

By March 2020, our services will be better for Mabel, Ajit Singh and their carers

The Leeds Health and Care Plan Our four priorities

My information is secure and only shared with those who need it, with my permission.

You have safe and consistent processes to support me.

My care is of a consistently high standard wherever I live in the city.

Staff providing my care have the skills they need to support me with my needs as they change.



You take steps to support me to reduce avoidable falls and pressure ulcers.

You work with other care providers to ensure I see the right person in the right place at the right time.

We have better conversations about my life and health and we make plans together to achieve my goals.

My care plan looks at my individual goals. It takes into account risks and I have regular reviews to assess my progress.

You respond in a timely way to incidents and act on learning to keep me safe.

1. Our workforce is fit for the future 2. Our care delivery is outstanding and efficiently
3. We work in partnership to deliver integrated care 4. We use our resources wisely and efficiently

Quality priorities

- Embed new ways of working and develop local care partnerships
- No avoidable pressure ulcers or falls
 - Learn from incidents and share our learning
 - Reduce unwarranted variation in service delivery
 - Increase opportunities for co-production with patients, carers and partners

Focus on... our staff

- We show care and concern for colleagues
- We support our staff to grow and develop skills and experience
- We embed regular, good quality supervision
- We value and regularly engage with our staff
- We celebrate our successes, giving praise and recognition

Adult Services: Plan on a Page 2019/20