we did



The Trust has identified and carried out changes.



We said we would help more people to write a **recovery plan**.



More of our staff have been trained to help write recovery plans.



Give jobs to people who use services so that we can all learn together.



We now have a number of **peer support workers** across the Trust.

Quality Goals

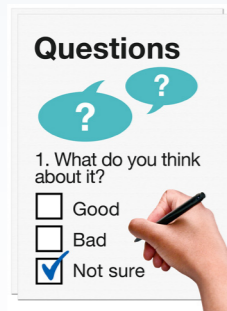
We need to do some more work on the Quality Goals to make sure that our services keep getting better.



- Make sure that 85% of our staff are trained to help patients who may be at risk of hurting themselves.



- Make sure patient meals are healthy and there is more choice.



- Carry on asking patients what they think about the food we give them.



- Say how many **calories** are in the food sold in Trust cafes and shops.

Quality Goals



- Make waiting times for **multi-disciplinary teams** shorter.



- Look at how we help young people who help care for family members who are our patients.



- Carry on working with people who use our services to learn how we can make our services better.



- Continue to improve community teams to try and keep people at home instead of hospital.

Quality Accounts

Northumberland, Tyne and Wear NHS Foundation Trust also has to say how we are doing with some other standards which all Trusts have to meet, for example, those set by the [Care Quality Commission](#) and [Monitor](#). These are talked about in the full document.

We asked local people who are interested in the NHS, and the council, to look at what we said in the Quality Account, and they were happy to agree with what has been said.

Glossary (meanings of words used in this document)

Word or phrase	Meaning
Calories	Most foods and drinks contain calories. Your body needs calories for energy. Some foods, such as lettuce, only have a few calories. Other foods, like peanuts, have a lot of calories.
Care Quality Commission	The Care Quality Commission (CQC) checks out health and adult social care in England. They want to make sure that better care is provided for everyone. The CQC checks out the care in hospitals, care homes or even in peoples own homes.
Monitor	This is the independent regulator of Foundation Trusts. Monitor will decide if NHS Trusts can become Foundation Trusts. Monitor check Foundation Trusts regularly to make sure they are well run.

Glossary (meanings of words used in this document)

Word or phrase	Meaning
Multi Discliplinary Team	A team made up of all the professionals involved in your care.
Ongoing	This means that we will continue to work towards these quality goals until we achieve them.
Peer Support Worker	Peer support workers are people who have experienced mental health problems either themselves or as a carer. They are employed by the Trust to use their experience to support others on their recovery journey.
Recovery Plan	A plan to help you keep well and to help you achieve your goals. It also says what to do if you become unwell.

If you would like to contact us about this report, or would like more copies, you can call us on **0191 213 0151** or email us at **communications@ntw.nhs.uk**

We would like to hear from you if you have any ideas on how we can make the Quality Account better next year.

made with

