

# Six Month Report, April – September 2016

# CLIC

Education and Learning

Cumbria Production System

Leadership

## Cumbria Learning and Improvement Collaborative

*Developing a positive transformation in health and social care across Cumbria and the Morecambe Bay area*

## April – September 2016 at a glance...

**£75,505**  
additional income  
generated

**676**  
Twitter followers  
@CLIC\_Cumbria



**408** attendances  
at...  
**33** CLIC-facilitated  
leadership  
development sessions

*"Mind opening and exceptionally well delivered!"*  
*"Brilliant use of my time - would recommend it"*



**684**  
attendances at  
practitioner training  
organised and  
supported by CLIC

**93%**  
would recommend the  
session they attended to  
a colleague

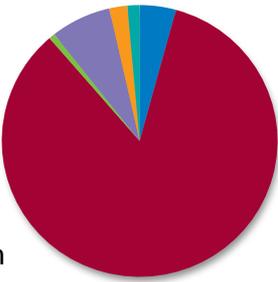
**17.5**  
hours of one-to-one  
executive coaching  
undertaken

**81,525**  
website views



**323** attendances  
at...  
**18** CLIC-facilitated  
development and  
improvement  
workshops

Attendance at  
Cumbria  
Production  
System  
Awareness  
Sessions  
by organisation



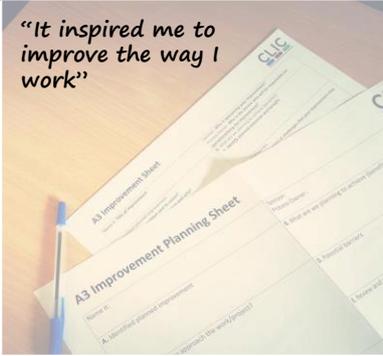
- CCG (6)
- CPFT (119)
- CCC (1)
- NCUHT (10)
- General Practice (3)
- NECS (12)
- UHMBT (0)
- CHoC (0)
- Other (0)



**1,636**  
total contacts with  
staff and the people  
who use our services

**3,514**  
registered website  
users

*"It inspired me to improve the way I work"*



**221** attendances  
at...  
**30** core CLIC training  
sessions

**650**  
attendances at...  
**76** clinical awareness  
workshops for health  
and care support staff

# Success and the 'long haul'

CLIC is busy supporting staff in every sector to grow their **practical skills in improvement** and in **leading a learning culture**, whilst we have also been **nurturing the organisational development plan of the Success Regime**. Our third priority has been sharing with and helping the emerging Bay Area collaborative. Finally, we have kept an eye on IHI's advice: 'stay vital for the long haul'. The practical effects of our emerging continuous improvement ethos will take time to flourish and yet the pressures on our members across General Practice, community and hospital services are unrelenting. We see great examples of improvement in action every day and our focus is firmly on spreading success.

Following on from last year's successful Clinical Nursing Skills Training Programme for Registered Nurses, we secured over **£212k** in additional funding from Health Education North West to deliver clinical awareness training to Health and Social Care Support Staff across all sectors of the health and care system in Cumbria. Workshops aim to empower staff and increase confidence around: falls prevention; skin care and pressure ulcer prevention; medicines; diabetes; and communication.

Since April, the team have delivered **76** workshops to over **650** delegates. In addition, the team offer a follow-up visit to organisations to support staff and managers embed the best practice discussed during the workshops. The feedback has been extremely encouraging and emphasises the crucial role Health and Social Care Support Staff play in improving the care of people who use our services.

In September, we co-produced and launched our Movement for Improvement, which has brought together over **150** improvement practitioners from across the local system. This network exists to encourage improvement activity at all levels, building relationships so that individuals can support each other and access greater expertise where required.

Also a focus for us over the last six months has been strengthening the team to further develop and deliver the Cumbria Production System (CPS) workshops, and we now have **3** fully accredited practitioner leaders (with **3** more in training), over **10** awareness leaders, and many more associates who contribute their expert skills.

Since April, our activity has included the delivery of **18** CPS sessions and the facilitation of **18** improvement workshops (with tailored training and development for SROs), reaching a total of **473** staff.

In May, a member of the CLIC team received training in the Relational Coordination approach to developing positive team dynamics, ultimately as a way to improve outcomes for the people who use our services. Relational Coordination focuses on 7 elements, which include: shared knowledge; shared goals; respect; and communication that is timely, frequent enough, adequate in content, and problem solving in focus. The evidence of improved outcomes includes **reduced lengths of stay, reduced costs, and improved staff and service user satisfaction**. As yet, this approach has not been used in the NHS.

The first work areas to utilise this approach will be the Eden discharge to assess pathway, and the east urgent care pathway for swollen legs. The team was also successful in an application to the Health Foundation, and has been awarded a grant of nearly **£75k** to use this approach in mental health crisis teams and cancer multidisciplinary teams.



*Our objective is to help you succeed – we are all CLIC*



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