

VISION

2030

NHS

Alder Hey Children's
NHS Foundation Trust



**BRILLIANT
BASICS**

Changing our world
for the better, one
improvement at a time





BRILLIANT BASICS is about making sure that the basics are done brilliantly, every day, and that every one of us is empowered to make improvements, and able to do so without having to tackle drawn-out processes.

Nobody knows our work better than us, the people that are doing it, and many of us will have ideas as to how to make those work-related processes better.

BRILLIANT BASICS is about releasing that knowledge and understanding, and applying it for the

benefit of our services, and for the ultimate benefit of our children, young people and their families.

We've been on quite a journey with **BRILLIANT BASICS**, and it is now established as how we 'do' improvement in Alder Hey. It has succeeded through a

commitment to its principles by all who get involved, and by the brilliant team that supports it. It is gaining an increasing reputation as the benchmark in transforming care and treatment for children and young people. I might add, thoroughly deserved.

'THE JOURNEY' SO FAR. ALDER HEY HAS A LONG HISTORY OF IMPROVEMENT



The continuation of that improvement journey is Brilliant Basics; embedding the principles of improvement into everything that we do. We use those same principles to improve the improvement system itself, not standing still; always striving to be even better.

BRILLIANT BASICS

SUPPORTING A CULTURE OF IMPROVEMENT



Listen



Focus



Be Informed



Empower



Challenge



Data driven



Adapt



Vision

Brilliant Basics Improvement System

There are three elements to our improvement system, each with a key focus that contributes to the whole.

Leading

Developing a style of leadership, at all levels of the organisation, that enables a consistent and systematically applied way to support problem solving and improvement to thrive.

Leader standard work. The Executive team developed and implemented their own set of standards to enable a more specific focus on priority areas, a better grasp on daily safety of the organisation, improved meeting effectiveness and a focus on the voice of children, young people and families.

Developing our leaders to be 'leaders of improvement' is now built into our professional development offer and supported by bringing together leaders for tailored coaching, all focussed on continuous improvement.



Delivering

Brilliant Basics is the architecture for all sizes of change; small every day local changes right through to organisational priorities and strategic objectives.

We have built a shared vision through our updated strategy; Vision 2030. A single integrated plan for the organisation is aiding focus on what matters most.

Data driven decision making and assurance is central to our new way of working to ensure we are on the right track to meet the needs of our CYP&F and organisational priorities. By using the focussed Brilliant Basics approach we have been able to achieve a 20% reduction

in the number of administration and/or prescribing errors across Alder Hey as well as a 20% reduction of incidents causing harm.

We looked at our recruitment processes, widely felt to unnecessarily cumbersome, and using Brilliant Basics, we were able to streamline processes and realise a 62% reduction in time to hire.

A multidisciplinary team of services support Brilliant Basics. They include Improvement, Human Resources and Organisational Development, Freedom to Speak up, and Staff Wellbeing. These services wrap

around teams to support them to make change happen and to make it stick.

Our principles for delivery are focussed on listening to the voice of children, young people and their families and our staff to identify problems and codesigning change that is tested and measured for impact. Our children, young people and their families said "it's just about making it normal to improve". We work together with our Youth Forum to engage on broad ideas and have a robust co-design process that enables us to design new models of care around the needs of our children and young people.

Learning

All staff are provided with an understanding of Brilliant Basics as soon as they join the organisation, so everyone is clear that this is the way we work.

We have a suite of resources supported by a knowledge matrix, so all our staff know what they need to know and do for improvement as part of their role in the Brilliant Basics system.

This is all delivered in a bespoke, flexible approach utilising our online resources, designed specifically to fit in the everyday working life.

This, in conjunction with improvement coaching, helps to embed new tools, routines and behaviours.

“It’s great to see when teams make small and simple changes that have a massive impact on their everyday work”

We also have a group of ‘improvement connectors’; frontline colleagues from various staff groups across the organisation with enhanced improvement knowledge and

skills. They bridge between their frontline team and the central Brilliant Basics team growing and spreading improvement capability and capacity directly to the frontline.

“I became a connector because I want to be able to make a difference to children, young people, families and staff at Alder Hey. I can do that by using the skills and knowledge I have and will learn as a connector to support my team and the organisation to identify opportunities for improvement, develop and implement these and then evaluate them.”

Quote from a member of staff

Nathan Askew, Chief Nursing Officer said:



“Brilliant Basics as an improvement system gives our staff the knowledge, tools and permission to make change. At its most basic level, it recognises that we all need to develop curiosity of how can we do things better for the benefit of children, young people and their families. Its been fantastic to see so many teams making changes that directly improve care and experience. Our USP is that our improvement approach is embedded in to all aspects of the organisation, including how our board and subcommittees work.”

Better never stops; the improvement system is continuously reviewed and improved, utilising the same consistent methodology, to ensure that its fit for the current needs and to ensure we are maximising the benefits desired.

For further information contact brilliantbasics@alderhey.nhs.uk

BRILLIANT BASICS

SUPPORTING A CULTURE OF QUALITY IMPROVEMENT



Focus on what
matters



Follow a
consistent
approach



Dedicated
support

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