



**NHS**

*Institute for Innovation  
and Improvement*

# The 15 Steps Challenge for mental inpatient care

## Action planning



Note: This slide set assumes that you have completed the ward walkarounds with the 15 Steps Challenge team, have given your feedback and arranged it into a set of improvement actions or ideas.

## **This slide pack covers:**

1. Collating and analysing feedback
2. A model of action planning
3. Ward actions
4. Wider organisation actions
5. Board actions
6. Key basics for action planning
7. Things to consider

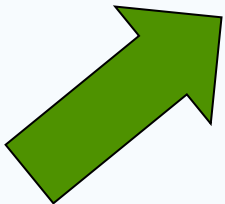
# 1. Collating and analysing the feedback

- The project lead collates all of the feedback sheets/booklets/notes
  - Identifies emerging themes
  - Focus on extending understanding of the nature of the environment and the culture we work in – an analysis
  - Identify how this impacts on service user care
  - Building up a picture over time will enable directorate and organisational analysis of activity and culture
- **Focus on two themes:**
    1. **What actions can be progressed by the ward team?**
    2. **What actions need further strategic input and wider organisational involvement?**

## 2. A model for action planning

Look at the ideas for improvement, where do they fit on this matrix? Prioritise the bottom left corner.

<b>High input/High Impact:</b>  Consider these improvements if you have the resources	<b>High Input/low impact:</b>  These are low priority improvements
<b>Low Input/High impact:</b>  Do these improvements first!	<b>Low input/Low Impact:</b>  These improvements are quick to do



# 3. Ward team actions

## Explore:

- What are the priorities?
- Quick wins to share and do?

## Involving the team in the actions:

- Share the good practice observed
- Ask for volunteers to lead on improvements
- Encourage wards support other areas
- Who else can help? Service users/carers/volunteers/students?
- Develop visible “You said..... We did.....” information boards

# 4. Developing wider organisation actions

- Can the actions identified from the 15 Steps Challenge fit with other existing action plans for a stronger strategic fit?
- If you want to develop a specific action plan following the Challenge, a helpful template is provided in the toolkit.
- Identify others that may need input into any planned actions

**15 Steps Challenge Action Plan**

Date: \_\_\_\_\_ Completed by: \_\_\_\_\_

**WELCOMING:**

Action required	Strategic link	Who will do this?	By when?	Where will it be reported?

**SAFE:**

Action required	Strategic link	Who will do this?	By when?	Where will it be reported?

**CARING AND INVOLVING:**

Action required	Strategic link	Who will do this?	By when?	Where will it be reported?

**WELL ORGANISED AND CALM:**

Action required	Strategic link	Who will do this?	By when?	Where will it be reported?

# 5. Board level actions

**The board member who took part in the 15 Steps gives their report:**

- The board member should tell their story in their own words

**They should cover:**

- Experience of undertaking the challenge and walkaround
- Observations (and how these may have differed from expectations and across the 15 Steps Challenge team)
- Key themes – can these themes dovetail into regular reports that come to board (e.g. Quality/Safety)
- Suggested actions
- Who is taking this forward (usually project /organisational sponsor)
- When it will be revisited (normally at the time of the next walkaround)
- **Be clear what action needs to be owned at board level?**

# Key touchpoints for organisations

## National Priorities

- NHS Outcomes Framework
- NHS Operating Framework
- PM's announcement

## Quality improvements (and QIPP)

- Service improvement initiatives
- Board engagement in quality



## Patient Experience

- Engaging Service users
- Improved satisfaction
- Provider of Choice
- Enhanced focus on service user experience

## Support to regulatory and inspection frameworks

- Pre CQC preparation
- Alongside PEAT
- Others?



# 6. Key issues for action planning



**Take Action**

## The basics:

- Identifying your objectives
- Setting tasks which are achievable & measurable
- Prioritising your tasks effectively
- Identifying the steps needed to achieve your goals.
- Work to a deadline.

## Remember to think about:

Who owns the action? Ensure this is clear!

Where is the strategic alignment?

Are there additional uses of the data and the evidence of action? e.g. evidence for CQC inspections, supporting Productive Mental Health Ward implementation.

How will it be monitored and reported back?

# 7. Things to consider....

- Don't move straight to actions and solutions, we risk approaching solutions from our established mental maps and tunnel vision
- Keep the principle of fresh eyes and perspectives
- Maintain the right mix in the challenge team
- Consider the issues creatively
- Consultation sessions with stakeholders
- Review the actions at an agreed date.
- Revisit the ward walkarounds regularly.
- keep track of the progress and improvements that are being made within the organisation.