



Ongoing journey from inadequate 'Back to Good'

A team effort
through co-production

Following a period of poor leadership and failing quality governance, our Care Quality Commission (CQC) rating declined from 'good' to 'inadequate' in 2020. The deterioration observed is not uncommon within the NHS, especially within mental health services. The King's Fund highlighted this year that a range of quality care issues stem from not following proper processes for managing quality and safety. This was clearly a problem at the trust, and providing poor care simply wasn't acceptable.

As such, our focus has been to improve the mental, physical and social wellbeing of the people in Sheffield communities using a holistic approach, which became the trust vision. Meaningful co-production was fundamental, alongside making improvement more visible in areas such as reducing restrictive practice especially for black communities, reducing falls and supporting waiting lists.

Being placed in special measures pushed us to improve our services fast, and continuously monitor quality through better internal procedures.

The implementation of the 'Back to Good' programme contributed to improvements in areas not meeting required standards. This supported us to make significant and sustained improvements resulting in a better CQC rating. We exited the Recovery Support Programme and although there is a long way to go, our process has been noted by NHS England as exemplary.

