



Leicestershire Partnership
NHS Trust

WeAreLPT

Our vision, values and strategy



www.leicspart.nhs.uk

Contents

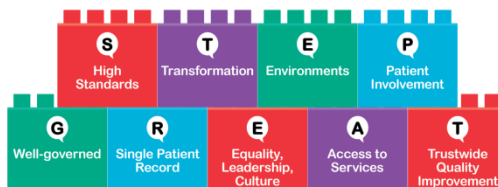
1	Who we are
2	Our vision
3	Our values
4	Our leadership behaviours
5	Our strategy (Step up to Great)
6	Supporting us to achieve our strategy - Our Future Our Way and WelmproveQ
10	Connect with us



“Creating high quality, compassionate care and wellbeing for all”



STEP up to GREAT



Who we are

We (Leicestershire Partnership NHS Trust) are an integrated mental health, community health and learning disability services provider for all ages.

Our 6,500 staff and volunteers provide services through over 100 in-patient and community settings, as well as in people's homes, across Leicester, Leicestershire and Rutland. Our collective vision is to create high quality, compassionate care and wellbeing for all.



Our vision: Hopes for the future

Our vision has been co-produced with our staff, volunteers and service-users – and every word has meaning for us:

Shows continuous movement towards

Our priority

A key value we need to have in every interaction

Creating high quality, compassionate care and wellbeing for all.

Inclusive of all our services

Inclusive of staff, service-users and stakeholders





Our values:

What matters the most to us

We have four values that are really important to us as a Trust. They were co-designed with our staff, to help us bring to life the behaviours that we expect from everyone.

Compassion

- I am empathetic
- I show tolerance
- I am kind and considerate
- I understand the needs of others
- I show genuine empathy and understanding

Respect

- I listen first
- I am polite and I smile
- I embrace differences
- I address people by their names
- I am attentive and I make eye contact

Integrity

- I am honest and transparent
- I apologise
- I am self-aware
- I admit when I am wrong
- I use simple and straight-forward language

Trust

- I maintain confidentiality
- I am reliable and punctual
- I fulfil my commitments to others
- I take responsibility and I am accountable
- I use positive language and I am professional

Our leadership behaviours

It Starts With Me

In 2019 we started a journey to make improvements to our culture so that LPT a great place to work and receive care.

The Our Future Our Way programme welcomed over 90 volunteer members of staff who became Change Champions and set out the improvements we needed to make. In talking to staff, our Change Champions heard that how we do things at LPT, what we say and how we say it, how we treat each other and how we expect to be treated, is very important to us all. The clear need for improvement in this area has brought about the co-design of our Leadership Behaviours for all staff. We are all leaders with a voice and we all have responsibility to make a difference.

Our leadership behaviours are:



Valuing one another



Recognising and valuing
people's differences



Working together



Taking personal responsibility



Always learning and improving

We expect everyone to make LPT a great place to work and receive care, by demonstrating these positive behaviours at all times.

Our strategy:

Step up to Great

Our strengthened vision and strategy make our direction of travel clear for everyone. They have been brought together using feedback from staff, service users and stakeholders to evolve our work so far into a clearer trust-wide strategy for all areas: Step Up to Great.



Through Step Up to Great we have identified key priority areas to focus on together. By doing this it will help us achieve our vision of creating high quality, compassionate care and wellbeing for all. It is about making a real and sustainable difference for our patients and supporting our staff to deliver safe, high quality care every day.

Through this collaborative working we are also building a culture of continuous improvement and learning, supported by a robust governance framework and more sustainable and efficient use of resources. Each priority within our approach is being led by an executive team member and progress is being monitored through our quality governance framework.

We will continue to keep our values of Compassion, Respect, Integrity, Trust at the centre of everything we do.



Our change champions – May 2019

Supporting us to achieve our strategy, and therefore our vision

There are two elements of Step up to Great that are key enablers to help us achieve our ambitions.

One is around how we build an inclusive, compassionate culture for all, so we can deliver the best care for our patients – we are calling this programme '**Our Future, Our Way**'.

The second is about giving everyone the resources to make local improvements and share the learning from their success with others - making continuous improvement part of everyday business. This programme is called '**WeImproveQ**'.



1. Our Future Our Way



One of the key areas of focus in Step Up to Great is around our culture, leadership and inclusion. We recruited over 90 change champions representing staff, volunteers and service users, to undertake wide-scale engagement to understand what works well at LPT and what we could do better to improve the way we do things.

A wide range of stakeholders have contributed to the feedback gathered, and will continue to be engaged as we co-produce solutions to help us to make LPT the best place to work and receive care.

www.leicspart.nhs.uk/OurFutureOurWay

A clear vision

To create and own a clear vision that is supportive of and shows compassion towards patients and staff.



Leadership

To develop successful and supportive managers /leaders across all levels to have the right skills and behaviours that reflect our values.



Valuing one another

To ensure we communicate with compassion and respect to show that we value one another in everything we do.



No bullying

To take a Zero Tolerance approach to bullying behaviours, to speak up and support each other.



Blame-free culture

To create a blame-free culture built on trust, by actively listening, learning, caring for and valuing all staff.



Supportive appraisals

To strengthen the quality of our appraisals as a fundamental aspect of staff feeling valued, supported and motivated.



Compassionate policies

To ensure our policies for staff and patients are compassionate, supportive, inclusive and that they are applied consistently and fairly.



Meaningful data

To ensure we all collect and produce information which is meaningful and of high quality to continuously improve our ways of working.



Remove silo working

To work collaboratively, learning and improving together as an efficient and effective organisation.



2. Continuous Quality Improvement

We are building on our foundations through continuous quality improvement, to improve outcomes for our population. Everyone in LPT is a leader. Everyone has the power to make a difference and must take responsibility for continuous improvement.



We are doing some fantastic work across the Trust. Our quality improvement approach – WelmpoveQ – gives staff the skills, resources and support to make it as easy as possible for them to make improvements and share them to help others to learn from their success.



There are six key principles to our WelmpoveQ approach, alongside a dedicated improvement knowledge hub of advisors to support staff with their quality improvement ideas.

1. One Shared Approach
2. Improving Knowledge and Skills
3. Working in Partnership
4. Strengthening Continuous Improvement
5. Sharing Good Practice
6. Data for Measurement

www.leicspart.nhs.uk/WelmpoveQ

Calling all staff!

Let's **STEP UP** together and become the **GREAT** trust we want to be

Search 'STEP UP to GREAT' on the intranet for more

How can I help us **STEP UP**?

When will we know we're **GREAT**?

S

High
Standards

Make sure I know the high quality standards of care expected for all services.

We are receiving positive feedback, other accreditations, good CQC ratings and other regulatory feedback for everything we do.

T

Transformation

Help to shape new, co-ordinated and transformative models of care that are easier to navigate and improve patient and staff experience.

Patients and staff share positive experiences, demonstrating person-centred care, and staff experience of working here are good

E

Environments

Take responsibility and action to make sure our environments are welcoming, clean and safe, and escalate concerns.

We have welcoming, safe and clean buildings that reduce risk of harm to patients and improve their privacy and dignity.

P

Patient
Involvement

Actively listen to those we care for and their families. Involve patients and carers as partners in all of our care to improve what we do together.

Patient involvement is at the core of everything we do and our patient satisfaction, and feedback reflects this.

G

Well-governed

Make sure I know what good governance is and about the requirements in my area, so that we can build a strong and effective governance and assurance framework.

We feel clear and confident about how we are governed and how we know we are **GREAT**. We use these practices consistently across the Trust.

R

Single Patient
Record

Stay informed, involved, and support plans to introduce a single electronic patient record across the Trust.

All staff are trained and proactively using our single patient record to improve our communications and ultimately ensure safer patient care.

E

Equality,
Leadership,
Culture

Co-create a positive culture of equality, diversity and collective leadership that engages and empowers all staff.

We value inclusive, compassionate behaviours and show pride in our collective leadership and in our Trust.

A

Access to
Services

Actively support plans to make it easier for people to access our services and receive timely assessments and treatments.

We are delivering improved access to services that meets patient needs as well as local and national targets.

T

Trustwide
Quality
Improvement

How can I make local improvements using the quality improvement framework, and share my learning with others?

Quality improvement, learning and action is embedded in everything we do, and our services are high quality, safe and constantly improving.

Connect with us

Whether you are a member of staff, a bank member, a volunteer, a patient, service user, carer, stakeholder or member of the wider community, we are interested in your feedback. We invite you to be a part of our Step up to Great journey, and help us achieve our vision of creating high quality, compassionate care and wellbeing for all.

There are regular forums to shape and embed our Step up to Great priorities. For a range of resources for local discussions, or to join one of our organised discussions or workshops, get in touch:

feedback@leicspart.nhs.uk

www.leicspart.nhs.uk/StepUpToGreat

