



	<p>matters most to people</p> <ul style="list-style-type: none"> <li>• We will better understand how we can support families and carers.</li> <li>• People will have the information they need.</li> <li>• People understand who to contact, who provides a link with which service and how to access the most responsive service.</li> <li>• We will reduce the number of people who feel the need to complain about their Care.</li> <li>• Communication is effective between services and with people across the 24 hour period</li> </ul>				
<p>We need to grow the number of <b>volunteers</b> we have in the Trust and ensure we fully utilise them in all aspects of service delivery. We need to raise their profile, celebrate them and ensure staff realise the added value of working with volunteers. We will increase the number of active volunteers to 700 by March 2021 and continue to increase our recruitment to our volunteer workforce thereafter. The volunteers</p>	<ul style="list-style-type: none"> <li>• Support to KCHFT staff</li> <li>• An engaged volunteer workforce who add value</li> <li>• Utilising skills of all</li> <li>• Inclusion of community</li> </ul>	<ul style="list-style-type: none"> <li>• A Trust wide volunteer service with a dedicated manager.</li> <li>• Baseline assessment of active volunteers- demographics, protected characteristics, hard to reach inclusion groups.</li> <li>• Campaign for attracting more volunteers including website, links and roles available, information on ‘what is volunteering’, dedicated job roles.</li> <li>• Events to support volunteers.</li> <li>• Promotion of the use of volunteers to staff.</li> <li>• Matching of opportunities.</li> </ul>	Volunteer manager	March 2021	

<p>will be fully engaged, supported and utilised. They will support staff in service delivery and feel they make an active contribution. The COVID -19 pandemic has seen huge support for the NHS and this will assist us in growing our number of volunteers.</p>		<ul style="list-style-type: none"> <li>• Awards.</li> </ul>			
<p>We need to establish our <b>People's Network</b> to undertake essential participation and engagement work in partnership with KCHFT staff. We will have a large pool of patient, carers, governors, members, league of friends members and volunteers to undertake participation work within the Trust. They will seek to engage and involve our patients in activities which promote self-care, wellness, empowerment and shape and design relevant services.</p>	<ul style="list-style-type: none"> <li>• To enable users of our services to have a voice and input into how services are run, to feedback on where they perceive issues to be and to provide suggestions on how to rectify concerns.</li> <li>• For users of our services to feel fully engaged and equal partners in their care.</li> </ul>	<ul style="list-style-type: none"> <li>• Co design new Terms of Reference for the Network through the Patient and Carer Council / existing network members.</li> <li>• Use dedicated leaflets to advertise the Network throughout the Trust, including in patients homes and community sites.</li> <li>• Include weekly messages in Flo mail/ weekly bulletin- to ensure staff are aware of the Network and can signpost potential members to it.</li> <li>• Ensure stakeholders and partner organisations are able to promote the Network.</li> <li>• Trust membership and Volunteers to be offered the opportunity to join the Network.</li> <li>• Engagement Team to include Network information in the staff induction session.</li> <li>• Encourage staff to attend Trust 'Participation Training' to increase knowledge and understanding the benefits of patient and carer participation.</li> <li>• Peoples Network to receive KCHFT service/ partner organisation information and presentations (information usually received via Trust PEG)</li> <li>• Regular news letter from the PEN including Working Together group information, opportunities to be involved (groups, surveys, interviews) and training.</li> <li>• Peoples Network to re-establish and deliver Trust interview training for patients and carers</li> <li>• Regular Participation newsletter written by patients, carers, staff and members of the public- 'Participation Matters'.</li> </ul>	SP	September 2020	

		<ul style="list-style-type: none"> <li>Regular events bringing together patients, carers and staff, including a regular Carers Conference and regular Patient Conference.</li> <li>Greater use of social media to share ideas</li> <li>An annual report of the Trusts participation work.</li> </ul>			
<p><b>Carers</b> play an essential role in the care of our patients we see, yet are often hidden, unidentified and unsupported. We need to raise the profile of carers and young carers, and celebrate and value their input. We will hold a <b>Carers Conference by December 2020</b>. This could be livestreamed or virtual, to ensure maximum attendance, reduce the need to travel and leave caring responsibilities.</p> <p>We will establish a <b>Carer on line forum</b> by <b>December 2020</b>. We will use a monitoring tool, establish a baseline and set a benchmark to improve Carer participation in care planning and service developments.</p> <p>We will implement the <b>Triangle of Care</b> in our Community Hospitals in by <b>March 2021</b> with spread to Community Services by <b>March 2022</b>.</p>	<ul style="list-style-type: none"> <li>Carers will be identified and recognised by KCHFT staff and supported or signposted to assistance where needed.</li> <li>Carers will feel valued by KCHFT</li> <li>Young carers will be identified where they wish to be and supported.</li> </ul>	<ul style="list-style-type: none"> <li>Re-establish Carer conference steering group ensuring the conference is co-designed with patients and carers.</li> <li>Recruit and introduce a network of Carer Champions across the organisation with clear role descriptions, training and professional development.</li> <li>Develop and deliver Carer Awareness training delivered at corporate induction and for existing staff of all levels from floor to board, co-delivered by Carers.</li> <li>Develop the Patient Electronic Record to ensure that Carers and their needs are able to be identified.</li> <li>Report the % carers identified and recorded as a key performance indicator and a Quality Priority.</li> <li>Co-produce information packs for carers.</li> <li>Provide clearer information about how people can access carers' assessments and support in the community.</li> <li>Ensure that KCHFT policies and procedures address the needs of carers.</li> <li>Consult with carers about their experience of KCHFT services.</li> </ul>	SM	<p>March 2021 for Community Hospitals</p> <p>March 2022 for Community services</p>	

<p>By March 2022 we will have recruited 25 <b>Experts by Experience</b> to work on a bank basis. This will be incremental. By March 2021 we would have recruited and trained 15 Experts by Experience, and a further 10 by March 2022. Our Experts by Experience will be involved in a number of on-going initiatives. Embracing Experts by Experience will go a long way also in achieving our aim of establishing a culture of <b>co-design and co-production</b>. Experts by Experience will play a crucial role in shaping services alongside Trust staff. Experts by experience are people who have a lived experience of having used our services, or are still currently using our services.</p>	<p>There is rich evidence that people who have experience of using services are uniquely placed to help plan and develop those services. It also demonstrates how sharing power between KCHFT experts, our commissioners and our patients and their carers leads to better outcomes for all involved.</p>	<ul style="list-style-type: none"> <li>• Deliver a robust induction programme</li> <li>• Develop a guide to being involved in KCHFT activities</li> <li>• Individual skills passports for patients and carers, so that skills can be developed over time</li> <li>• Increase the number of Experts by Experience involved in recruitment and by March 2022 to be on interview panels for every post.</li> <li>• Involved in research</li> <li>• Working and advisory groups</li> <li>• Paid on the bank</li> <li>• Members of Patient Carer Council</li> <li>• Lead Community Hubs</li> <li>• Co-design and co-produce teaching sessions</li> <li>• Co-deliver training for patients, carers, colleagues and stakeholders in co-production</li> <li>• Match Experts by Experience to services with initiatives to co-design</li> <li>• Staff awards - Experts by Experience champions, making a difference</li> <li>• Co- deliver Trust participation training</li> <li>• Attend key Trust meetings, focus groups and workshops</li> <li>• Participate in Quality Improvement</li> <li>• Awards for patient and carer contributors</li> <li>• Ways to celebrate achievements through events, reports and communications</li> </ul>	<p>SP</p>	<p>March 2021- March 2022</p>	
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<p>We will establish and develop a number of <b>Working Together Groups /Community Hubs</b> across the Trust. The groups will bring together staff representatives from our community and inpatient services, patient and carer representatives (Experts by Experience) and representatives from our partner organisations, including PCNs, ICPs and the ICS. The main function of the Working Together Group will be to identify opportunities to co-develop, design and improve delivery and quality of services at KCHFT, as well as build stronger links with our partner organisations.</p> <p>The Working Together Group will report directly in to the Patient and Carer Council.</p>	<ul style="list-style-type: none"> <li>• An opportunity to promote a Co-productive approach in developing services.</li> <li>• To develop equal and respectful relationships between staff, Patients/carers and the public.</li> <li>• Patients and Carers will gain a wider understanding and knowledge of services and benefit from improved communication between patients and staff.</li> <li>• Involving patients and carers will lead to more accessible, appropriate, patient - led services, based on their feedback and valuable experiences.</li> <li>• An opportunity to maximise our potential in working alongside partner organisations and colleagues to influence local provision of health</li> </ul>	<ul style="list-style-type: none"> <li>• Pilot and test Working Together Groups in East Kent – there is enthusiasm for this initiative, so use as an early adopter with the view to expand to 4 groups (2 in East Kent, 2 in West Kent) by February 2021. These groups can be run digitally.</li> <li>• Participation /Engagement Team to attend service leads meetings to discuss and support the initiative; to ensure staff are clear and understand the ethos and benefits of the Working Together Groups, to source suitable venues or establish digital platform, to identify staff members (at least one Service lead/Matron) to support and co-lead the group.</li> <li>• Participation/Engagement Team to make contact and make better links to identify partner/ third sector organisations to be partners in the Working Together Groups.</li> <li>• Establish clear communication channels with those who cannot attend the Working Together Groups.</li> <li>• Staff to attend Trust Participation training and use toolkit to support development and understanding of Working Together Groups.</li> <li>• Develop role description for representatives and overall function of the Working Together Groups, co-designed via the Patient and Carer Council.</li> <li>• National themes, guidance, legislation as well as local issues, complaints, service requirements, service leaflets and information specifically for patients, updates and new work to be included in the agenda.</li> <li>• Teams to promote Working Together Groups and refer patient and carer reps from services.</li> <li>• People’s Network to support the setup of the Working Together Groups in their own localities.</li> <li>• Agenda/s developed by the Patient and Carer Council.</li> <li>• Working Together Groups to feedback the Patient and Carer Council on themes/ pieces of work and new</li> </ul>	<p>SP</p>	<p>February 2021</p>	
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	<p>and social care.</p> <ul style="list-style-type: none"> <li>• Support patient and carer representatives to gain confidence and experience in working alongside professionals as equal partners in the decision making process.</li> <li>• An opportunity for Working Together Groups to identify more creative participation from seldom heard groups.</li> <li>• Provide a forum to identify, design and test new and innovative ideas for service development.</li> </ul>	<p>initiatives.</p> <ul style="list-style-type: none"> <li>• To ensure the voice of the carer is included in design, setup and on-going function of the group</li> <li>• Provide a monthly review and update to both Patient and Carer council and to our wider Trust via the intranet.</li> </ul>			
<p>The Trust aims to increase <b>participation and feedback from seldom heard voices</b> within our community, and from the people we deliver services to.</p>	<p>Despite the demography of Kent and Medway being predominantly White British, there are also residents of Kent and Medway who are from other ethnic groups and those with other protected characteristics. Within Kent and Medway there are also pockets of</p>	<ul style="list-style-type: none"> <li>• Seek executive agreement and funding for a trust lead for equality, diversity and inclusion and actively recruit to post.</li> <li>• Use KCHFT Staff Networks to assist in the approach to engagement and participation with the wider community.</li> <li>• Draw on knowledge and expertise of KCHFT staff, especially in Public Health teams.</li> <li>• Introduce Patient Experience Volunteers to capture patient feedback</li> <li>• Focus on engagement with BAME patients in light of COVID-19 and how best to support and engage</li> </ul>	SM	1	

	<p>social deprivation, Roma communities and those of no fixed abode. Gaining participation and feedback from a cross section of our community will ensure voices of all groups are represented.</p>	<ul style="list-style-type: none"> <li>• Develop closer links with local patient and carer networks, community groups, research groups and third sector organisations.</li> <li>• Ensure frontline staff identify ethnic origin and equality monitoring on assessment and admission of patients to their caseload</li> <li>• Use this data to engage with a wider range of patients we serve to shape and develop services which are relevant to all.</li> <li>• Introduce Focus Groups across a wide range of communities we serve by liaising with the voluntary sector, other healthcare partners.</li> </ul>			
<p>We will work with our staff and partners to provide <b>a compassionate and positive outcome for patients, their families and carers</b> who have raised <b>a concern or a complaint</b> about their care.</p>	<p>Our complainants will feel:</p> <ul style="list-style-type: none"> <li>• Confident to speak up and know that their care will not be compromised by raising concerns or making a complaint</li> <li>• They will receive a timely compassionate response at all stages of the process</li> <li>• They will be kept informed throughout</li> <li>• Their views are acknowledged and taken into account</li> <li>• Their concerns and complaints will be resolved quickly and simply and in line with our policy timescales.</li> </ul>	<ul style="list-style-type: none"> <li>• Re-design a programme of Complaints and Patient Experience Training for all new and existing staff members at all levels. The training will be co-designed and co-delivered with patient and carer representatives.</li> </ul>	SM	March 2021	

<p>In order to understand what really matters to our patients and service users, we will implement <b>'Always Event'</b> methodology across the Trust, gaining engagement from clinical frontline staff to own this as part of everyday patient care.</p> <p>Always Events are those aspects of care that should always occur when patients interact with healthcare professionals. An Always Event ensures patients, carers and health professionals work together to decide what the important issues are.</p>	<p>This is tried and tested methodology and improves patient experience and also staff experience.</p> <p>It is an innovative person-centred approach to quality improvement that can optimise experiences of care.</p>	<ul style="list-style-type: none"> <li>• Establish links with Always Event National programme, gain access to the toolkits and webinars, and ensure webinars are watched by key staff and patients delivering training</li> <li>• Establish pilot teams to train in the Always Event approach, run training event to generate ideas for Always Events.</li> <li>• Using Always Event methodology to find out what matters to patients, carers and families.</li> <li>• Using the Always Event toolkit, plan and test the methodology.</li> <li>• Link closely with Service Improvement and QI teams to roll out Trust wide.</li> </ul>	SM and SP	September 2021	
<p>We will improve our communication and engagement with <b>bereaved families</b>, relatives and carers.</p>	<p>Families, relatives and carers of patients who have died whilst in our care will feel supported by our organisation and will be able to provide us feedback on our care.</p>	<p>By implementing the set of guiding principles and best practice set out in the 'Learning from deaths Guidance for NHS trusts on working with bereaved families and carers' by:</p> <ul style="list-style-type: none"> <li>• Developing a clear Policy for engaging with bereaved families, relatives or carers.</li> <li>• Encouraging and seeking feedback on the care provided by implementing Bereavement Survey.</li> <li>• Develop written communication from the trust offering condolences and providing a point of contact where families can raise concerns.</li> <li>• Provide written guidance for staff.</li> <li>• Provide written guidance for the recently bereaved which includes information following bereavement.</li> </ul>	SM and EOLC team	December 2020	
<p><b><u>Quality Priority 2020-2021</u></b></p> <p>The Trust aims to make it easier for children, young people and adults with a learning disability, autism or both to give feedback, raise a</p>	<p>We will understand what matters to children, young people and adults with a learning disability, autism or both who use</p>	<p>Fully implement the requirements of the "Ask, Listen, Do Project":</p> <ul style="list-style-type: none"> <li>• Nominate an Ask Listen Do Champion for the organisation.</li> <li>• Provide training for PALs and Complaints Officers in communicating and taking complaints/concerns from</li> </ul>	SM	March 2021	

<p>concern or make a complaint.</p>	<p>our services and are able to work with them to implement improvements and to plan and redesign our services to meet their needs.</p>	<p>people with learning disabilities.</p> <ul style="list-style-type: none"> <li>• PALs flo page and public website are updated to highlight clearly that the PALS leaflet is available in easy read, large print and audio.</li> <li>• Promote audio PALs leaflet, available on PALs page on public website.</li> <li>• All services make Easy read and large print PALs leaflets readily available in locations.</li> <li>• Ask Listen Do specific feedback, concern, complaint forms to be made available in paper form, displayed in locations and available electronically on public website, alongside current contact form.</li> <li>• Share awareness raising films.</li> <li>• Promote awareness of Ask, Listen, Do with LD Champions.</li> <li>• Paper version Sexual Health service Apple Tree survey to be made available to all relevant clients. Survey to be offered to people at the end of their appointments.</li> <li>• Sexual Health service Apple Tree survey to be made available online, to include audio</li> <li>• Responses to complainants to be offered in audio format, easy read and Makaton. This offer as a method of response to be included in the acknowledgement (i.e. letter, email, telephone call).</li> <li>• Determine what measures will be monitored and how they will be measured so that we know we are meeting the requirements of the project.</li> </ul>			
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