

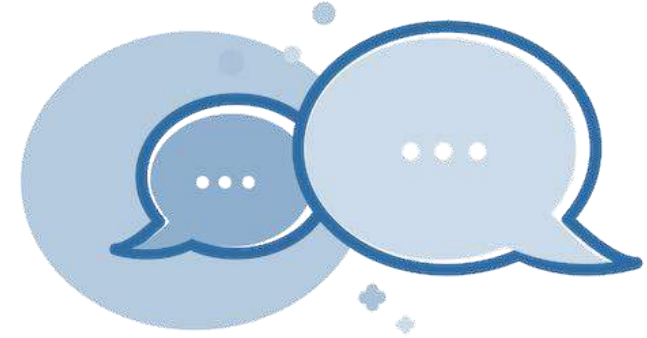


# Improving the Communication and Coproduction of Discharge Pathways with Service Users

Cygnets Hospital Sedgley House and Lodge, 2025

*Improving lives together*

# From Insight to Innovation:



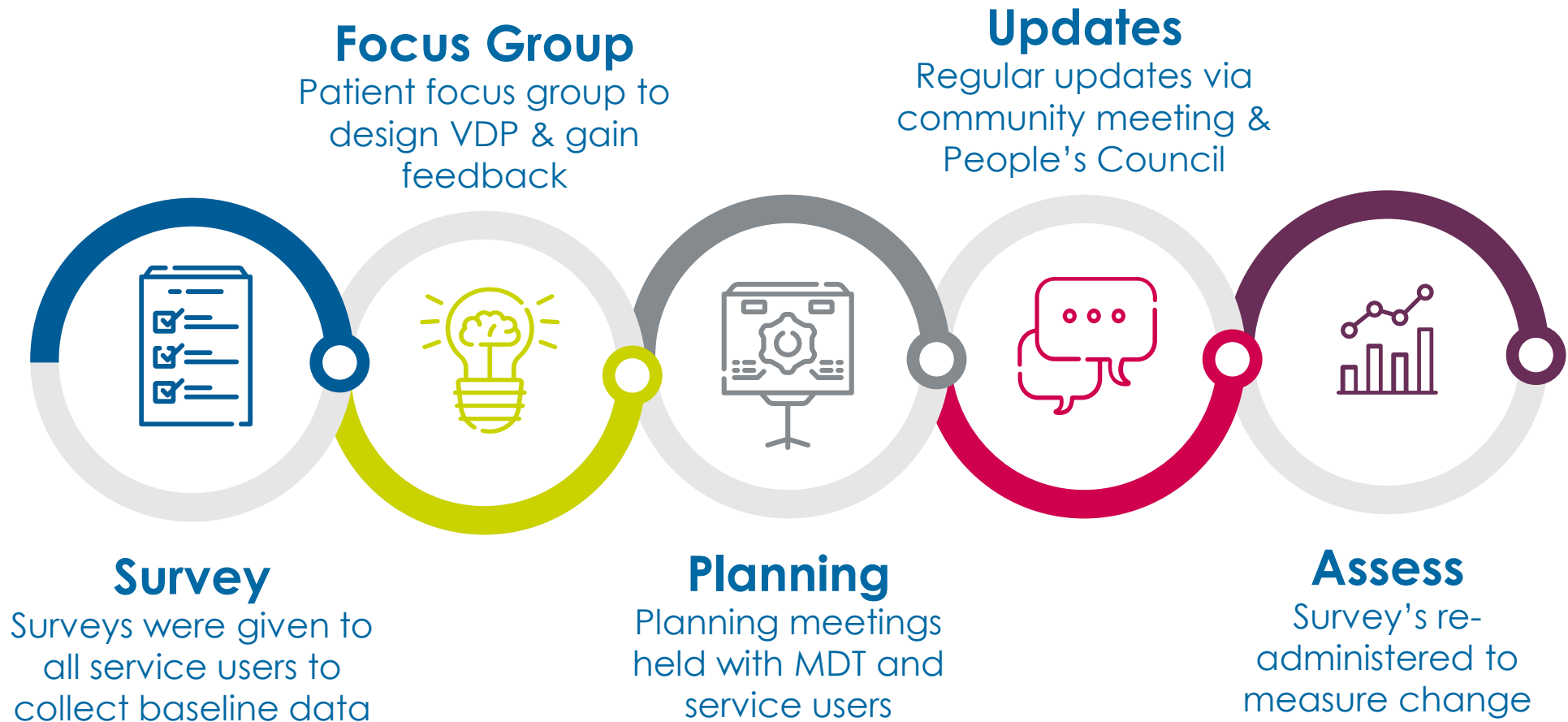
- Patient feedback highlighted a need for improvement in our communication methods.
- They told us that our communication wasn't accessible or collaborative enough.
- So, we responded with a new approach to care.

# SMART aim:

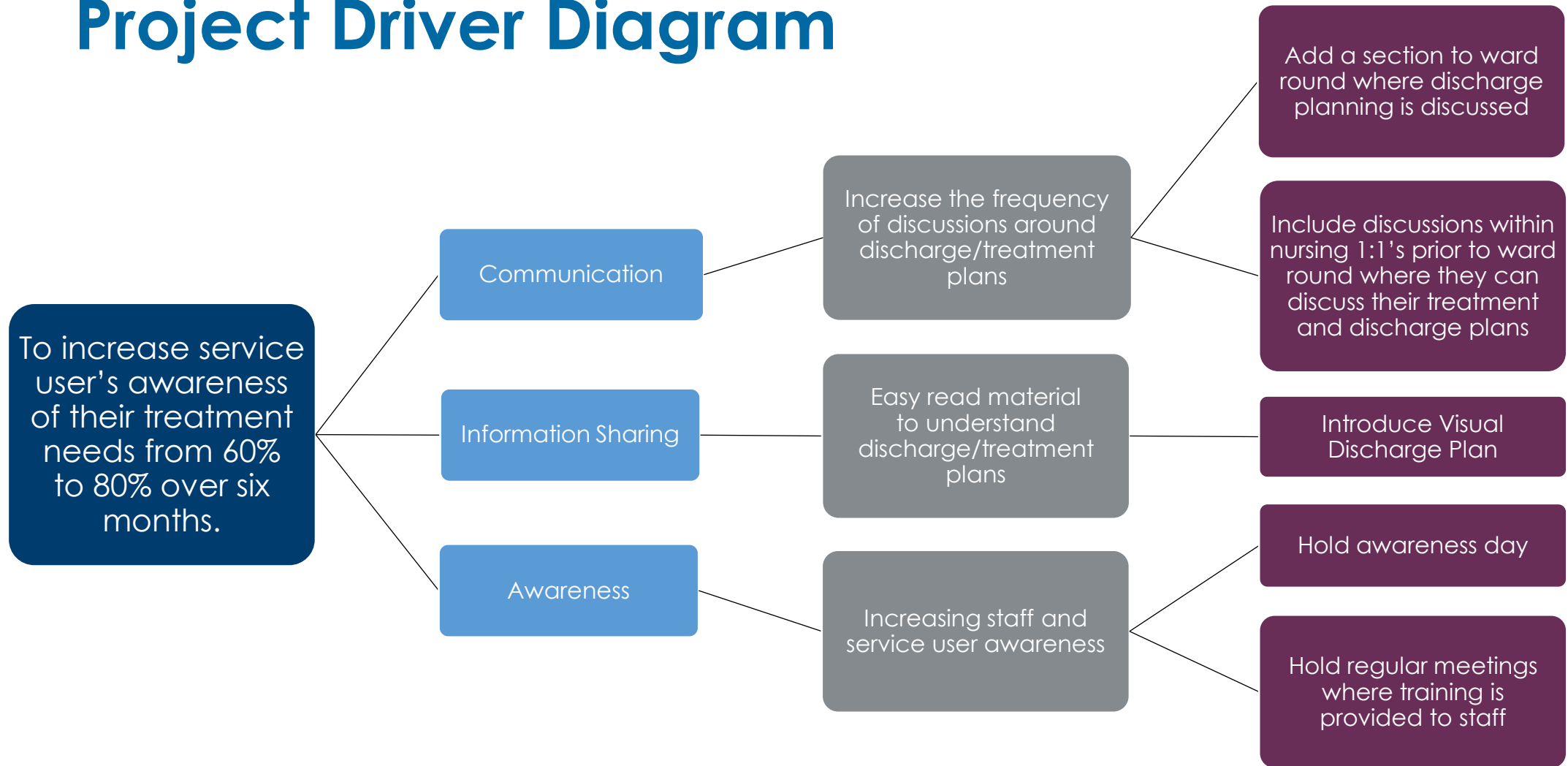
To improve service user's awareness of their treatment plans from **60%** to **80%** over a six month period.



# Planning and Delivery:



# Project Driver Diagram



# Visual Discharge Plan:

**My Care and Discharge Plan**

Name: \_\_\_\_\_

You are here

Assessment & Engagement

Recovery

Consolidation

Transition and Discharge



**Goals**

- First 3 months of admission
- Getting to know me
- Carrying out assessments (e.g., psychology & OT)
- Find out what you like and don't like
- Help to set goals for you



**My Skills**

- This usually takes around 6 months
- My team will support me to learn new skills: e.g., Cooking, Coping Skills, Tutoring
- My team will help me to enjoy life



**My Independence**

- This usually takes around 6 months
- My team will support me to become as independent as possible
- I may learn more skills e.g., self-medicating, budgeting, works programme



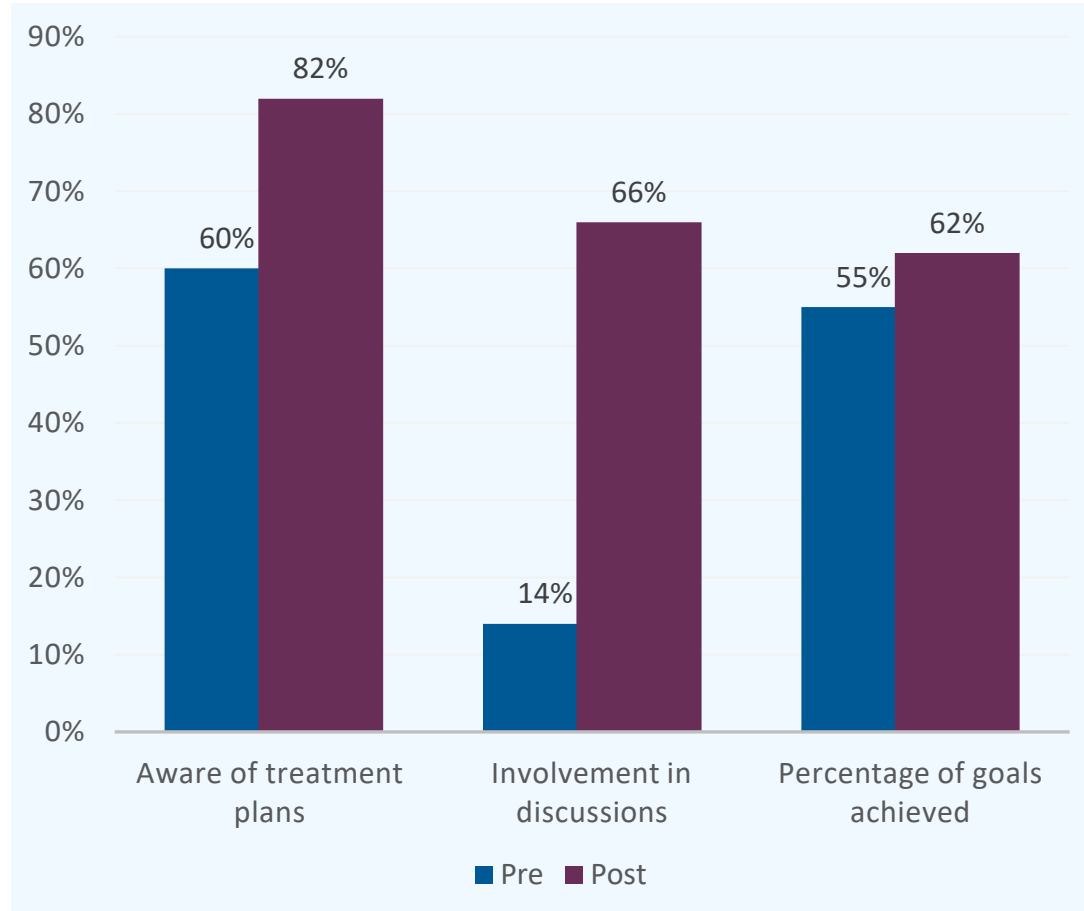
**My Future**

- This usually takes around 3 months
- My team will help to find me a good place to live
- My team will help to find a place to support my needs

Created: \_\_\_\_\_  
Updated: \_\_\_\_\_  
Next Review: \_\_\_\_\_

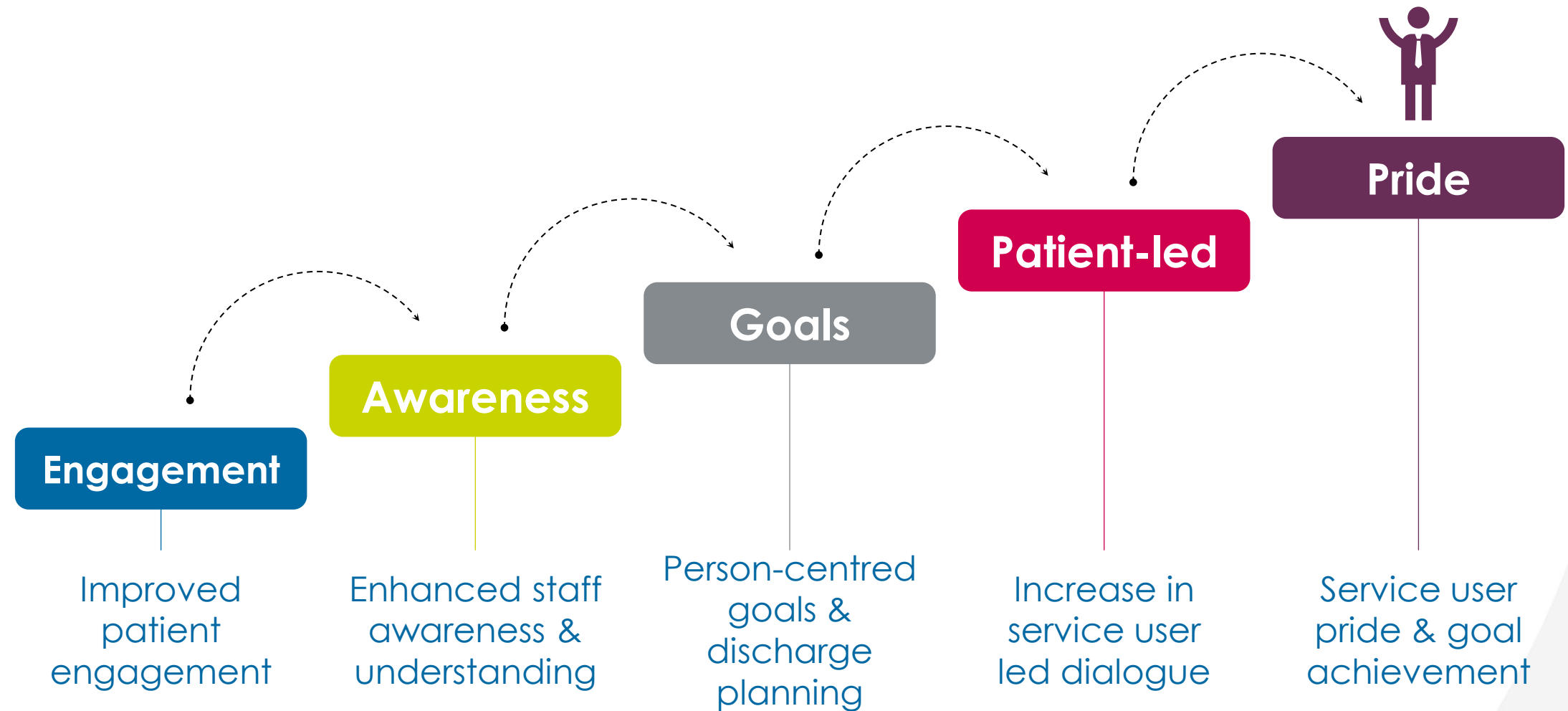
- Service users helped to design a VDP
- This includes adapted and accessible information relating to their care
- Service users are involved in setting and reviewing realistic goals

# Data and Findings



- After only 3 months, service user's awareness of their treatment needs increased to 82%
- 66% of service users now reported being involved in a discussion regarding their treatment plans
- 62% of individuals were achieving their short-term goals

# Impact:





# Thank you

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Care