



Camden and Islington  
NHS Foundation Trust

# Camden and Islington NHS Foundation Trust Quality Report 2019/20

# Our Focus

The safety and quality of the care we deliver at Camden and Islington NHS Foundation Trust is our utmost priority. Here we focus on three areas that help us to deliver high quality services:

Patient Safety

How well the care provided works  
(Clinical Effectiveness)

How patients experience the care  
they receive (Patient Experience)

# Performance in 2019/20

PATIENT SAFETY		Achievement
Priority 1	Promote safe and therapeutic ward environments by preventing violence	
Priority 2	Strengthen further Risk Management and Care Planning including overall risk issues in acute ward patient groups	
Priority 3	Improve service user safety and staff wellbeing in community-based teams	
PATIENT EXPERIENCE		
Priority 4	Building a just and learning Culture	
Priority 5	Agree and Implement a revised patient experience strategy	
Priority 6	Improve signposting for welfare support for service users	
CLINICAL EFFECTIVENESS		
Priority 7	Improve dementia care	
Priority 8	Continue progress with Patient flow	
Priority 9	Improve Service Users' physical health care	



# Performance in 2019/20

## Patient Safety - Achievements:

SafeWards: The Trust worked with Bright Charity to provide staff training and to support implementation

Implemented Reducing Restrictive Practice (RRP) Training

Drafted core training for managers to ensure that staff are supported with complex risk assessment and management, clinical supervision and appropriate lessons learnt process post incident

Revised the Zoning Protocol to strengthen the section on clients of concern and in particular maintaining the safety of clients awaiting MHAs

Majority of core skills have maintained the target 80% compliance level, despite the pandemic

# Performance in 2019/20

Patient Experience – Achievements:

OD has been working closely with wellbeing to focus on supporting leadership and staff throughout the first wave of COVID-19

Trust engaged with Leeds University to provide support in delivering a Patient Experience strategy fit-for-purpose

Service user representation is now integral to a number of key Trust committees including the Finance Programme and Quality Boards

# Performance in 2019/20

## Clinical Effectiveness – Achievements:

C&I remain in the top three best performing CCGs for dementia diagnosis prevalence across London

Patients with dementia are offered an ongoing service. This provides a single point of contact for the service user and their carer (s) and a regular review

Reduced the number of long stayers on wards, and also the length of time these patients stay on the wards

Embedded our physical health screening tool in patients' electronic care-notes

Increased the number of patients whose physical health we screen

# Other Achievements

We received a rating of Good overall following a CQC well-led inspection in 2019

Continued to invest significantly in our Quality Improvement (QI) programme - 24 successful projects completed in the last year

Almost a fifth of bands 8a and 9 roles are now filled by BAME staff – a rise of 4.5% on the previous year

# Patient Experience Strategy

‘There is a real appetite to improve the way in which service user experience is gathered, analysed and used to improve services.’ – Leeds Beckett Report

‘There is a lot of good practice across the Trust representing a good foundation for a strong Service User and Carer experience strategy.’ – Leeds Beckett Report

# Patient Experience Strategy – Areas for Improvement

Improve gathering of Patient Experience data

Describe what good practice looks like at a service level

Ensure that results from FFT etc. have an impact on service improvement

More assertive focus on capturing and sharing patient experience

# Trust Focus for 2021/22

Closer focus on suicide prevention

Expanding our peer workforce

Refreshing our Clinical Strategy

Improving the quality of our community facilities

# Summary

We have made significant improvements

We have more to do – new priorities for 2020/21

We are focused on reviewing our Clinical Strategy

We will continue to make sure that service users/ carer's and families are central to everything we do

We will continue to promote diversity and inclusion

We are a learning organisation

**Thank you for listening  
and any questions?**