



# **Our Vision for Communities of Excellence**

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## Our Vision for Communities of Excellence

KMPT is committed to bringing together its expertise, into three clinical communities, which will deliver demonstrable clinical excellence across the range of services provided.

We will deliver accessible, responsive care, with compassion within these communities.

We will work collaboratively with partners and reach into the community, delivering care closer to home for our service users, their families and carers; and our buildings will offer a high quality environment which will enhance the therapeutic experience.



Three communities of excellence

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## Communities of Excellence (1)

Each of our three Communities of Excellence will be underpinned by a “Hub and Spoke” model of care which will allow us to deliver specialist inpatient care to those service users who need a high intensity of support from three main locations – Dartford, Maidstone, Canterbury.

Each of these sites will provide support to our community teams who will work collaboratively with partner agencies to provide high quality community and primary mental health care to the communities we serve.

Unique attribute of a Care Hub	Operating Model	Benefits
S136 Suite	24/7 adult provision	<ul style="list-style-type: none"> <li>Place of safety for service user in a crisis</li> </ul>
Inpatient psychological services provided with close links to IAPT, community care and voluntary sector	Daytime inpatient ward cover	<ul style="list-style-type: none"> <li>Provides integrated care with community sector</li> </ul>
Single point of access for services – referral hub to allow improved care navigation	24/7 – triage and referral management	<ul style="list-style-type: none"> <li>Access</li> <li>Service routing to most appropriate provider</li> <li>More effective crisis response</li> </ul>
Acute Day Treatment Services to allow more effective crisis response	12 hours per day Short term intervention and recovery	<ul style="list-style-type: none"> <li>Access</li> <li>Reduced admissions</li> <li>Improved crisis response</li> </ul>

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## Communities of Excellence (2)

Unique attribute of a Care Hub	Operating Model	Benefits
Multidisciplinary team – Medical (Physical and Mental Health)/ Nursing (Physical and Mental Health), psychological, Therapies, Social Care, Voluntary Sector	24/7 – integrated model of delivery – shared care management – shared care plans and data sharing	<ul style="list-style-type: none"> <li>• Improved physical and mental health management and care co-ordination</li> <li>• Improved condition management</li> <li>• Improved care coordination – crisis response and discharge planning</li> </ul>
Mix of older and younger adult wards	24/7 all age provision	<ul style="list-style-type: none"> <li>• Needs led services – care fits around people</li> <li>• Equitable access</li> </ul>
Clinical governance structure which spans services, to support smooth transitions		<ul style="list-style-type: none"> <li>• Enhanced clinical leadership</li> <li>• Improved interface between service lines</li> <li>• Clear focus on delivering safe and effective services, with support for continuous improvements</li> </ul>
Clinical leadership led by localities for their locality		<ul style="list-style-type: none"> <li>• Improved locality governance across services</li> <li>• Improved clinical management</li> <li>• Service integration</li> <li>• Culture of research and development</li> </ul>

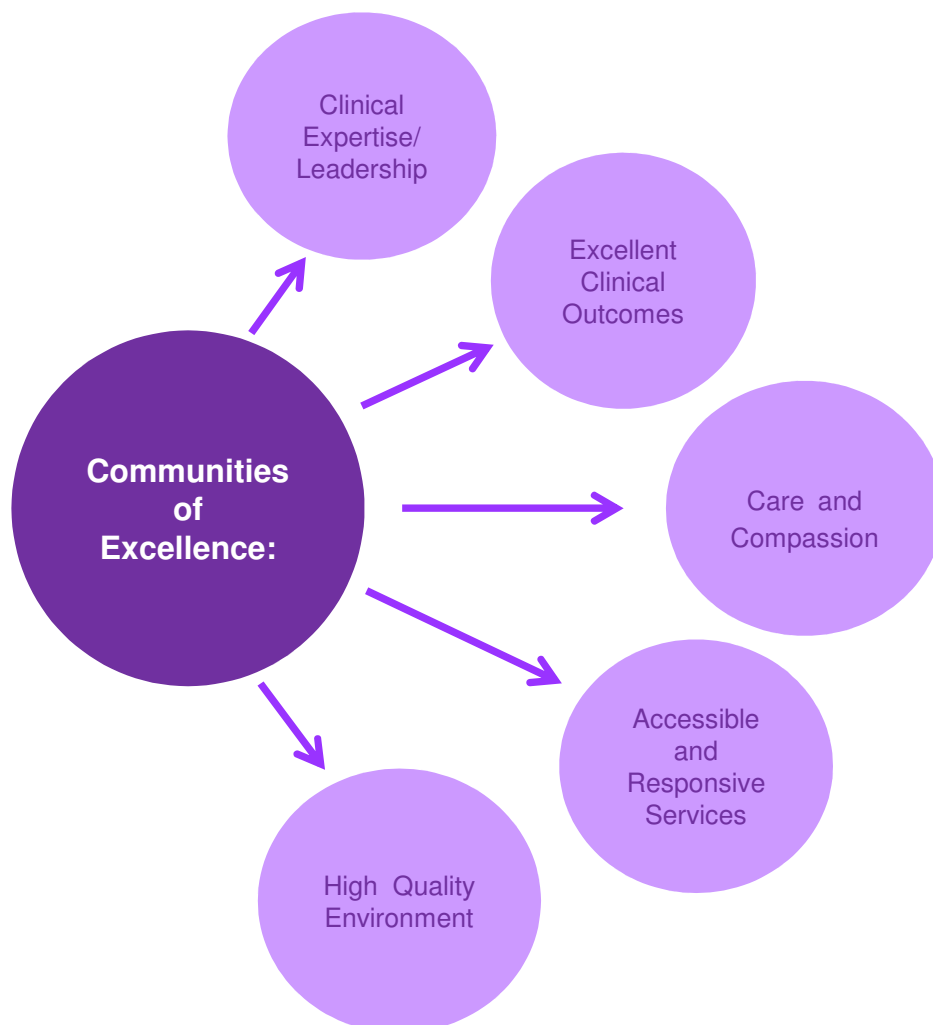
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## Communities of Excellence: Our Philosophy

KMPT is committed to delivering excellence in all that it does through:

- improving service user and carer **access** to services
- implementing a **recovery** based model of care
- implementing **innovative** models of care collaboratively with partner organisations.

Each community of excellence will have a single point of access to services



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## Five components and their benefits

Component	Benefit	Outcome
<b>Clinical Expertise and Leadership</b>	Professionals, experts by experience and partner organisations all working collaboratively within the Community of Excellence catchment and promoting a culture of innovation and research	<ul style="list-style-type: none"> <li>Staff are engaged in local and national research</li> <li>Staff have access to high quality supervision and professional training opportunities</li> <li>People with a lived experience are working within teams and have access to support and training</li> </ul>
<b>Excellent Clinical Outcomes</b>	Provision of specialist, evidence based interventions, underpinned by the expertise of people with Lived Experience	<ul style="list-style-type: none"> <li>Service users and their families / carers own their personal recovery journey</li> <li>Staff provide NICE approved interventions and deliver their part in the care pathway</li> <li>Service users, as staff, provide expert advice drawing on their personal experience</li> </ul>
<b>Care and compassion</b>	Enhanced patient experience through person centred services and co-production, ensuring that service users and their families/carers feel listened to and supported	<ul style="list-style-type: none"> <li>Service users and their families / carers have access to the right staff, with the right skills, in the right place</li> <li>Staff live the Trust values and Service Users feel they are treated with respect</li> <li>Staff are capable, friendly and welcoming</li> <li>Experts with lived experience are core members of the workforce</li> </ul>
<b>Accessibility and responsiveness</b>	Locally led services which are easily navigable by service users and their families / carers throughout their recovery journey and which promote seamless transitions between teams and services	<ul style="list-style-type: none"> <li>Service users and their families / carers receive a timely assessment</li> <li>Person centred Care Plans support targeted interventions and help facilitate a timely discharge</li> <li>Transitions between services are smooth</li> <li>There is input throughout the pathway from primary care, social care and other key partners</li> <li>Partners can access expertise and advice</li> </ul>
<b>High quality environment</b>	Buildings and the surrounding areas which actively enhance the therapeutic experience	<ul style="list-style-type: none"> <li>Buildings are easily accessible</li> <li>Technology is usable and reliable</li> <li>Communication and engagement is facilitated through web based technology and social media is utilised</li> <li>Multiple agencies work together to share key information and infrastructure</li> </ul>