

What we want to achieve

11 Our Eleven

1 vision:

We provide the best possible care to every community we serve



3 values:



We are open and honest and do what we say we will



We treat everyone as an individual



We are continuously listening, learning and improving



7 magnificent behaviours (how we work):



 **Caring for our patients** 



 **Making the best decisions** 

 **Leading by example** 

 **Caring for one another** 

 **Adapting to change and delivering improvements** 

 **Working together** 

 **Finding solutions** 

How we'll do it

Ensure our workforce is able to deliver the best possible care in all our communities

- Further develop staff engagement to create the working lives we want.
- Continue to improve recruitment particularly for hard to recruit roles.
- Put in place our refreshed leadership and management offer to staff.
- Work with healthcare partners in Primary Care, the city and West Yorkshire and Harrogate to put in place unified workforce and HR strategies.

Work in partnership to deliver integrated care and care closer to home

- Work closely with health and social care partners to develop new ways of delivering joined up care to best meet patient need (for example Local Care Partnerships, Virtual Respiratory Ward). See one minute guides for further info:
 - Population Health Management
 - The Leeds Health and Care Plan: LCH's story so far
- Focus more on prevention, early intervention and better self-management so that people stay well and in their community.
- Play a strong role in developing integrated working and service delivery with GP practice partners.

Deliver outstanding care

- Aim to achieve outstanding quality across all services – as measured through Care Quality Commission (CQC) ratings and our own Quality Challenge+ scores.
- Develop our approach to Quality Improvement.
 - Strengthen our approach to service user engagement and experience at all stages of care.
 - Maintain or improve quality when we put in place new models of care and new ways of working with partners.

Use our resources wisely and efficiently

- Progress work to deliver a new in-patient Child and Adolescent Mental Health facility and develop our service offer.
- Establish new services won through successful bids. For further information and one minute guides go to:
 - Business Development Strategy
 - LCH Traded Services
- Understand and reduce unwarranted variation.
- Refresh and put in place our plans for the technology we use and the buildings we work from.



What will success look like?

- Staff survey results show further progress in supporting staff wellbeing, equality and satisfaction at work.
- We recruit even more of the best people to vacancies the first time we advertise.
- Up to 180 leaders participate in leadership development and feel equipped with the knowledge, tools and support to thrive in their leadership roles.
- LCH instrumental in developing and delivering Leeds 'One Workforce' strategic priorities.
- All services inspected by the CQC achieve 'good' or 'outstanding' rating.
- More staff feel able to make improvements and changes in their service.
- Agree our Patient Engagement and Experience Strategy, implementation plan and support for services.
- Quality Impact Assessments and project evaluations show quality maintained or improved when we implement new models of care, new ways of working, pathway and service developments, sub-contract and work across boundaries.
- Meet requirements and timescales for implementing New Models of Care and the Population Health Management programme.
- More Neighbourhood Team patients active with self-management/care.
- Tangible examples of working more effectively with GP practices and using clinical capacity and skill more effectively across the partnership.
- CAMHS Tier 4 service Full Business Case approved by NHSI by 31 December.
- Services won through tenders up and running by the contract start date.
- Waste / variation identified, action plans to tackle it agreed and directly contribute to our cost improvement plans.
- Agree and implement refreshed Digital and Estates strategies.