



**CityCare**

Building Healthier Communities

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# Annual Quality Account 2015/2016

Summary

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# Quality at CityCare

**Everyone at CityCare is passionate and committed to ensuring our patients receive the best care at all times and we continue to build on the great work that we have achieved year on year since becoming a social enterprise.**

We have a strong focus on listening to and acting on both positive and negative feedback from patients and carers to ensure we can drive forward the transformation of our services and that we improve or share best practice across our organisation. We have been delighted once again by the patient satisfaction feedback we received this year. We encourage openness and honesty from all of our staff, which helps us ensure that we learn from those times when things might go wrong to reduce the risk of avoidable harm in the future.



In September 2015 we signed up to the national Sign up to Safety campaign, and have fully embraced the national Sign up to Safety pledges: put safety first, continually learn, honesty, collaboration and support.

We are also committed to embracing diversity and inclusion in all aspects of our business, both in relation to the communities that we serve and staff whom we employ.

This summary of our Annual Quality Account highlights some of our achievements from the last year and our ambitions for the next year and into the future.



Tracy Tyrrell,  
Director of Nursing and Allied Health Professionals  
on behalf of the Board

# About CityCare

At CityCare we deliver a range of community healthcare services that are shaped and developed by the needs and wishes of the communities we serve - from health visiting and education for young families, to community nursing and home-based rehabilitation services for older people, and from the NHS Urgent Care Centre to specialist diabetes, nutrition and dietetics sessions.

We work in partnership with patients, staff, the private, public and voluntary sector and the local community to build a healthier, more sustainable future for all.



## Patient and service user satisfaction

We ask people about their experience of our services on an ongoing basis. We are pleased that in 2015/16 we have either matched or bettered the levels of satisfaction in the previous year, with the number of patient survey responses remaining high at 5,226.

**96%**

said our services were excellent or good

**97%**

of the 4,521 people who responded to this question agreed that they were involved in decisions

**94%**

of the 4,945 respondents to this question said they were likely or extremely likely to recommend the CityCare service that they had received to their family or friends.

**97%**

of the 4,890 people who responded to this question said 'excellent' or 'good' about how we met their particular needs

**96%**

of the 4,990 people who responded to this question said 'excellent' or 'good' about whether they were treated with dignity

**This is the Friends and Family Test**

# Our achievement

## Stop the Pressure

Pressure ulcers can have a substantial impact on the quality of life of patients.

Our work supports the NHS England aim of eliminating all avoidable stage 2, 3 and 4 pressure ulcers in NHS funded care.

### What we achieved

- We introduced training for staff on pressure ulcer treatment and prevention
- We developed a public information campaign to raise the profile of pressure ulcers and promoted it through a new film aimed at patients, carers and staff including those who work in care homes
- The Tissue Viability Team ran a Carers Conference focused on pressure ulcers
- We have seen a continuous reduction in avoidable stage 3 and 4 pressure ulcers:
  - 2013/14 = 82
  - 2014/15 = 56
  - 2015/16 = 33
- We have reduced the amount of superficial pressure ulcers deteriorating to severe pressure ulcers.

# 41%

reduction in avoidable stage 3 and 4 ulcers

## Duty of Candour

We take the Duty of Candour - our responsibility to be open, honest and transparent with our patients - very seriously and we are committed to acknowledging, apologising and explaining when things go wrong.

### What we achieved

- We now include the Duty of Candour within our training programmes including the staff induction and last year training was provided to 25 separate services
- Our staff have been open and transparent with patients and we have improved the timeliness of our investigations
- Our quality manager for care homes has undertaken quarterly visits to check that patients in our care home-based beds are able to raise any concerns directly with us.



# ts in 2015/16

## Developing the role of our Patient Experience Group

We believe that the voice of patients and service users is paramount and should influence our planning and delivery of services at all levels. This year we wanted to create a structure through which our Patient Experience Group (PEG) members could have a greater input.

### What we achieved

- Seven PEG members joined CityCare managers for training on delivering 'peer reviews' to check the quality of our services
- Seventeen PEG members were involved in the planning of services and staff training
- We have introduced a Board feedback section at every PEG meeting to keep members up to date.

**11**  
services

were 'peer reviewed' by PEG members

## Carer support

We want carers to feel recognised and valued for the job they do. We recognise the essential role that carers undertake, the impact that caring for someone can have, and the need to support carers to address their own health needs and develop a life of their own alongside their caring role.

We also value opportunities to work with carers in their role as experts in care to help to shape and inform service delivery.

Emotional, psychological and practical support is provided to carers by the Primary Care Carer Support Service. The Admiral Nursing Service also provides support to approximately 250 carers and patients with dementia.

### What we achieved

- The Primary Care Carer Support Service delivers briefings to CityCare teams on a regular basis
- We've made a carers' factsheet available to all staff which includes information on identifying carers and the support available to them
- Carers are actively involved in the Patient Experience Group
- The Admiral Nurses have developed a Dementia Link Clinicians Forum, bringing together clinicians from across CityCare to enhance knowledge and best practice.

# Our priorities for 2016/17

Together with partners, patients and local people, we agreed five major quality priorities for the next year.



## Caring for and supporting our staff

By improving the ways we support our staff, we can drive up standards of care and improve employee engagement and job satisfaction.

### We will:

- Help line managers to support staff so that they feel cared for
- Supervise staff in a way that enables them to focus on the content of their work and their capacity to make clear decisions
- Develop an updated human resources and workforce strategy.

### The difference we hope to make:

- We will improve the employee experience and so enhance the quality of our services
- CityCare will be an 'Employer of Choice', with a healthy workplace and a reduced level of staff sickness.



## Focus on mental health knowledge and skills

We recognise that, alongside our health and care partners, we need to address the interdependencies (links) between mental and physical health.

### We will:

- Develop a mental health strategy that covers both adult and children's services
- Develop a Primary Care Mental Health Service (PCMHS) which includes:
  - Community psychiatric nurses within neighbourhood teams
  - Specialist mental health support within children's services
  - Support for parents with children with mental health/emotional health needs.

### The difference we hope to make:

- Our staff will recognise and respond earlier to the mental health needs of their clients
- More citizens with mental health problems will be supported in primary care
- More children and young people will receive an appropriate assessment and support
- Reduced social isolation and loneliness.



## Supporting self-management

Through motivational lifestyle support, skills training and self-care networks we can help people manage their own health better and improve patient experience. We will have a special focus on living with diabetes.

### We will:

- Use 'social prescriptions' to help link patients to support within their community
- Integrate enablement care coordinators into neighbourhood teams
- Improve people's confidence in managing their diabetes.

### The difference we hope to make:

- People will be more involved in their care
- A reduced need for visits from health care staff
- Improved patient and carer experience through a greater focus on health promotion.



## Reducing avoidable harm

We aim to continually reduce errors of all kinds and we will continue to focus on reducing avoidable harm including pressure ulcers.

### We will:

- Talk to patient focus groups about what it means to be safe
- Introduce patient safety walkabouts
- Further develop our patient safety culture.

### The difference we hope to make:

- We will reduce the number of avoidable harm incidents within our services
- We will develop a culture where staff feel confident to report all patient safety incidents and concerns with confidence and in the knowledge that those concerns will be addressed.



## More integration with partner organisations

Integration has a number of benefits including a reduction in the number of different health and care staff making home visits to patients, a reduction in hospital admissions, more independence for patients and a better experience of care.

### We will:

- Work with partners across all our new quality priorities
- Integrate Health and Social Care Reablement and Urgent Care Services by March 2017.

### The difference we hope to make:

- Services will be able to adapt to individual choices and needs, with patients feeling empowered as valued members of our community
- Local people, including those with one or more long term health conditions, will be better able to manage their own health and live a more independent life.



# Listening to our patients and the public

We are committed to listening to the views of people who use our services and making continual improvements based on what they have said.

Gathering and reflecting on people's views is an integral part of our service delivery across all of our services for children and adults.

CityCare gathers feedback from patient and service users in a variety of ways, for example paper surveys, comment cards in health centres, telephone calls to the Customer Care team and on-line feedback.

## To get in touch

- Patient and Public Involvement team  
**0115 883 9678**
- Customer Care  
**0115 883 9654**
- [www.nottinghamcitycare.nhs.uk/get-in-touch](http://www.nottinghamcitycare.nhs.uk/get-in-touch)
- **Or write to:**  
Freepost RSSJ-YBZS-EXZT  
Patient and Public Engagement  
New Brook House  
385 Alfreton Road  
Nottingham NG7 5LR

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## Find out more

A full version of our Annual Quality Account for 2015/16 is available on our website at [www.nottinghamcitycare.nhs.uk](http://www.nottinghamcitycare.nhs.uk) or on request from our Patient and Public Involvement team on **0115 883 9678**. It can also be found at [www.nhs.uk](http://www.nhs.uk).

If you would like to give us your thoughts on our Quality Account, or to get involved in the development of next year's report please contact the Patient and Public Involvement team on the number above.



If you would like this information in another language or format such as large print, please contact  
**0115 883 9678**