



Lancashire &
South Cumbria
NHS Foundation Trust

Service User and Carer Enabling Strategy



We are
LSCft

Contents

Page

1.	Foreword	3
2.	Trust Strategic Framework	6
3.	Developing the Service User and Carer	9
4.	Strategy Enabling Priorities	11
5.	Equality Assurance	26



1

Foreword





Foreword

We are very pleased to share with you the Service User and Carer Strategy which sets out our priorities to deliver the Trust's Vision over the next five years, April 2021 to March 2026

The Trust has developed six Strategic Priorities to enable delivery of the overarching organisational Strategy. Of these, Strategic Priority One relates specifically to service users and demonstrates the importance we place on their involvement and influence.

“We will put service users at the heart of all we do, supporting effective care, recovery and wellbeing”.

This strategy specifically facilitates the delivery of this Strategic Priority but has a significant contribution to make across all six. Service users and carers will be at the heart of all we do and getting this right is the single most important thing we can do to achieve our Strategic Priorities.

Involving service users, carers and people with lived experience in the delivery of our services is essential to delivering person-centred care.





Service user engagement at all levels of health care delivery, is a significant part of recovery. It enables service users to be active participants in their care, which gives them hope and more choices and in turn will improve their health and wellbeing.

The Trust has a good foundation of effective engagement with service users and carers to build upon. We are committed to true co-production that operates at all levels, is meaningful and enforced by the Ladder of Co-production developed by Think Local Act Personal (TLAP).

This strategy describes our commitment to service users and carers and the work we will do with them to ensure that we improve their experience of the services we deliver. We look forward to working with our colleagues in the Trust and local Service User and Carer Councils to ensure the people of Lancashire and South Cumbria receive the care, treatment and support they deserve every time.

Maria Nelligan

Chief Nurse and Quality Officer

“Service User and Carer Involvement is the process by which people who are using or have used a service become involved in the planning, development and delivery of that service”

NHS England

2

Trust Strategic Framework



Our Vision

To support our local communities by excelling in everything we do, together

Together our staff, service users, carers and partners will experience a culture of compassion and inclusivity, making LSCFT a place where we can all thrive and feel proud. Our values and behaviours are the principles that guide all that we do every day

Our Values



We are Kind

We are Respectful

We are Always Learning

We are a Team

Our Quality Priorities



Our Strategic Objectives

- 1**

We will put **service users** at the heart of all we do, supporting effective care, recovery and wellbeing
- 2**

We will employ and retain the best **staff** because our work culture will be inclusive and a supportive place to work
- 3**

We will deliver **safe** care and we will embrace an open and learning culture, ensuring we continually improve
- 4**

We will respond to people's needs by striving for the highest **standards** of quality, proactively reducing health inequalities
- 5**

In order to support our local communities by excelling at everything we do together, we will always collaborate with our **system** partners
- 6**

We will provide **sustainable** services that are delivered in an effective and efficient way, at the time people need it



Strategic Priority One

We will put service users at the heart of all we do, supporting effective care, recovery and wellbeing

Working together with service users and carers we will provide care that service users rate as excellent, supporting people on their personal journey of wellbeing and recovery. We will constantly seek feedback and demonstrate learning and improvement.

We know that to deliver this we must create positive relationships with the diverse people who use our services. We will work in partnership with service users and carers, enabling their voice to shape our strategy, plans and culture.

Relevant Enabling Strategies:

Service User and Carer, Quality, Clinical Services, People, Improvement and Culture and Communications & Engagement

Strategic Decision:

We will provide local services and focus on integration of physical, mental health and social care needs

Our Successful Strategy will mean:

- We have reviewed our existing approach and improved engagement
- We have a dynamic and up to date understanding of our key stakeholders in every area
- Co-produced pathways and delivery models that reflect the whole person and join up services so that people do not have to navigate the system to receive the care and support they need
- Our approach to delivering community services will be evidence-based

- We can evidence our contribution to the improved life chances of people of all ages with physical, mental health, learning disability or autism needs by doing the right thing and measuring the right outcomes
- Physical and mental health needs will be met together through integrated pathways and service delivery regardless of provider
- We will be able to demonstrate our working with partners in Integrated Care Partnership (ICP) geographies at the Primary Care / Primary Care Network levels where we do not provide community physical health services
- We can demonstrate our increased role in prevention of illness with system partners and the people of Lancashire and South Cumbria
- We will ensure our focus is not only on mental health but on learning disability and autism
- We will ensure we include 'hard to reach' groups in all engagement



3

Developing the Service User and Carer Strategy





Co-production

This strategy has been developed with the involvement of our service users and carers. Open Space events were held in late 2019 and early 2020 using a co-production model. The output from those events included the following observations from our service users and carers:

“Co-production needs to be open, honest and inclusive”

“Compassion is a strong part of how safe care is delivered”

“Person-centred care needs to respect everyone's personal journey”

“Services and care need to be inclusive of all groups and demographics”

Staff have also had significant input during engagement sessions in February 2021. The recommendations from all the engagement sessions with service users, carers and staff have been captured in the actions to deliver this strategy.

4

Enabling Priorities



Our Enabling Priorities

Below are our Experience of Care Priorities





Enabling Priority One

**We will seek and understand
people's feedback to
improve our services**

**We will seek
and understand
people's
feedback to
improve our
services**



Enabling Priority One

Key Objectives


- We will deliver a Learning Lessons Programme which is informed by patient experience
- We will inform improvements in care by using the Friends & Family Test feedback
- We will listen to all feedback through a variety of media locally
- We will learn and improve utilising national surveys
- We will seek out and use people's stories not just data
- We will enable people with lived experience to be involved in Quality Improvement Collaboratives
- We will develop Patient Reported Experience Measures (PREMs) with people with lived experience

What does success look like?

- Services are improved due to lessons learned
- Our feedback is real-time and changes are executed at pace
- Service users and carers can see the evidence of their involvement and experience
- Improved patient care and experience
- More service users and carers want to get involved
- Service users and carers are involved in what's working and what is not working and why

Enabling Priority Two

**We will embrace co-production
with people with lived experience**



**We will embrace
co-production
with people with
lived experience**



Enabling Priority Two

Key Objectives

- We will establish a Service User and Carer Council for the Trust and a local council in each locality
- We will enable the development of peer support mentors, peer facilitators and supervisors across all specialties
- We will encourage and support the voice of children and younger people being heard in all settings
- We will involve and support people with lived experience in service delivery and decision making
- We will set annual quality priorities with service users, carers and staff
- We will work collaboratively with service users and carers to establish outcome measures for the delivery of our strategy
- We will identify the training needs of staff to lead co-production and co-design and co-deliver training
- We will develop best practice guidance on service user engagement

What does success look like?

- Formal engagement as part of governance arrangements
- Increased voice of people with lived experience within our services
- More of the people who use our services gaining skills that could result in volunteering, training or employment opportunities
- The voice of children and young people is loud and heard
- Quality priorities will reflect the views of our people
- The delivery of this strategy will result in tangible improvements for the people who use our services



Enabling Priority Three

We will proactively support diverse communities

A white callout bubble with a circular top and a pointed right side, containing text.

**We will
proactively
support
diverse
communities**



Enabling Priority Three

Key Objectives

- We will engage with communities, build links with stakeholders and forge strong partnerships with “hard to reach” groups and Voluntary, Community, Faith and Social Enterprise groups (VCFSE) by utilising our Health Advice Recovery Resilience Information (HARRI) bus
- We will strengthen inclusion within our services, especially our BAME and LGBTQ+ communities
- We will develop accessible engagement forums for people with Autism, Dementia and Learning Disabilities
- We will ensure strong links with local advocacy services


What does success look like?

- Our diverse communities across Lancashire and South Cumbria will have a voice and services will be designed to reflect their specific needs
- Care that we provide will be sensitive to the diverse needs of the people we serve and that will increase the numbers of “hard to reach” groups accessing services
- No barriers to people with Autism, Dementia and Learning Disabilities to being involved at all levels of co-production



Enabling Priority Four

**We will enhance your
well-being and recovery
with you**



**We will enhance
your well-being
and recovery
with you**



Enabling Priority Four

Key Objectives

- We will co-produce and deliver a programme with people with lived experience to continue to develop the Recovery College and build a Well-being Academy
- We will develop a “Train the trainer” model to roll out “Change Talks”
- We will strengthen spiritual care across the organisation
- We will provide physical and mental health care initiatives that focus on the whole person

What does success look like?

- We will have a co-designed and delivered Recovery College and Well-being Academy for our service users
- We will have used innovative ways to promote good mental health and resilience
- We will have recognised the importance of and raised the profile of culture, faith and inclusivity within the Trust
- The people of Lancashire and South Cumbria will feel more equipped to look after their own well-being and be active partners in their recovery



Enabling Priority Five

**We will support engagement
and collaboration with carers**

We will support
engagement
and
collaboration
with carers



Enabling Priority Five

Key Objectives

- We will support carers by implementing “The Triangle of Care”
- We will use carer's feedback to drive improvement
- We will ensure carers and families voices are integral to developing care plans


What does success look like?

- We can evidence the increased voice of carers throughout the Trust
- Co-production will be enhanced by the views and time given by carers
- Where appropriate carers and families will be active partners in the care and support planned for and given to the people they love



Enabling Priority Six

**We will deliver
person-centred care
with you**



**We will deliver
person-centred
care with you**



Enabling Priority Six

Key Objectives

- We will develop a person-centred framework with service users, carers and staff to underpin this strategy informed by "Think Family"
- We will develop and co-produce with people with lived experience "person-centred tools" e.g., one-page profiles, dialogue plus
- We will promote language that truly reflect person-centredness and empowerment
- We will consider the introduction of a staff pledge (badge) based on engaging with service users and carers with compassion

What does success look like?

- Service users and carers will have directly influenced our delivery of person-centred services
- We will know our people better and what is important to them
- We will remove barriers to engagement by saying what we mean and not using jargon
- We will hold all our staff accountable through our pledge and compassionate care will be delivered every time



Delivering our Service User and Carer Strategy

We will deliver our Service User and Carer priorities and objectives set out within this strategy over the next 5 years, through partnership working between our staff, service users, carers and other key stakeholders.

It is critical that all staff within the Trust, our service users and our system partners understand this strategy and how we will ensure that we are successfully delivering the priorities. It is also crucial that they are all clear the role they will play in this. Staff will be part of the development and delivery of operational plans that will demonstrate how their objectives will achieve the Trust's vision and priorities. Service users will continue to be engaged individually as part of service delivery and wider as part of our engagement plans.

An annual work plan will be developed to deliver this strategy and will be operationally co-ordinated by the Patient Experience Sub-committee, which will provide progress reports to the Service User and Carer Council and Quality Committee.

We will hold an annual service user and carer event where we will share progress and gain feedback on our priorities and improvements.

5

Equality Assurance





Equality Assurance

Equality Impact Assessment

LSCft puts equality, inclusion, and human rights at the centre of the design and delivery of inclusive services for the diverse communities we serve, and the empowering culture we create for our staff.

The legal case is set out in the Equality Act 2010 and the practice is embodied by our staff every day, without exception. We are stronger together.

Potential Impact

This strategy has been developed with the involvement of our service users and carers. Open Space events were held in late 2019 and early 2020 using a co-production model.

An engagement event was also held with our staff to elicit their views and support development of the strategy, and specific time was set aside to allow scrutiny of this strategy by the Trust's Board.



Lancashire &
South Cumbria
NHS Foundation Trust

**For more information of accessible formats
please contact communications@lscft.nhs.uk**

