

Kent and Medway Sustainability and Transformation Partnership

Clinical Vision

Quality of life, Quality of care

July 2018



Quality of life

We focus on people as a whole, acknowledging their contribution to society beyond interactions with the health and social care system. A holistic view of individuals and their communities is central to achieving quality of life, capturing the things which matter most to them.

Prevention is at the heart of our approach, for all people and pathways – recognising the greater scale of impact that we can have by avoiding ill health in the first place, as well as preventing the development of secondary conditions. To achieve this ambition, we aspire to protect the vulnerable and ensure we consider how best to access more geographically or culturally remote groups.

For those with health and care needs, they will be cared for as people rather than conditions, realising that different people will experience the same “diagnosis” differently. We will apply interventions that address the interactions between mental and physical health, social and general wellbeing, and wider determinants of health

In order to achieve our vision within a finite resource and ensure affordability, there must also be understanding from individuals of their needs and acceptance of their responsibilities in managing their own health. For those who will struggle to be able to do this, health and care professionals will help support people to take this responsibility where it is needed.



Promote healthy living, preventing ill health or development of social care needs

- I am empowered to take responsibility for my health and wellbeing, to make the best choices available to me to best look after myself and my family
- I am supported by health and care professionals who understand and are sympathetic to my personal situation in making lifestyle choices when I need it
- The messages and information I hear in the media and the wider community give me the ability to make healthy choices e.g. about eating well and exercising
- If I choose to, and am able to have children, I understand that their future health and wellbeing starts with me and my choices, even before they are born
- I feel confident that there is help in the community that can help me
- I know as a member of the community how I can contribute
- I know what help is out there – particularly in terms of social support and non-medicalised support
- My health and social services have worked with me to develop a plan so I can manage my own healthcare and access help if I need it
- I can speak to someone about physical and mental health concerns



Holistic, high quality support is provided for people, patients, and their families and carers, to help them reach their own health, social and societal outcomes and goals

- When I speak to a health or social care professional they listen to me to understand what is important for me.
- My family and I are supported to meet my health and wellbeing needs in a way which fits as easily as possible into my life.
- I feel like I am treated as a person
- People work hard to understand my situation, so they can help with that, rather than treating only my health symptoms.
- No matter who I talk to, even if they aren't able to help with an issue I have, they know who can help.
- I might talk to a number of different people, but I don't have to repeat my story and it feels as though they are all part of one team to support me.
- As a member of staff, I feel I am encouraged to consider all of a person's health, social and societal needs
- As a member of staff, I know what the available services are and how to refer suitable people into them.



Quality of care

We enable people to access care and support in the right place to manage their conditions and recovery better, at the right time based on need. Because we work in integrated partnerships and provide joined up care and support, we ensure everyone is included and avoid duplication.

We strive to achieve the best outcomes and the highest standards of care by adopting evidence based practice, applying best practice guidelines and embracing research and development. We continually assess our performance, are always learning, including from our mistakes, and make changes to improve.

The health and care system embraces the use of technology. Information is shared across the system and all parties communicate effectively. Our workforce is equipped to provide the best quality of care and support, both in terms of numbers and training to the highest standard.

Individuals take a great deal of responsibility for their own well-being, working in partnership with providers of their care and support, including the use of community resources. By focussing on what is important to the individual, we will avoid over-medicalisation and over-intervention.



People access high quality care and support in the right place, at the right time

- I am directed to the right place for my needs
- I can easily navigate the system, as services are clearly sign posted and are integrated
- I feel able to influence how and when I access services and community resources
- When I need support, the different options are clearly explained and I am supported to understand and agree a joint support plan in partnership
- When I go and talk to different people in different organisations, they are all able to see my record and talk to each other, so I don't need to repeat myself
- I have access to services that are open longer, with more convenient hours
- I can access the best quality care and support for my physical and mental health needs, which is not dependent on where I live
- I am given proactive support to manage and/or recover from my condition so I can lead a healthier life
- Any concerns I have around my health and wellbeing are listened to and addressed as early as possible
- My care and support makes use of innovation in best practice as it emerges



People are empowered to manage their own health and care, with the confidence and ability to do so

- I have the tools which allow me to manage my own health and care, including access to housing support and opportunities for education
- I am not waiting for someone else to sort me out
- I can use technology to access services myself
- I am able to log in online and see information about my health, which lets me better keep track of my care
- I am listened to, involved in and enabled to make decisions about my care and support – no decision is made about me without me
- My care and support is a continuum from healthy living, to self care and involvement in any serious condition care
- I have access to specialised help when I need it
- As a patient I have a great deal of expertise to pass on to other patients
- As a health or care worker I am empowered to have necessary discussions with my patients, such as talking to mothers about smoking

