



Our Quality Promise 2024-2029

Summary Version





Introduction



Our Quality Promise to you is:

'Safe, Kind and Outstanding Care for Everyone'

Our Quality Promise describes our commitment to children, young people, and families – what they should expect from us, whenever and however they receive care.

It supports the Trust's **Caring Together** strategy and our shared purpose of 'providing a healthier future for children and young people'.

We are guided by our **we care** values: Compassion, Accountability, Respect and Excellence. This is how we do things at Sheffield Children's.

We have engaged with hundreds of children, young people, families, colleagues, and partner organisations who have helped develop our Quality Promise to you. We have listened carefully to personal stories and feedback to ensure our Quality Promise feels personal to you, and really captures what matters to children, young people, and families.

We have reviewed the national evidence about how 'quality' is defined and what outstanding quality looks like, and we have reviewed what we already do well and where we need to improve.

We know that there will be times we make mistakes and we have listened to some heart-breaking experiences from children, young people, and families. At the centre of this promise is a commitment to listen, to be open and transparent in our learning, take action and to continuously improve.

We know that we can only deliver our Quality Promise through a culture where everyone feels safe and with a workforce that represents the rich diversity of the populations we serve. Our People and Culture work is therefore essential to our Quality Promise.

Thank you to everyone who shared their experiences to guide the development of our Quality Promise. For the full version please visit www.sheffieldchildrens.nhs.uk/qualitypromise or scan the QR code below.

Thank you



Ruth Brown
Chief Executive Officer
Sheffield Children's NHS Foundation Trust



Safe care



Our promise:

"You can trust us to keep you safe"

We will:

1. **Listen and learn** from our children, young people, parents and carers. We will work in partnership with them, understand and act on their needs, and work with them to deliver safe care.
2. **Deliver safe care everywhere** – in people's homes, in the community and on our hospital sites. We will have:
 - The right levels of staffing, with the right skills
 - High levels of cleanliness and hygiene
 - Equipment that always works well
 - Up-to-date clinical guidelines
 - Accurate and timely clinical record keeping
 - Digital tools to keep you safe
 - Safe and proper use of medicines
3. Learn lessons from outstanding care, and when things could have been better. A first step is implementing the national **Patient Safety Incident Response Framework**.
4. Protect all children, young people and adults through refreshing our **safeguarding** arrangements.
5. Meet all **legislative requirements** for our care and our colleagues will be trained in their legal responsibilities.



"I feel safe here and listened to"
Child or young person

"Safety is knowing the professionals you are dealing with have read the notes"
Parent or carer

"Safety is complete trust in those delivering care"
Colleague

Kind care

Our promise:

"Kindness is at the centre of everything we do. We will focus on what matters to you"

We will:

1. Ask 'What matters to you?' to make sure we **personalise** care for children, young people and families and **make decisions** in partnership with you.
2. Extend our use of **hospital passports** for people with learning disabilities or complex needs. These tell us about your healthcare, how you like to communicate and how to make things easier for you to receive care.
3. Be **kind and compassionate**. We will do everything we can to put your needs first and learn from your experience.
4. **Reduce the barriers** in accessing care for children and families who experience health inequalities to ensure the best outcomes.
5. **Communicate well** with you, making sure that all our colleagues are able to develop **good verbal and written communication skills**. We will make sure our communication is timely, accessible, and provides you with the right information to support your care.



"It can be really exhausting sometimes getting professionals to understand what I am saying and how I am feeling"
Child or young person

"Staff are lovely, caring and kind"
Parent or carer

"We deliver care with the child at the centre, we have caring staff, we listen to children"
Colleague

Outstanding care

Our promise:

"We will deliver outstanding care, treatment and support to achieve best outcomes for all"

We will:

1. Promise to deliver outstanding care that:
 - Uses the **best available evidence** and standards
 - Delivers the **best outcomes** for all children and young people from all communities and those with complex needs
 - Is supported by **education and training** for our colleagues, wider communities, C&YP and their families.
2. Ensure colleagues have access to **accurate, timely, reliable information about their services**.
3. Answer families' **questions and complaints** quickly and honestly.
4. Work to ensure parity of access, outcomes, and experience, with a particular focus on groups **who experience health inequalities or are at risk of receiving fragmented care**.
5. Deliver the highest standard of **play, education, the environment, and green spaces** to support wellbeing and recovery of our patients and families.
6. Ensure that outstanding care is underpinned by **outstanding systems, facilities and corporate services**. Our corporate colleagues are central to the delivery of our Quality Promise.



"Sometimes I feel like being health literate is essential for getting things to work. It's not fair for people to have to be competent in medical terms to get the best care for them"

Child or young person

"Being moved from the neuro ward to the surgical ward caused unnecessary discomfort due to sensory issues with lights and noise"

Parent or carer

"Good quality is about delivering outcomes that are measured, benchmarked and improving"

Colleague



Our Foundations for Quality



Listen and involve

Our promise:

"We will listen to and involve our children, young people, families and wider communities more"

We will:

1. Foster a **learning culture**, by developing our colleagues' cultural awareness and engagement skills.
2. Listen to the **different communities** we serve and develop our services together.
3. Reach out to children within **educational settings** and find out what matters to them.
4. Develop our **Youth Forum** network to connect with a diverse range of children and young people in their own communities.
5. **Amplify the voices** of our children and families, and will influence on their behalf at local, South Yorkshire, regional and national level.



"I want to be included, I want to be valued and I want to be heard"
Communities

"It's great that we have a Youth Forum who feel confident to share our lived experiences, but all communities need to feel they have safe spaces to talk about their care"
Child or young person

"Go to schools and engage with children from a young age"
Parent or carer

"We should use lived experiences from children, young people, families and colleagues"
Colleague

Quality improvement

Our promise:

"We will learn and continuously improve together with CARE"

We will:

1. Promote our **quality improvement methodology** and approach so that all colleagues are engaged, trained and able to access support.
2. **Innovate and improve** our quality improvement principles and tools, involving children, young people, and families in our improvement work.
3. Identify **opportunities for improvement** through our quality governance and use quality improvement techniques to address them.
4. Connect our quality improvement with our organisational development approach to create a culture of continuous improvement and '**Improve with CARE**'.
5. Recognise colleagues doing **quality improvement** as part of our reward and recognition approach.



"I worry about coming to my appointments at the hospital and at CAMHS. It makes it worse when the clinic is running late and I have to wait for a long time and I don't know what is happening"
Child or young person

"Sam finds blood tests difficult, but the sensory equipment, extra time, preparation and calm demeanour of staff really helped"
Parent or carer

"We need a consistent approach to quality improvement"
Colleague

Culture for quality

Our promise:

"We will create a culture where colleagues can speak up, learn together and improve how we care for children and young people"

We will:

1. Foster a **learning culture**, learning from lived experience, feedback and data, continuously reflecting on, and improving, our care.
2. Support each other to **reflect and process** emotionally challenging events through forums such as Schwartz Rounds.
3. Implement our **In This Together Framework** to develop our culture to **feel safe, team up and keep learning**. To do this we ALL need to **lead collectively**.



"We need to make sure that we talk about how we can create physical and mental spaces where people feel safe to be vulnerable together"

Child or young person

"Treatment between two trusts – better information sharing was needed and transport was poor"

Parent or carer

"It's having the courage to be honest about things when they go wrong"

Colleague

Systems and processes

Our promise:

"We will ensure our processes keep children and young people safe"

We will:

1. Focus on listening to and learning from the experiences of **children, young people, families, and colleagues** to refine systems and processes.
2. **Measure our outcomes** to help us continuously improve.
3. **Communicate clearly**. We will answer children and families' questions promptly and send clinic and discharge letters on time.
4. Aim to see and treat children and families as soon as possible, keeping children and young people **safe and informed whilst they wait**.



"There needs to be a level of accountability for the hospital – patients need to be given expectations for how long they're likely to wait, and they need communication whilst they're waiting"

Child or young person

"[My clinician] was easy to talk to and gave me useful tips and information. The follow-up care has been great. She advocated for us with the GP"

Parent or carer

"I feel there is a gap around the sharing of learning – has the investigation made a difference, more systematically across the organisation?"

Colleague

What's next?

We hope you agree that our Quality Promise has the potential to make real and lasting change in our care for children, young people, and families, in Sheffield and beyond.

We look forward to working together with patients, families, colleagues, and all stakeholders to actively seek feedback on how we are doing in delivering our Quality Promise:

'Safe, Kind and Outstanding Care for Everyone'

If you would like more detail on our promise and the evidence base behind it, you can find our full Quality Promise and more information at www.sheffieldchildrens.nhs.uk/qualitypromise

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