

The Children's Trust

Focusing on Quality

CHKS Ireland Conference, Dublin



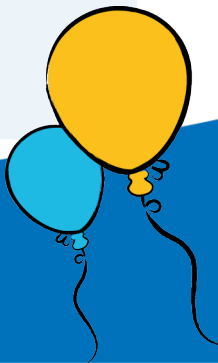
Dalton Leong, Chief Executive

A bit about us

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability. We work with children and young people aged 0-18 from across the UK with acquired brain injury (ABI), neurodisability and complex health needs

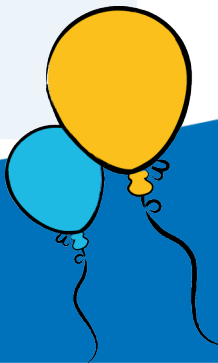
Our core services include:

- Brain injury rehabilitation
- Step down from hospital to home (long term ventilation)
- Specialist assessment and clinical support in the community for children with acquired brain injury (Brain Injury Community Service)
- Special education (residential and non-residential) in the early years provision
- Short breaks
- Online information and support (BrainInjuryHub.co.uk)



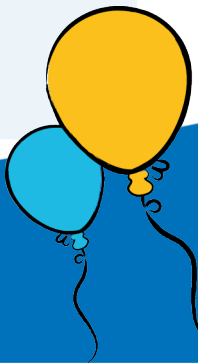
Why CHKS?

- Aspired to embed a culture of continuous improvement
- Assist in ensuring we are competitive and sustainable
- Protect long term future
- 'Quality' marketing tool
- No national accreditation programme for quality within healthcare settings
- Reassure commissioners of the quality of our work



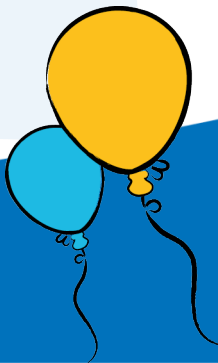
Getting started

- Senior Leadership Team and Trustees buy-in
- Project Plan – allocating leads to all standards and criteria
- Communication to staff – posters across site and our intranet (The Loop)
- Regular meetings to stay on track



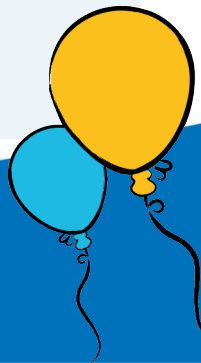
Pain points

- Changing the culture of the organisation to move away from silo working
- Value for Money – Quality is a long term cost
- Investment in training
- No dedicated resource, the team found it challenging to meet the standards and maintain business as usual



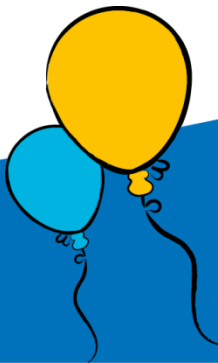
What are the benefits?

- Creating a culture of 'excellence'
- Cross-site multi-disciplinary team approach to work – not just clinical teams
- Embed good practice across the whole organisation
- Accreditation can positively effect:
 - Management
 - Patient safety
 - Culture
 - Clinical performance



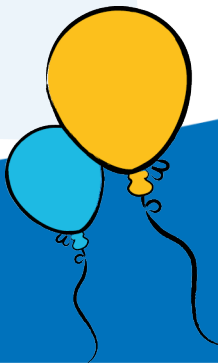
Areas of most improvement

- Integrated governance strategy
- Business meetings and quarterly performance reviews
- Weekly review of incidents to recognise themes
- Participation – interviews, Children’s Takeover Challenge, inspection teams, feedback groups
- Environmental strategy
- Appointed Head of Wellbeing, Development and People Operations



Where are we now?

- CQC : 'Outstanding' in all areas
- Ofsted Care : 'Outstanding' in all areas
- CHKS Accreditation with ISO:9001 certification



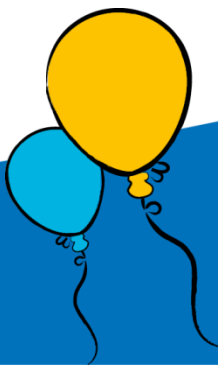
Feedback from our Regulators

“The Children’s Trust provides **highly effective services** that consistently exceed the standards of good. The actions of the organisation contribute to **significantly improved outcomes** and **positive experiences for children** and young people who need help, protection and care.” **Ofsted Care**

“The service had a strong, **visible person-centred culture** and is exceptional at helping people to express their views so they understand things from their points of view. People, relatives and staff were heavily involved in the running of the service. Various methods were used to ensure that their voices were heard including focus groups, online discussions, meetings and surveys. All of these were used to make improvements at the service. There was **joint working with external organisations and professionals** who were invited to open days at the service to gain an understanding of the injuries that people were living with.” **Care Quality Commission**



Our new 'Chief Executive'...



Thank you. Any questions?



thechildrenstrust.org.uk

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