

NSCP Strategy 2018-2023

April 2018





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1. Our purpose

To develop healthy communities by providing caring, compassionate and responsive community health services to help people start their lives well, stay well, recover well and die with dignity and respect.

2. Our vision

We will be the local health service provider of choice for people, patients, partners and staff.

3. Our Company

We have identified four key factors which when combined, describe the unique position we occupy:

We are staff owned	We have 750 staff
We are accountable to our staff shareholders	We are one of the largest employers in North Somerset
We are proud of our NHS funded services	We are dedicated to North Somerset
The Care Quality Commission have said all of our services are good	A social enterprise which reinvests to benefit the community

4. Our Services

We offer a wide range of local, community-based, nursing and therapy led health services which provide care and treatment close to home.



5. Our values

We are a values driven organisation. Our values inform our decision making, recruitment processes and the behaviours we expect every day.



Quality:

We provide patients and those who care for others with safe and effective healthcare, at the right time and in the right place. We strive to use the latest practices and continuously improve our approach.



Respect:

We really care about people. We put the needs of patients and carers first, understanding their best interests and listening closely to the views of colleagues before we make decisions.



Partnership:

We can only provide a great service if we join forces with partners across the health, education, social services sectors and community groups, and we use the ideas of patients, carers and our employees to shape the future.



Effectiveness:

By providing quality care efficiently and effectively, we can secure our future success and do more good in the community by investing surplus income and sharing our expertise and resources.



Integrity:

Every action we take is in the interest of improving the health of our community. If we see something we think is wrong, we have the courage to speak up and act.

6. Our social value pledge

As a social enterprise, NSCP is committed to supporting the development of our local communities. Our social value pledge outlines our intention to look beyond the services we provide to work with partners to enable our communities to thrive.

'Together we can achieve more....'

We will promote healthy communities using the power of local people, community groups and social enterprises.

7. Our strategic aims

We have three strategic aims. The determined and focussed pursuit of these aims will help us achieve our vision.

To deliver high quality care by focusing on the needs of all individuals, promoting self-care and supporting people to remain independent.

To create a sustainable and inclusive workforce which is appropriately trained and supported to meet the needs of the people and communities we serve.

To ensure the long term sustainability of our services and company.

8. Our strategic goals

For each of our strategic aims we have identified four goals. Each year we will set priorities to enable goals to be achieved.

To deliver high quality care by focusing on the needs of all individuals, promoting self-care and supporting people to remain independent

- We will continue our journey from being "Good" to "Outstanding"
- We will work with people to help them develop the skills and knowledge they need to care for themselves and remain independent
- We will work with partners
- We will take advantage of technological innovation

To create a sustainable and inclusive workforce which is appropriately trained and supported to meet the needs of the people and communities we serve

- We will ensure staff have the skills and knowledge they need
- We will develop a workforce which focused on delivering excellent health, care and wellbeing outcomes
- We will provide more opportunities for people to take up a career in health and care
- We will ensure our values shape everything we do

To ensure the long term sustainability of our services and company

- We will increase the social impact of our Company
- We will deliver services as efficiently as possible
- We will ensure financial resilience and a positive cash position and not make decisions which threaten this
- We will develop our services by working with people, communities, commissioners and partners

9. How it all comes together



10. Our local context

We recognise the factors influencing our local communities.



11. Our regional context

We play an important role in the wider health and social care economy across Bristol, North Somerset and South Gloucestershire. We are mindful of the factors influencing this regional context in which we operate.



12. Our wider context

We are subject to a range of political, economic, sociological and technological factors which may impact the delivery of our priorities.

Political	<ul style="list-style-type: none">• The future is very uncertain<ul style="list-style-type: none">• Brexit may change employment law, the availability of staff and procurement regulations• Speculation of a general election prior to 2022• No clear vision for the NHS
Economic	<ul style="list-style-type: none">• Reduced funding straining the health & care system<ul style="list-style-type: none">• Eight years of reduced NHS funding• Council funding places strain on care services and in turn NHS partners and risks the viability of 3rd sector partners
Sociological	<ul style="list-style-type: none">• North Somerset is growing and evolving<ul style="list-style-type: none">• Housing growth in Weston, Nailsea & Yatton• Population is growing and ageing• North Somerset has high levels of employment.• Weston College expansion may increase available skills
Technological	<ul style="list-style-type: none">• Technology reducing the need for human interaction<ul style="list-style-type: none">• The use of remote monitoring via wearables is increasing• IT systems are enabling better clinical decision making and patient portals improve efficiency & effectiveness• Artificial intelligence and robots to treat patients