



REPORT TITLE:	Fundamentals of Care Framework		
SPONSORING EXECUTIVE:	Richard Beeken, Chief Executive Officer		
REPORT AUTHOR:	Melanie Roberts, Chief Nursing Officer David Carruthers, Chief Medical Officer		
MEETING:	Public Trust Board	DATE:	7 th September 2022

1. Suggested discussion points <i>[two or three issues you consider Trust Board should focus on in discussion]</i>
<p>Our strategy is ambitious in what we want to achieve as an organisation over the next three to five years. Our “Patient” strategic objective sets that out for our service users. We want to deliver better care to our patients. This means patients being seen in a timely and convenient way, them and their carers feeling respected and listened to, and achieving the best clinical outcome possible for the best value. We want to get the fundamentals of care right for every patient in a holistic way. A fundamentals of care framework will not only drive the action against our “Patient” objective but also help provide much of the evidence to assure us of our quality and safety, as a leadership team.</p> <p>Throughout June, July, and August we have engaged with staff, patients and stakeholders to ask, “what good care looks like to them” and for staff, “what do you need to provide good care” and shared the work to date on the fundamentals of care to gain feedback and ideas to finalise the framework. The clinical Groups in partnership with the Chief Medical Officer, Chief Nurse and her team have held these events. We have also reviewed the following:</p> <ul style="list-style-type: none"> • Board Assurance Framework (BAF) • Priorities for 22/23 • CQC Domains and key lines of Enquiry • Previous Quality & Safety Plan • International Learning Organisation Fundamental of Care Work <p>An Operational Delivery Framework which sets out lead accountabilities and timescales for each workstream is currently in development and will be presented at Quality & Safety Committee for approval in September. The launch is planned for September 2022 and engagement work will continue until then.</p> <p>The attached slide deck provides an update on progress, assurance on alignment to strategic objectives and they key points of the final co-produced framework in which to deliver the fundamentals of care throughout the organisation over the next 5 years.</p>

2. Alignment to our Vision <i>[indicate with an 'X' which Strategic Objective[s] this paper supports]</i>						
<table border="1"> <thead> <tr> <th>OUR PATIENTS</th> <th>OUR PEOPLE</th> <th>OUR POPULATION</th> </tr> </thead> <tbody> <tr> <td>To be good or outstanding in everything that we do</td> <td>To cultivate and sustain happy, productive and engaged staff</td> <td>To work seamlessly with our partners to improve lives</td> </tr> </tbody> </table>	OUR PATIENTS	OUR PEOPLE	OUR POPULATION	To be good or outstanding in everything that we do	To cultivate and sustain happy, productive and engaged staff	To work seamlessly with our partners to improve lives
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3. Previous consideration <i>[at which meeting[s] has this paper/matter been previously discussed?]</i>
Q&S committee August 2022 CLE August 2022

4. Recommendation(s)
The Public Trust Board is asked to:
a. AGREE the principles and framework for fundamentals of care
b. NOTE the further work to achieve
c. AGREE to approve the metrics at the October Quality & Safety Committee

5. Impact <i>[indicate with an 'X' which governance initiatives this matter relates to and, where shown, elaborate in the paper]</i>								
Board Assurance Framework Risk 01	<input checked="" type="checkbox"/>	<i>Deliver safe, high-quality care.</i>						
Board Assurance Framework Risk 02	<input type="checkbox"/>	<i>Make best strategic use of its resources</i>						
Board Assurance Framework Risk 03	<input type="checkbox"/>	<i>Deliver the MMUH benefits case</i>						
Board Assurance Framework Risk 04	<input checked="" type="checkbox"/>	<i>Recruit, retain, train, and develop an engaged and effective workforce</i>						
Board Assurance Framework Risk 05	<input checked="" type="checkbox"/>	<i>Deliver on its ambitions as an integrated care organisation</i>						
Corporate Risk Register <small>[Safeguard Risk Nos]</small>	<input type="checkbox"/>							
Equality Impact Assessment	Is this required?	<table border="1"> <tr> <td>Y</td> <td><input type="checkbox"/></td> <td>N</td> <td><input type="checkbox"/></td> </tr> </table>	Y	<input type="checkbox"/>	N	<input type="checkbox"/>	If 'Y' date completed	
Y	<input type="checkbox"/>	N	<input type="checkbox"/>					
Quality Impact Assessment	Is this required?	<table border="1"> <tr> <td>Y</td> <td><input type="checkbox"/></td> <td>N</td> <td><input type="checkbox"/></td> </tr> </table>	Y	<input type="checkbox"/>	N	<input type="checkbox"/>	If 'Y' date completed	
Y	<input type="checkbox"/>	N	<input type="checkbox"/>					

SANDWELL AND WEST BIRMINGHAM NHS TRUST

Report to the Public Trust Board on 7th September 2022

Fundamentals of Care Framework

1. Background

- 1.1 As we move forward to achieve our Trust Vision and Strategic Objectives of the 3 P's (People, Patient and Population), our People Plan, new Organisational Values: ARC - Ambition, Respect and Compassion, and the Fundamentals of Care will be aligned: reducing inequalities in outcomes, improving patient experience, deliver consistent safe quality care, whilst managing the financial and workforce challenges we face.
- 1.2 By making improvements through the Fundamentals of Care framework we will be creating opportunities to deliver evidence based, patient centred consistent care that provides both excellence and value to reduce harm and achieve our ambition of becoming Outstanding. This requires us to progress from 'Requires Improvement' in Safe, Effective and Well Led, maintain Caring as outstanding, and progress Responsive from 'Good.' This framework will drive us to achieve that goal.

2. Principles of Fundamentals of Care

- 2.1 Fundamentals of care is our flagship clinical improvement framework to achieve our patient strategic objective. The purpose of the framework is to improve basic standards of care and ensure these are owned by all, regardless of role, and applied consistently across the organisation. The principles of the approach are to ensure best practice, to be ambitious to achieve our patient strategic objective, to ensure we deliver this in an interdisciplinary way and to embed continuous quality Improvement.
- 2.2 SWBH Fundamentals of Care is based on international best practice, taking an ambitious and holistic approach to improving patient experience and outcomes. We know that problems in the care basics create wider quality and safety issues in the patient and care system overall; therefore, our approach must be inclusive and consistent across professional groups. We want to restore a sense of pride and aspiration in the care that we give, empowering staff to improve care every day, and provide consistent care across the organisation extending to Sandwell Place and the system.
- 2.3 The Fundamentals of Care is how the interdisciplinary team connects and builds relationships with our patients. It is through these relationships that we can meet, or help the patient themselves, meet their fundamental care needs. This puts the patient at the centre of what we do and will ensure that we are dealing with the things that matter the

most to everyone. The patient needs to be the focus of the care, not just their illness, clinical condition, or treatment plan. This supports the interdisciplinary team to focus on the meaningful aspects of care, alongside the clinical treatment plan.

2.4 Our Framework has three components as outlined in the diagram below:

- Our Trust values
- Seven fundamental care standards adapted from best practice, and shaped with staff and community which will be individualised to specialist areas such as community, paediatrics, theatres etc.
- Six workstreams to achieve our patient objective and bring the change together triangulated with We Assure and We Learn.



2.5 As you can see this links with our Trust values. How care is received is affected by our values and behaviours. The importance of respect and compassion was reinforced throughout our patient engagement with staff and patients. The Trust will be developing a Values and Behaviours framework which aligns the People Plan and Fundamentals of Care

3. Staff, Patient and Carer Engagement

3.1 The framework has been co-produced with patient, carers, staff, and stakeholders. We have held a series of events within the clinical groups led by the Triumvirates and corporate teams supported by the Chief Nurse, Medical Director, and their teams. The team have attended Shine the Light Festivals across Sandwell and held patient and carer sessions. Further sessions are being held through September due to the demand. The

quality Improvement half day topic for September is also Fundamentals of Care. To date over 1000 people have been consulted on Fundamentals of Care.

4. Standards and Workstreams

4.1 The seven standards are what we are planning on achieving and the six workstreams set out how we will achieve this. They are outlined in Annex 1 giving examples of how the Fundamentals of Care projects, such as sepsis, meet the standards and deliver the core workstreams. The workstreams will also form the modules of an accreditation programme which be launched in the first year to assure the Trust we are on track to deliver our patient strategic objective. The programme will incorporate We Asure and We Learn.

5. Recommendations

5.1 The Public Trust Board is asked to:

- a. **AGREE** the principles and framework for fundamentals of care
- b. **NOTE** the further work to achieve
- c. **AGREE** to approve the metrics at the October Quality & Safety Committee

Melanie Roberts, Chief Nursing Officer

August 2022

Annex 1: Fundamentals of Care presentation