



#allofusimprove is South West Yorkshire Partnership Foundation Trust's approach to Quality Improvement, it is **the adopted consistent and systematic approach to quality improvement** across the Trust and is more commonly referred to as 'QI the SWYPFT way.'

The mantra across the Trust is that quality improvement is everyone's business, no matter who, where or what role or band a colleague has within the Trust they have a role and responsibility to help us continually improve.



SWYPFT has a dedicated #allofusimprovement team made up of colleagues with specialist quality improvement skills and knowledge. The #allofusimprove team provides support, advice and guidance to individuals, teams and whole care groups wanting to carry out improvements in their work area.

All individuals and teams have the opportunity to access a wide range of tools including the model for improvement toolkit used to design, test and implement changes for low level improvements and the six step quality improvement project toolkit used to manage larger scale quality improvement projects which covers each step of our bespoke six-stage process from identification of the challenge faced, using QI tools to help understand the problems, generating and testing ideas, right through to implementation and sharing of stories.



The quality improvement model offered to all colleagues across the organisation spans the four quadrants of: people, training, skills and knowledge, support and connecting and sharing.

Our people are at the heart of the model and it is important to us that we have **effective leadership for improvement.**

Our Trust Board members have received training on quality improvement tools and techniques for data and measurement and each of our Executive team has undertaken training on quality improvement including the Institute of Healthcare Certificate of Quality and Safety.

Our Executive colleagues have participated in an exercise to identify where we are on our journey to embedding the five components of NHS Impact into our systems

and processes and have used the process to identify some improvements needed to ensure we are using them consistently to create the right conditions for continuous improvement. This process will be repeated with our Trust Board who will oversee the development of a quality improvement plan.

Creating a workplace culture that supports quality improvement is vital to ensuring our systematic approach to improvement is embedded across the Trust.

All new starters within the organisation receive information on #allofusimprove and our approach to quality improvement as part of their welcome induction. The Trust has recently produced a video outlining our approach to quality improvement which is played to all new starters at their induction event. At this event they also have the opportunity to use and practice the fresh eyes quality improvement tool and look at the Trust processes from a fresh perspective.

The #allofusimprove team work alongside colleagues within the Trust's Learning and Development team to ensure that quality improvement is built into the fabric of colleagues one to one discussions, supervision sessions and appraisals.

The Trust has an improvement network that is open to anyone with an interest in improvement that meets on a bi monthly basis and is a well established and recognised staff network. The aim of the network is to connect like minded colleagues together and gives everybody interested in improvement the opportunity to come together to share and learn from each others' experiences. The network is a key mechanism in our peer to peer support offer.

All staff within the Trust have access to I Hub our online crowdsourcing ideas platform. I Hub is a key component of our #allofusimprove approach and is an online space where colleagues can share, innovate, collaborate and improve. I Hub is a place where everyone can put their ideas for improvement, share good practice, raise a problem and ask others for help. I Hub allows the voices of our staff to be heard by all.

The Trust offers a variety of mechanisms to **build improvement skills from senior leaders through to frontline staff** as our training offer is open to anyone who has an interest in quality improvement.

In line with our Trust values we put the person first and in the centre of our #allofusimprove training, skills and knowledge offer as we recognise that everyone's needs may vary in relation to qi training. Whether a colleague has a general interest in improvement or is about to embark on a qi project we offer a tailored service regards training options for both individuals and teams including lunch and learn sessions, QI skills booster sessions on the model for improvement, facilitation techniques, data and measurement and thinking differently sessions.

We currently have over 500 colleagues trained on quality improvement tools, techniques and mechanisms.

We've had successes using our quality improvement processes that has **brought staff, patients and communities together to improve and redesign the way that care is provided** including our work joining a national reducing restrictive practice

national collaborative resulting in a 59% reduction in the use of restrictive practice and a 69% reduction in the use of physical restraint across the Trust.

Our Creative Practitioner quality improvement project brought together staff, patients and artists from local communities to increase the number of creative and cultural activities within inpatient settings with the aim of reducing the number of self-harm, aggression and violent incidents on our wards. The improvement project has attracted national interest and resulted in increased reports of staff wellbeing, capacity and ability to progress CPD opportunities. Improvements in service user confidence, wellbeing and pride and positive impacts on their mood, condition and symptoms and positive impacts on the ward atmosphere and de-escalation of incidents.

One of our community CAMHS teams has been short-listed for the RCPsych Psychiatric Team of the Year award for their quality improvement project which focussed on introducing a low-level home-based and community time-limited pathway as a preventative measure to entering specialist CAMHS. They achieved a significant reduction of 89% in children and young people requiring a formal CAMHS referral and none of the individuals seen in this pathway re-presented to services within the following 12 months. The team is now working with other CAMHS community teams to share and spread the concept.

As a Trust we are proud of our #allofusimprove approach and offer to our staff. Our approach to quality improvement is a vital part of our mission to be relevant today and ready for tomorrow.