



Annual Quality Account
2020/21
A Summary



Welcome

Welcome to the summary version of our Annual Quality Account for 2020/21, which looks back on a year that was very different to that which we had anticipated.

The impact of COVID-19 is evident in all aspects of our work. However, while this has been a most challenging year, we can also celebrate a range of improvements across a number of areas and we want to take this opportunity to thank our teams for their outstanding work and dedication.

Feedback from local people continues to reflect high levels of satisfaction with our services, which is an immense source of pride and motivation for all of us; however, we recognise we don't always get everything right and want to ensure we keep listening, learning and seeking improvement.

We believe our quality priorities this year (2021/22) will have a meaningful and positive impact in Nottingham and across Nottinghamshire as we continue to work closely and constructively with all of our partners. We look forward to the year ahead and working to deliver for our patients and local communities.



To read our full Annual Quality Account for 2020/21, go to www.nottinghamcitycare.nhs.uk



Michael Williams, Chair



Lou Bainbridge, Chief Executive

About CityCare

CityCare offers a wide range of community health services for both adults and children. Our Children's Public Health 0-19 Nursing Service works closely with Nottingham City Council's Early Help service, providing a range of services from health visiting, breastfeeding support, nutrition, safeguarding and early help, to public health nursing for children and young people aged 5-19. We are also a partner in Small Steps Big Changes.

Our adult community services provide a wide variety of care from nursing and allied health professionals in the patient's own home or clinical setting. These services include community nursing, therapy, urgent treatment and long-term condition management.

Patient and service user satisfaction

3,267

patient survey responses

92%

rated our services 'good' or 'very good'

"I was overwhelmed with everyone's willingness to make sure all my needs were met."

"The health visitors were being so patient and helpful for a new-born. They gave me regular calls for breastfeeding care and a lot of suggestions."

"They make sure they work around us mums and help to make positive impacts on us and our children."

"Quick, friendly, informative, professional staff. Took time to listen and explain everything so you leave understanding what is wrong."



Looking back 2020/21

Priority 1

Improve our medication safety

This priority is important in our drive to provide the best quality, safe care to all our patients across Adult and Children's Services.



What we achieved

- We delivered essential medicine management training for team members across our services.
- We held non-medical prescribing forums covering a number of topics including clinical audit, airways disease and COVID-19.
- We shared medicines management newsflashes on topics including insulin and controlled drugs.

Priority 2

Enhance training for recognising deterioration in patients

This priority supports our fight against sepsis, which is a complex and multifaceted condition that can affect multiple organ systems. It is difficult to diagnose and can present differently in different people.



What we achieved

- We developed and implemented a training package on recognition of sepsis in Children's Services.
- We reviewed Children's Services staff knowledge prior to the training package being introduced and after its roll out. This showed an increase in staff confidence in taking the right actions.
- We improved information sharing with new parents and increased our sepsis discussions with them from birth visits and onwards.
- We increased training compliance in adult community nursing and integrated care homes services.

Priority 3

Promote and raise awareness of services for carers

It is important that we support carers to look after their own health as well as that of their loved ones.



What we achieved

- We improved the support and information that our staff have available for carers, by collating regional and national literature and adding relevant information to our intranet and document portal.
- We added information for unpaid carers to our new website.
- We ensured our staff who are carers have easy access to information through our intranet and by sharing information on our internal news channels.

Priority 4

Build our engagement offer to be representative of the population we serve

To understand and gain the trust of our communities, we must reflect their views in our engagement and ensure we are connecting with all sections of our local communities.



What we achieved

- We have set up a new patient group within Children's Services and recruitment for representatives is underway.
- We have carried out surveys to improve engagement across a range of Adult Services.
- Quality visits are due to restart in 2021/22 and will include Children's Services representation. We have developed processes so that people can take part remotely if they're not able to take part in a physical visit.

For more details on our actions over the year go to www.nottinghamcitycare.nhs.uk

Moving forwards



We have four new quality priorities for 2021/22



Retention of our registered nurses and allied health professionals

We recognise that our staff are our most important asset and we value their work and dedication. It is crucial that we retain the right staff with the right skills to deliver the best patient care.

We will focus on:

- Retaining our experienced, highly skilled registered nurses and allied health professionals.
- Expanding our novice to expert programmes to create opportunities for our clinical workforce.

How we will know if we have achieved our aims

- Review the turnover for registered health professionals in CityCare.
- Evaluation of “test and learn” programmes.
- The number of staff currently in clinical apprenticeships and advanced clinical training roles.



Supporting our young carers in Children’s Services

It is important that we support carers to look after their own health as well as that of their loved ones, giving them as much support as possible to maintain their life chances in what can be incredibly challenging circumstances.

We will focus on:

- Identification of young carers.
- A supportive package, co-designed together.
- Listening to experiences which will shape and design our offer.

How we will know if we have achieved our aims

- Implementation of a virtual support offer.
- Launch of information co-designed with our young people.



Quality huddles

Quality huddles support staff by introducing reflective practice time, allowing teams to consider the care they deliver, with the space and time to discuss challenging and complex cases, and care. This includes areas such as pressure ulcer prevention.

We will focus on:

- Roll out of quality huddles across six clinical services.
- Newly qualified staff.
- Pressure ulcer best care.
- Care planning.

How we will know if we have achieved our aims

- Number of quality huddles taking place per month.
- Survey staff on impact of implementation of quality huddles.
- Reduction in the number of new pressure ulcers.
- Continued stable quality metrics.



Improving the health of the population we serve

Addressing health inequalities is an essential priority for CityCare and all our partners, in particular through the Integrated Care System and Intergrated Care Partnership. In the City as in other areas across the country we have seen a widening in health inequalities during the COVID-19 pandemic and we aim to lead local efforts to reverse this as quickly as possible.

We will focus on:

- Diabetes.
- Vulnerable adults in our community nursing service.
- Working with our partners in our primary care networks.

How we will know if we have achieved our aims

- We will understand our population needs and have targeted work to support the local populations we serve.
- We will be able to demonstrate working with our partners across our health and social care footprints working with the City ICP and Primary Care Networks.



If you would like to get involved in the development of next year's report, please contact the Customer Care Team on **0115 883 9654**, email **tracytyrrell@nhs.net** or write to Customer Care Team, Nottingham CityCare Partnership, Aspect House, Bennerley Road, Bulwell, Nottingham, NG6 8WR.

A full version of our Annual Quality Account for 2020/21 is available on our website at **www.nottinghamcitycare.nhs.uk** or on request by calling **0115 883 9654**.

It can also be found at **www.nhs.uk**. It includes more information on our patient and public engagement, our staff survey results, clinical audit and research, infection prevention and control, and equality and diversity.



www.nottinghamcitycare.nhs.uk



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