



**Quality
Account
2015/16**

Northumberland, Tyne and
Wear NHS Foundation Trust

**Easy Read
Version**



Introduction to the Quality Account

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

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

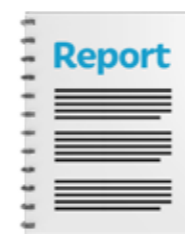
The Trust works with lots of different people who need different things to help them.

It is a very big Trust. It works in lots of different places across the North East of England.

Quality Account?

The Trust wants to improve the care that we give to people who use our services. Quality means a service is good. The Trust writes a report every year about how good the services we provide are – this is called a **Quality Account**.

Quality Accounts:



- Are documents which all NHS Trusts write to let people know how good their services are.
- 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 show 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 with plans to make our services even better.



Northumberland, Tyne and Wear NHS Foundation Trust has asked people who use services, carers, staff and other people we work with what we need to do better.

The Trust want to show 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 – this is about keeping patients safe.

Patients who have just left hospital or who are not on a ward can be more at risk of something bad happening to them.

To stop this happening, the Trust:



- Is giving our staff more training in how to help people who may be at risk of badly hurting or even killing themselves. We need to do some more work to get everybody trained.



- Will try and make sure that a patient's move between services is as smooth as possible.

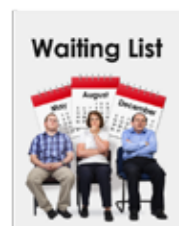
Quality Goal 2

To improve the way we work with patients and carers to make our services better.

We are doing this by:



- Making sure we provide healthy food to patients on wards. We will carry on asking patients what they think about the food we provide.



- Making sure people don't wait more than 18 weeks for their first meeting with the team. We still have work to do to achieve this for all of our services.



- Supporting the families, carers and people who help care for our patients. We keep looking at how we help and involve these people.

Quality Goal 3

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

The Trust is doing this by:



- Making sure staff use a 'recovery approach'. This means supporting people in making a plan to keep them well, achieve their goals and know what to do if they become unwell.



- Making sure, when possible, we care for people within community services and support them to stay in their own homes.

- Working with people who use our services to learn how we can make our services better.

- In the future we will give staff more training to prevent and deal with violence and aggression when people may become upset or distressed.

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

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
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.
Quality Account	A document to let people know how good a NHS service is.
Quality Goals	Our quality goals are what were are attempting to achieve to make services better.
The Trust	Northumberland, Tyne and Wear NHS Foundation Trust.

If you would like to contact us about this report, or would like more copies, you can call us on 0191 246 6977 or email us at qualityassurance@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.