



Culture of Care

Q&A Session

12th March 2024

NATIONAL
COLLABORATING
CENTRE FOR
MENTAL HEALTH



Neurodiverse
Connection

Global
Black
Thrive

NCISH



Welcome and introduction

- **Tom Ayers** – Director, National Collaborating Centre for Mental Health

MHLDA INPATIENT PROGRAMME TO IMPROVE THE CULTURE OF CARE

Offer to organisations



EXECUTIVE LEADERSHIP SUPPORT

To enable an organisational culture of continuous improvement to support realisation of culture standards



CROSS-ORGANISATION QUALITY IMPROVEMENT

Coaching support across organisation (HR, nursing & governance, communications, estates, finance etc) to enable realisation of culture standards




MOVE AWAY FROM RISK STRATIFICATION

Support practice change for the organisation and ward teams away from risk assessment/stratification towards personalised clinical safety planning



WARD MANAGER DEVELOPMENT PROGRAMME

Focused on culture change and skills for leading change



SUPPORT FOR STAFF

Team reflective spaces and supervision to work with the complexity of their role and support patient safety



QUALITY IMPROVEMENT FOR WARDS

Direct quality improvement coaching to ward teams to support realisation of culture standards

CO-PRODUCED STANDARDS FOR INPATIENT CARE
National evidence-based standards for ensuring a safe, compassionate, needs-based culture of care within inpatient services

LIVED EXPERIENCE UNDERPINS EVERYTHING
People with lived experience work alongside teams at all organisational levels to provide lived experience leadership, mentoring, coaching, support and challenge to improvement journeys

Delivery by NCCMH and partners

Our approach

- Bringing together our collective expertise in:
 - Lived experience leadership
 - Quality Improvement collaboratives
 - Autism-informed care
 - Racial equity
 - Trauma-informed care
 - Leadership and organisational development
 - The evidence-base around safety

To support wards and organisations to develop their culture in line with NHS England's Culture of Care standards

Our offer

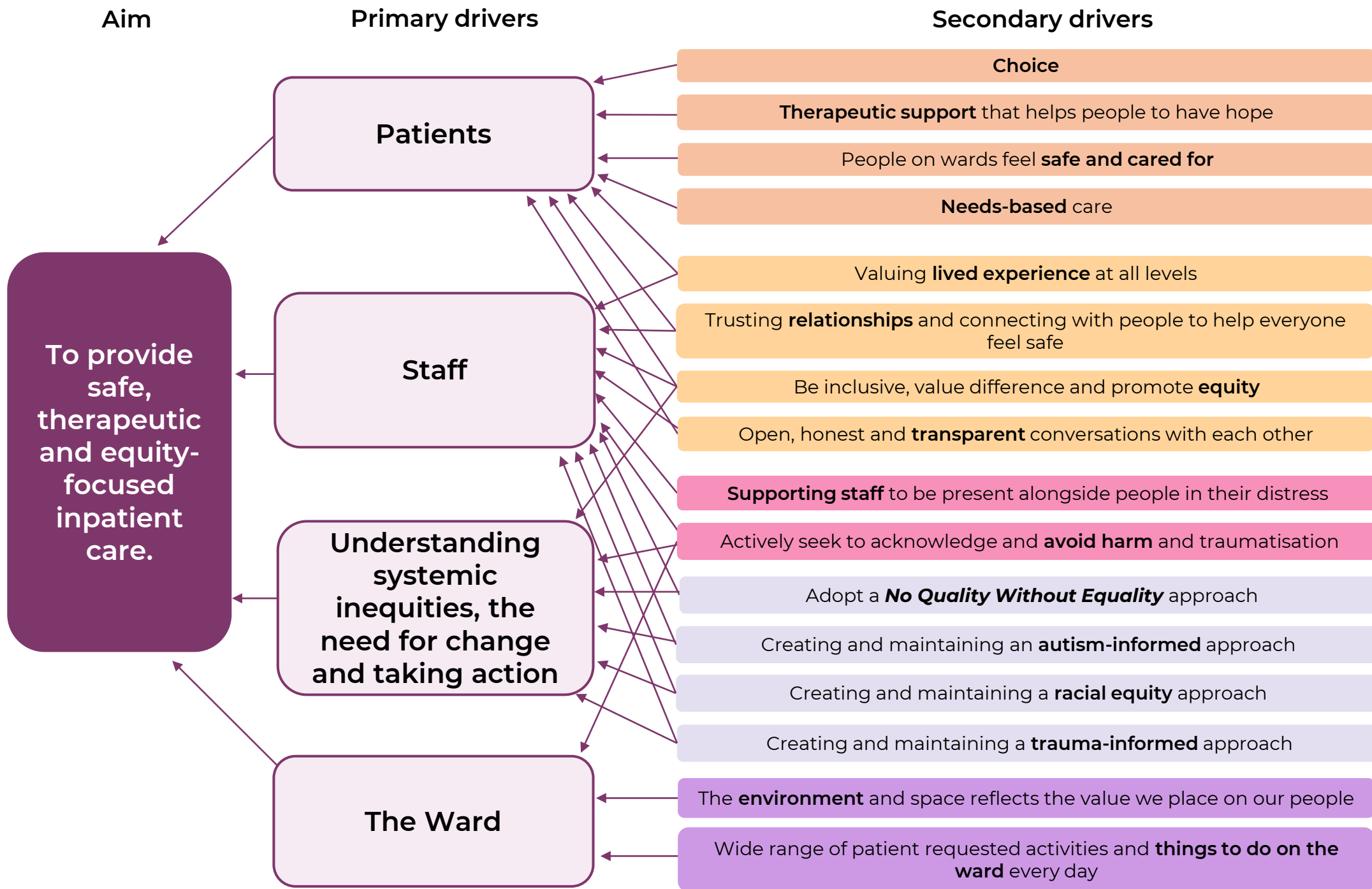
For two years:

- Direct QI coaching to 200 wards
- National learning community
- Support to focus on autism-informed care, racial equity and trauma-informed care
- Support with co-production and embedding lived-experience roles
- Executive coaching and reverse mentoring
- Support to move away from risk stratification
- Working with the corporate arm of the organization to support the work
- Measurement to understand the impact



Our change-theory





Our team – partners



Racial equity

Jacqui Dyer and her team at Black Thrive Global



Autism informed care

Jill Corbyn and their team at Neurodiverse Connection



Trauma-informed organisations

Philippa Greenfield, Shirley McNicholas, Jason Grant-Rowles and Julie Redmond

Peer leadership

Mark Allen

Our team – leadership support



Anna Burhouse



Anna Lewis



David Hall



Hugh McCaughey



Lorraine Sunduza



Helen Smith



Brendan Stone



Jonathan Warren

Our team – safety and risk management

National Confidential Inquiry into Suicide and Safety in Mental Health



**Louis
Appleby**



Nav Kapur



**Pauline
Turnbull**

Our team – NCCMH Leadership Team



Tom Ayers – Director



Emily Cannon –
Head of Quality
Improvement

Tbc – Head of Lived
Experience and Co-
production



Russell Razzaque –
Clinical and Strategic
Director



Amar Shah –
National
Improvement
Lead

Joining

- Is free
- Deadline is 15th March
- By completing our registration form which requires you to:
 - Tell us which wards you want to be on the programme
 - Tell us which executives you want to receive coaching and reverse mentoring
 - Tell us who will be co-ordinating the work across your organization and who your senior sponsor is
 - Tell us any organisations you would like to be in a learning network with
 - Tell us if you would like help to co-produce your work

Contact us at cultureofcare@rcpsych.ac.uk if you have any questions.

We want to work with everyone!

Questions