

With you in mind

Our strategy from 2023 Easy read version



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About CNTW

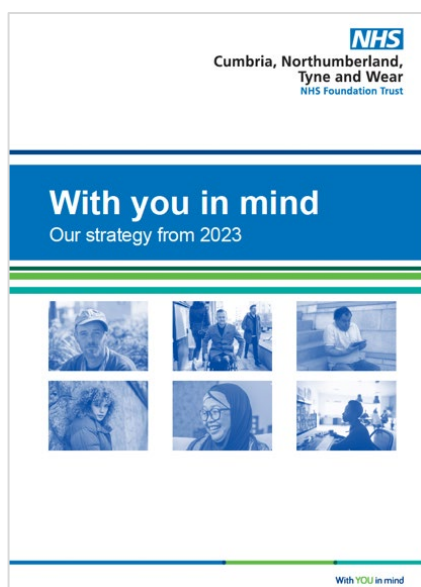


CNTW stands for Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

We are part of the National Health Service.

We support people who

- Have mental health problems.
- Have a learning disability.
- Live in secure services that keep people safe.
- Abuse drugs and alcohol.
- Need other kinds of mental health support too.



With you in mind is a strategy.

A strategy writes down what we want to achieve in the future to improve services. We can all work together to make it happen.

We made our strategy by listening to views of people who use our services, their families and support staff.

We have made four commitments



We listened to people and heard what mattered to them. These commitments describe what people want.

We will think about these commitments when we make decisions, so that we are being guided by what people want.

1: Commitment to our service users



- We will support you to keep healthy and safe.
- We will help you to understand your rights.
- You will get good support when you need it.
- You will have things explained in a way you understand.

2: Commitment to families and carers



We will

- Listen to carers.
- Share information with carers.
- Help carers find the services and support they need.



3: Commitment to our staff

- We will be caring and supportive.
- We will listen to the needs of our staff.
- We will support a greater work-life balance.

4: Commitment to our partners and communities

We will work with other organisations to

- Make lives better for people by fighting things that are unfair.
- Get to know the communities people live in.
- Share our buildings and grounds with other organisations to help them support people.



Our five ambitions



Ambition 1: Quality Care every day

You, your friends and family can tell us all about your life. This will help us make sure you have the best support possible.

We want you to have a safe and great life.

We want to make sure you get the best care every day.

Ambition 2: Person led care when it is needed

Person led care means listening to you about the life you want, so that you get the best support at the different stages in your life.

This includes good physical and mental health.

This includes supporting you to use the same services, like doctors, as everybody else.

People who are living in a specialist hospital will

- Learn about your rights.
- Have better support when moving back into the community.





Ambition 3: Great place to work

We want our staff to listen to you, to keep learning and always work to make services better.

We want our staff to represent all the different people in our community.

Ambition 4: Sustainable for the long term

We want our good work to last a long time. We will do this by

- Looking after the environment.
- Using digital technology that really helps people.
- Making sure our buildings are used in the best ways to support people.
- Making sure that we do not spend more money than we have available.
- Making sure we work with you to share new ideas about improvements to how we support people.



Ambition 5: Working with and for our communities



We work together with lots of different organisations to make sure you get the best care possible. This includes

- Health services
- Education
- Housing
- Volunteers
- Charities
- Business

By working together, we can have a much better and healthier life.

How we will deliver this strategy



Each year we will have a new plan to show how we will continue to meet the needs of the people who use our services.



**This report is available on request in other formats;
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report in a format that meets your needs.**

For other versions telephone 0191 246 6877
or email us at communications@cntw.nhs.uk

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