

# True North: Annual plan on a page 2018-2019



Berkshire Healthcare  
NHS Foundation Trust

**Our vision:** To be recognised as the leading community and mental health service provider by our staff, patients and partners.

## True North: **goal 1 - Harm-free care**

### ✓ To provide safe services, prevent self-harm and harm to others

- We will align our efforts and work to deliver our harm-free objectives
  - Reducing patient falls incidents by 50%
  - Reducing patient self-harm incidents by 30%
  - Reducing rates of suicide of people under our care by 10% by 2021
- All our services will contribute to an Outstanding Care Quality Commission rating

**At a system level:** We will achieve reductions in urgent admissions and delayed transfers of care across our inpatient services, working in collaboration with provider partners and commissioners.

## True North: **goal 2 - Supporting our staff**

### ✓ To strengthen our highly skilled and engaged workforce and provide a safe working environment

- We will achieve improvements in key areas:
  - 66% of our staff feeling they can make improvements at work
  - 75% of our staff recommending Berkshire Healthcare as a place to receive treatment
  - 20% reduction in assaults on staff
- Our recruitment and retention plans will reduce vacancies by 10%
- An additional 24 services will be trained in our Quality Improvement System
- We will achieve the objectives set out in the Equality Plans for each area

**At a system level:** We will participate in Integrated Care System work streams, enhancing job satisfaction and career development opportunities.

## True North: **goal 3 - Good patient experience**

### ✓ To provide good outcomes from treatment and care

- We will achieve a 95% satisfaction rate in our Friends and Family Test and 60% of staff reporting use of service user feedback to make informed decisions in their department
- We will reduce our use of prone restraint by 90% by the end of 2018/19
- All our services will focus on understanding and supporting outcomes of care that are important to patients

**At a system level:** We will contribute to Integrated Care System work streams to improve patient experience and outcomes.

## True North: **goal 4 - Money matters**

### ✓ To deliver services that are efficient and financially sustainable

- We will deliver our financial plan for the year and achieve £5m internal savings
- We will continue to improve our efficiency in the way we buy goods and services and further reducing our use of agency staff
- People needing acute mental health inpatient care will be able to access it locally, eliminating the need for acute out of area treatment by 2021
- We will achieve our environmental targets, reducing our use of fuel and water

**At a system level:** We will contribute to the achievement of the financial targets in 'Berkshire West' and 'Frimley Health and Care' Integrated Care Systems.