

Good and safe care for everyone

Quality strategy 2024-2029



This is an EasyRead version of High quality
care and safety for our communities.

Quality Strategy 2024-2029



North East and North Cumbria



We are North East and Cumbria Integrated Care Board.

These are plans on how we will give good and safe care for everyone.

Our plans



We will be a good place to work:



- Staff will feel able to share and talk about issues.



- Everyone will be included.



- Staff will be caring.



Some of the things we will do:



- We will improve and make sure our plans happen.



- We are kind and caring.



Patient safety:



- Make care safer.



- Learn and get better together.



- Support staff to say when things go wrong.



Some of the things we will do:



- We will work together to make it safer.



- Staff to have training to help them know when something goes wrong and how to report it.



The right treatment and care:

- Giving treatment and care that works to help you.

Some of the things we will do:

- Carry out and check our illness and medicine plans.
- We work with staff to make sure our plans are helping to improve people's care and health

Have good leaders and managers:

- Support our staff to make changes to help patients.

Some of the things we will do:

- Look at our staff's learning needs.



- Support staff to be leaders.



Good experiences:



- We will make sure our staff and services are kind and caring.



- Support people to make their own minds up about their care.



- Make sure our services are given with care and respect.



Some of the things we will do:



- Support for children and young people waiting for mental health services.



- Hear from and learn from people's experiences.



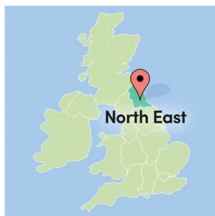
We will make these plans happen by:



- We find out staff and people's experiences so we can get better.



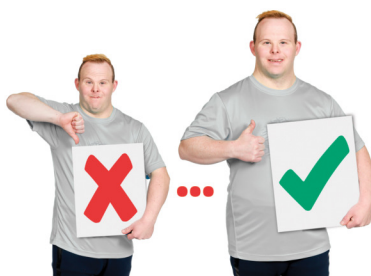
- Making better use of information and sharing it across health and care.



- Working across the North East to and finding out what matters most to people.



- Having good safety systems and plans to make sure we do the same things and we know when things go wrong.



- Keeping learning and getting better.