

Clinical Strategy overview

2021-2023



A REAL AND LASTING DIFFERENCE FOR EVERYONE WE SUPPORT

Summary

Priory's three-year Clinical Strategy is based around our Priory Values – striving for excellence, being positive, putting people first, acting with integrity and being supportive.



Our purpose and values

At Priory, our purpose is to make a real and lasting difference to everyone we support.

The behaviours that we aspire to are:

Striving for excellence

For over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide.



Being positive

We see the best in our service users and each other and we strive to get things done. We never give up and we learn from our mistakes.



Putting people first

We put the needs of our service users above all else.



Acting with integrity

We are honest, transparent and decent. We treat each other with respect.



Being supportive

We support our colleagues, our service users and their families when they need us most.



Across Priory, our clinical networks are responsible for service improvement and development, enhancing and unifying existing individual services across the country, and ensuring consistent improvement of outcomes. The following service networks interface with the Healthcare division, Wellbeing Centres and the Adult Care division to support and monitor the implementation of the Clinical Strategy:

- + Acute network
- + Addictions network
- + Brain injuries network
- + Child and adolescent mental health network
- + Eating disorders network
- + Developmental disorders network
- + Personality disorders network
- + Rehabilitation and recovery network

Priory's 2021-2023 Clinical Strategy builds on our service line model, which aims to provide safe, high-quality services, facilitating the best recovery outcomes for our service users, whilst promoting the wellbeing of our staff.





What are we doing?

We are dedicated to delivering consistent high-quality, service user-focused care, ensuring all our individuals in our care are given a voice and remain at the centre of their own treatment. This is informed by the principles of:

- + Representation
- + Co-production
- + Least restrictive practice
- + Meaningful recovery

The safety and wellbeing of those who use our services and of our colleagues, is paramount. This aligns with the renewed focus of the Care Quality Commission (CQC) to reduce avoidable harm, as set out in their publication 'Opening the Door to Change'. Here at Priory we aspire to be open, to effectively report, investigate and learn from any incidents and near misses, with the intention of offering speedy resolution and putting in place improvements.

Priory also has a key focus on diversity and equality, along with growing as a learning organisation. Our focus is on encouraging a psychologically safe environment focused on:

- + Transparency
- + Reflection
- + Openness
- + Candour
- + Sharing of experience across the divisions



Strategy aims

To provide safe and constant high quality care to the people who use our services

Strategy delivery

Service Networks
Wellbeing Centres
and Private Practice

Overarching themes and principles

1. Safety for all
2. Least restrictive care
3. Co-production
4. Evidenced based care and treatment
5. Prevention
6. Recovery orientated practice
7. Equality and Diversity
8. Physical healthcare
9. Partnership working
10. Continuous quality improvement

This diagram sets out the key components of the strategy; we have agreed 10 overarching themes and principles that shape and underpin it.

We are dedicated to developing robust audit and compliance monitoring, informing governance, and quality improvement initiatives. We have invested and integrated significant upgrades to our electronic service user records and we have invested and developed the environments in which we provide our services.

Another key focus is on physical healthcare – Priory is dedicated to creating a healthy and productive environment for both services users and staff, and providing tailored treatment plans, to continually meet the individual needs of our patients.

The strategy also discusses Priory’s Private Healthcare division, which has recently celebrated its one-year anniversary (started September 2020). The division’s vision is similar to above in that it will ensure practice continues to be robust, relevant and meets legal and regulatory requirements. There is also an emphasis on documentation, communication, learning and development, being innovative and ensuring clinical models are supported with a strong evidence base.

The key focus is assuring clinical quality through these aims whilst utilising Priory’s Workforce, Estates and Digital Strategy.



Training

To continually meet the needs of our staff members, a key focus is on training. Our clinical networks identify the skills required to deliver all the NICE approved interventions relevant to them and then ensure staff have all the relevant training. The aim is to ensure all colleagues feel confident, competent and ready to care.

Maximising value from our commitment to apprenticeship training schemes and our career pathways initiative, also epitomises our commitment to the development of all our colleagues over this three-year period.