

Celebrating Success

from our first QI Strategy

In 2021 the Cygnet Quality Improvement Team was established and our 3 year Cygnet QI launch strategy was created. Over the last 3 years the QI Team have worked tirelessly to develop a culture of continuous improvement across Cygnet. We have achieved this by building an assistive framework to support our teams, developing comprehensive training packages and supporting documents to guide sites through their QI project journeys.

As we enter the next chapter of QI within the organisation we wanted to take a moment to reflect on the highlights and achievements since our launch strategy began.

There is so much to be proud of so thank you to everyone for your hard work, interest and engagement within QI during this time. We are so excited to see what the next few years bring!

Some of the highlights include:

- * 428 staff have been trained as QI practitioners (Level 2) to deliver QI projects
- * 89 sites are QI ready
- * 16 completed QI projects
- * 30 active QI projects
- * 1 Service User led project completed at Brunel

To see our other QI achievements and read testimonials of those involved or benefiting from QI please see the following pages.

Phase 1 - end of 2021

Building Improvement Capability

* Established QI team

* Developed QI hub on MyCygnet

* Created a catalogue of resources to support a QI project

Phase 2 - end of 2022

Establishing Local Improvement



428 staff have been trained as QI practitioners (Level 2) to deliver QI projects

90% of Cygnet has completed Level 1 'Introduction to Quality Improvement'

1 QI project fully led by a service user at Cygnet Brunel with learning shared across Cygnet

89 Health and Social care sites signed off as 'QI ready', including all sites in the South

164 Hospital and Social care unit managers trained as QI sponsors, to lead QI at site level

Co-production of Service User QI training at Cygnet Hospital Bury

Phase 3 - end of 2023

Delivering Sustainable and Lasting Change

1 To keep our service users safe during their time at Cygnet

2 To ensure all care provided at Cygnet is effective and delivered in line with national standards

3 Ensuring Service Users are at the centre of all that we do at Cygnet

Cygnet Brunel

Reducing risk of choking =
Halved average number of choking incidents per month, from 1.9 to 0.8

Chaseways

Social Inclusion for Residents in the Community =
Violence and aggression incidents ↓ **60%**

National

Sensory Strategy =
Violence and aggression incidents ↓

Cygnet Appletree

MDT Communication Flow =
Length of stay ↓ **46%**

Cygnet Hospital Taunton

Active Life =
* Violence and aggression incidents ↓
* Property damage ↓
* Rapid tranquilisation ↓
Discharge to home ↑

Only 2.7% of Service Users engaging had a restraint during the project

Orchards

Community Inclusion =
Promoted team building for residents, forming an improved & more beautiful community

Cygnet Heathers

Service User Review Meetings =
37% Service users who could recall their stage in the Model of Care ↑

Representation at:

- * Regional and Group clinical governance
- * External conferences
- * Provider collaborative QI forums

Quick QI Project

Listening Lounge
Celebrating Success Network

Roadshow
Celebrating Success Network

16 QI Projects completed with learning shared externally and across Cygnet through our Celebrating Success Network events

Cygnet Hospital Beckton

Staff Retention =
Turnover for nursing staff ↓ **30%**

MDT Psychology South

Enjoying Work (RC Psych) =
* 22% Those who frequently enjoy being at work ↑
* 15% Those reporting no symptoms of burnout ↑
* 10% Those highly likely to recommend their team as a place of work ↑

30+ active projects currently being supported by the QI Team

Experts by Experience leading and involved in QI projects, including a healthy eating project at Cygnet Hospital Maidstone

Dr Tony Romero **Group CEO**

It brings me great pleasure to present our reflections at the culmination of our first Quality Improvement Strategy at Cygnet. I am extremely proud of the efforts our Quality Improvement Team have made to develop the quality of our services, along with the outstanding levels of engagement and enthusiasm that has been demonstrated by our staff and service users. Through collaborative efforts and strong leadership, our Quality Improvement Team has achieved remarkable milestones, setting new standards for excellence across every aspect of our service delivery. This success is a testament to our commitment to continuous improvement and ensuring our service users receive the highest standards of care possible.

David Wilmott **Director of Nursing**

As Director of Nursing at Cygnet, I have been proud to witness the tangible improvements in clinical care resulting from the successful implementation of our Quality Improvement Strategy. Our dedicated Quality Improvement Team has gone from strength to strength since the establishment and launch of our Quality Improvement Strategy in 2021. Their commitment to enhancing service user outcomes and to strengthening care delivery processes has yielded remarkable results. Our completed projects demonstrate the power of Quality Improvement and the benefits that can be delivered by adopting a culture of continuous improvement. The efforts of our improvement teams have saved lives and delivered countless improvements that have been replicated across the business to improve the quality of services for all at Cygnet.

Daniel King **Head of Quality Improvement**

As the Head of Quality Improvement at Cygnet, I have been delighted to lead this important work and develop improvement capability and capacity across the group. I am thrilled to celebrate the success of our inaugural Quality Improvement Strategy and to showcase the outstanding achievements that have been delivered by the Quality Improvement Team.

The positive impacts Quality Improvement has delivered across the business is testament to the collective efforts of our team and the enthusiasm and drive from our local services to work collaboratively to deliver improvement using our Quality Improvement Framework.

Co-production has been a guiding factor in our efforts since establishing our Quality Improvement programme and this has been demonstrated through delivery of our service user led Quality Improvement projects and co-produced service user QI Practitioner training programme.

Building on this foundation of success, I am excited to continue to embed Quality Improvement into the culture and fabric of the business, working with our local teams to co-produce sustainable improvements. Together, we will continue to pioneer innovative approaches, ensuring sustained excellence in Quality Improvement and further elevating our standards across the group.

Celebrating success is a key priority from our improvement work, enabling us to share improvements from our improvement projects across the group and with partner organisations across the health system. The huge developments we have made in this area will allow us to fully embed a true cycle of continuous improvement across the- organisation, utilising our valuable data streams to target and drive our improvement efforts.

Stephanie Coxon

Operations Director (formerly Cygnet Brunel's Hospital Manager)

The use of QI has been great in supporting the team to formulate and structure their ideas on service improvement. It has captured some brilliant work, and allowed for clear evaluation and measures of success. We ran two QI projects at our site, one led by staff and one led by a Service User. They both helped to change the service in such a positive way, we were able to present some of the results at the Royal College of Psychiatry and help support other services to grow, not only our own. The QI Team were really supportive with the process and helped to promote the shared learning as a result.

Awa Bah

Clinical Manager and the QI Project Team at Cygnet Hospital Beckton

The Improving Retention QI project at Cygnet Hospital Beckton has been pivotal in improving staff experience, wellbeing and motivation. Through the several initiatives, QI has given us the opportunity to improve staff feeling of connectedness, collaboration and achievement of success. This has improved morale and a sense of community.

Frances Bergin

Operations Director (Health Care) North East of England & Scotland

Working with QI really helped the team focus on the key areas of service improvement for the hospital and supported 'ownership' of the work and outcomes moving forward. Whilst for some staff the tools and processes within QI were unfamiliar, or totally new, the level one and two training gave them the confidence and understanding to apply them in practice. As a result the service improvement work we have carried out is strongly based on measures and outcomes within a framework that enables teams to demonstrate sustainable improvement.