



The Care Trust Way

Ambition to action

In 2019, we embarked on a mission to revolutionise care at Bradford District Care NHS Foundation Trust.

We didn't just want a quality improvement method – we wanted a way of working that encapsulated our values. That's how 'The Care Trust Way' was born – a philosophy of improvement and innovation woven into the very fabric of our organisation.

Inspired by the world's leading quality improvement models, we crafted a framework uniquely our own. Our leaders became champions of change, fostering a workplace where every voice could be heard. We empowered staff with the tools, not just to improve their day, but to make everyone's experience better.

Our board members, using our 'Go See' framework are on the frontlines, seeing the challenges, celebrating the wins. This shared understanding fuels better decisions that reach right down to the patient level.

As a result, we've seen better outcomes, with a more responsive experience for our patients. Our staff also feel it – in the pride of owning their improvements and our Care Quality Commission inspections reflect this transformation.

The 'Care Trust Way' isn't just a project; it's who we are and the way we do things around here.

