

Tailored and Responsive Improvement Support Team



How we can work with you

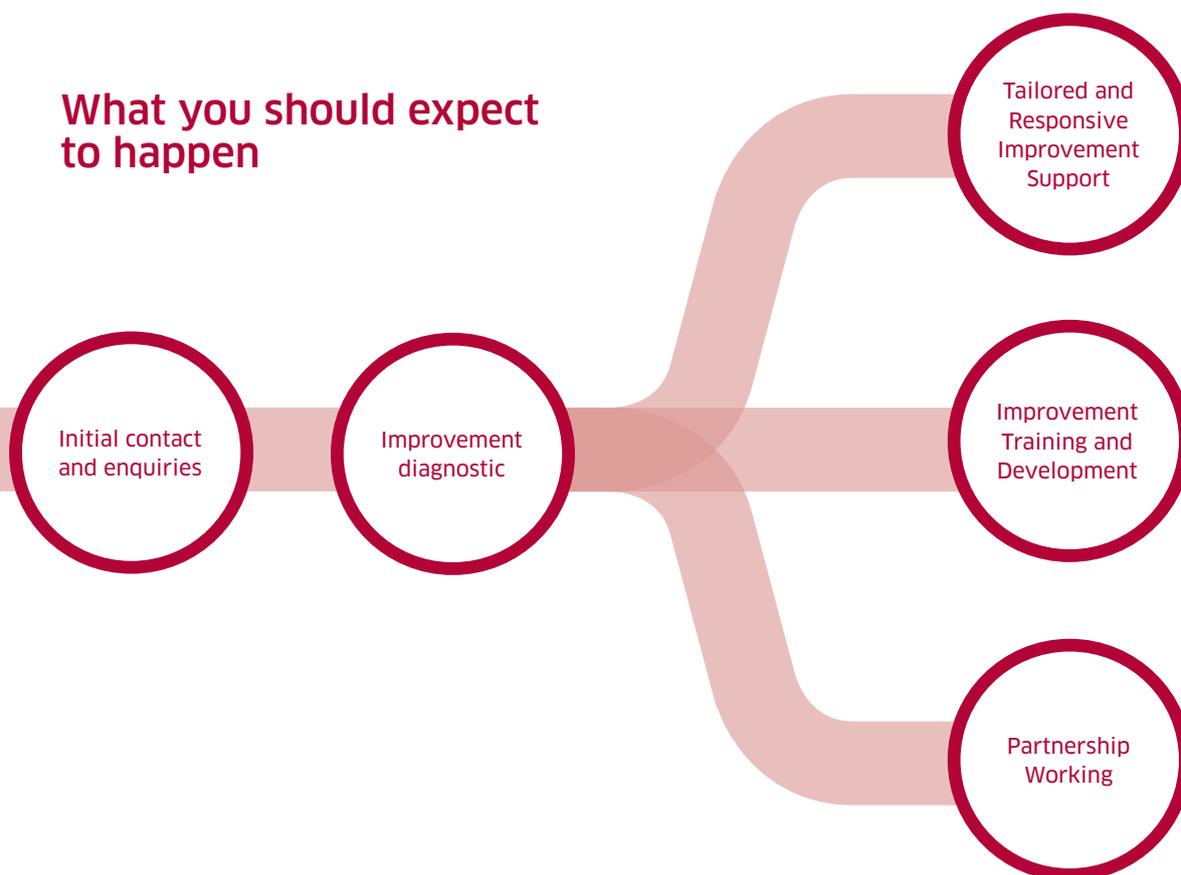
The programme provides flexible improvement support to help NHS boards and Health and Social Care Partnerships address local priority issues. It also provides support to implement key findings from inspection reports.

Our support is not prescriptive or mandatory and will be agreed and delivered on a voluntary basis with partners.

We draw on improvement resources at a national and local level, our support can range from a one-off consultation session through to a longer term package of improvement support. We will work with you to understand what's important to you. For example, this could include support to design, implement, evaluate and measure your improvement support or simply, seek to help you to understand what improvement support you may need. When appropriate we can also bring in other relevant improvement partners and agencies to contribute.

The design of the improvement support available will be discussed and agreed with local partners, taking into account the scale, complexity and urgency of any request.

What you should expect to happen



Initial Contact and Enquiries

If you believe that you would benefit from improvement advice or support to help with your work in health and social care then get in touch. The Tailored and Responsive Improvement Team (TRIST) has access to a wide range of local, national and international improvement contacts, knowledge and information. A member of TRIST will be happy to speak with you and provide advice. This may lead to signposting to connect you with a person, organisation or information source, or an offer to carry out a scoping exercise.

Improvement Diagnostic

Understanding your local conditions - TRIST will carry out a scoping exercise with you to establish whether improvement support, delivered and co-ordinated through TRIST, would benefit your work in health and social care. The scoping exercise will quickly build a shared understanding of your local context, where you're starting from and what you need to achieve. This will be a short exercise and be based primarily on conversation and the review of existing information, data and analysis of your current situation. This may lead to signposting, a referral to other appropriate support or an offer to provide dedicated TRIST improvement support.

You could receive, 1, 2 or all 3 of the following support options.

1. Tailored and Responsive Improvement Support

TRIST can fund, resource, deliver and co-ordinate packages of improvement support designed around your local context in health and social care. The improvement support may take a range of forms, depending on your needs. TRIST's capacity will be prioritised and focused on providing improvement support where there is: strong ownership and leadership; clear, time-defined objectives for the TRIST input; and a legacy plan. Any TRIST support will be regularly reviewed to make sure it is meeting your needs and to agree appropriate next steps. Improvement support may not always be available immediately, and, in these instances, TRIST will provide a sense of timescales and seek alternative options for support in the meantime, for example training and development to prepare the ground.

2. Improvement Training and Development

TRIST will support local efforts to build and develop improvement capacity and capability in health and social care. Any TRIST offer for training and development support will be clearly linked to the existing, local improvement infrastructure and local plans to accelerate change and learn faster. In some cases, training and development will form part of a wider TRIST offer. Where a training and development need is identified, this may lead to signposting, a referral to other existing support or an offer to provide training and development through TRIST.

3. Partnership Working

TRIST is well placed to make connections to other parts of the Improvement Hub and/or improvement partners working on health and social care, for example the Local Intelligence Support Team in NHS National Services Scotland. Where there is an agreed need, TRIST will actively bring partners to the table and help facilitate and fund support that is clearly linked to your improvement needs. Therefore, TRIST may provide a co-ordination role across partners. This may form part of a TRIST offer or a stand-alone piece of improvement support co-ordinated by TRIST.

Contact details

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