

Northumberland, Tyne and Wear NHS Foundation Trust's Contribution to North Tyneside



John Lawlor - Chief Executive



Caring | Discovering | Growing | **Together**

Our Vision, Values, Quality Goals and Ambitions



Northumberland,
Tyne and Wear
NHS Foundation Trust

- Over 60 sites
- Covers 1.4 m population
- 6,000 staff
- Rated as “outstanding” by the CQC
- £320m

| Our vision | “To be a leader in the delivery of high quality care and a champion for those we serve” | | |
|-------------------------|---|---|---|
| Our values | Caring and compassionate | Respectful | Honest and transparent |
| | <ul style="list-style-type: none"> • Put ourselves in other people's shoes • Listen and offer hope • Focus on recovery • Be approachable • Be sensitive and considerate • Be helpful • Go the extra mile | <ul style="list-style-type: none"> • Value the skill and contribution of others • Give respect to all people • Respect and embrace difference • Encourage innovation and be open to new ideas • Work together and value our partners | <ul style="list-style-type: none"> • Have no secrets • Be open and truthful • Accept what is wrong and strive to put it right • Share information • Be accountable for our actions |
| Our quality goals | Safe | Experience | Effective |
| | Quality goal 1 Keeping you safe | Quality goal 2 Working with you, your carers and your family to support your journey | Quality goal 3 Ensuring the right services are in the right place at the right time to meet all your health and wellbeing needs |
| Our strategic ambitions | Caring | Discovering | Growing |
| | Working together with service users and carers we will provide excellent care, supporting people on their personal journey to wellbeing The Trust will be regarded as a great place to work | With people, communities and partners, together we will promote prevention, early intervention and resilience Working with partners there will be “no health without mental health” and services will be “joined up” | The Trust will be a centre of excellence for mental health and disability The Trust's mental health and disability services will be sustainable and deliver real value to the people who use them |
| Together | | | |



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Local Management Arrangements

- Triumvirate Management Structure
(Doctor, Nurse, Manager)
- 4 Clinical Business Units of which 3 are locality focussed.
 - Access, Community, Inpatients. Supporting the needs of individual presenting with mental health problems, learning disabilities, autism and addictions.
- North Tyneside residents also benefit from access to NHS England commissioned services including Forensics, Specialist Children's Wards and Neurological services.



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Examples of Services for the population of North Tyneside

| Examples of 24 / 7 hour care | Examples of 9 – 5 care |
|--|--|
| Adult/Older People*/Rehabilitation Inpatient wards | Community Mental Health Teams (CMHT/CTT) |
| Crisis Resolution/Home Based Treatment | - Adult, Older Peoples* |
| Initial Response Team | ADHD/ASD |
| Liaison Services – Adult | North Tyneside Recovery Partnership |
| Psychiatric Intensive Care Services | Early Intervention in Psychosis Team |
| Street Triage / 136 Suite | Memory Assessment Service |
| * Older Peoples services- Longbenton only | Adult Learning Disability Psychiatry |



NTW's contribution towards System Development

- We are an active member of the Health & Wellbeing Board, Future Care Programme Board and subgroups
- We have active links with Tynehealth – GP Federation
- We participate in Adult and Children's Safeguarding Boards
- We are an active partner in the CQC Local System Review process



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- We are a member of the A&E Delivery Board
- Street Triage (partnership work with Police) number of inappropriate Section 136 detentions reduced by over 60%
- Joint Working with Local Authority on Service & Pathway Development
- We are working with the North Tyneside CCG to agree how the Mental Health Investment Standard will be delivered locally
- We are refreshing our Service User and Carer Strategy to improve engagement and involvement in how our services are designed and delivered.



NTW's contribution – clinical developments

- Mental Health developments in Primary care in collaboration with North Tyneside GPs- Mental Health Practitioners.
- North Tyneside GP working as an active member of the NTW team.
- Expanded provision of addictions services to incorporate the needs of young carers and children
- Working with Learning Disability team to deliver STOMP – Stop over medicating people with Learning Disabilities and Autism



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- North Tyneside Model Team Development (focus of recovery episodic care and rapid access)
- Improving patient experience by increasing contacts and working towards trusted assessments.
- Addictions – Bottled Up Innovation Fund (Identifying and supporting children and families to reduce alcohol harm)
- Partnership Interface Meetings providing a partnership focus on the delivery of clinical services and pathways



Community Transformation- The Model Team

Pathway processes: focus on safety, access, outcomes and experience for service users & carers



Service Model Principles

- You should reach us, quickly and simply
- To get the right help and care, safely and easily
- In collaboration with you and your carers
- The earlier the better
- From our flexible and skilled workforce
- So that you can gain/re-gain independence, as far as possible



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North Tyneside LA's "Keeping Connected" facility (linked to NTW New Care Models initiative)

North Tyneside LA rated "Good with Outstanding features":

- Rating brings innovation funding, which they are using to develop a "Keeping Connected" facility; model aligns with our Safe Haven vision

North Tyneside LA present a vision for "Perth Gardens":

- An Ofsted registered children's home
- Providing a 24/7 crisis response
- Access to short term accommodation
- A co-located multi-professional team
- Case responsibility retained by the allocated social worker

Discussions underway to consider pathways and interfaces



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Any Questions ?



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