

What are we doing and why?

A Care Cluster is a classification and global description of service users with similar needs identified following a full needs assessment. All people being seen in secondary mental health services in England should be allocated to a Care Cluster for the duration of their care.

The project was initiated following a significant and sustained increase in the number of unclustered service users. Efforts were initially made to solve the problem using typical support and performance management approaches. However, after almost 6 months there was no improvement.

What has it achieved?

The project achieved the following improvements:

- **Expired Clusters:** Reduction from 20% to below 5%
- **Missing Clusters:** Kept below 5%

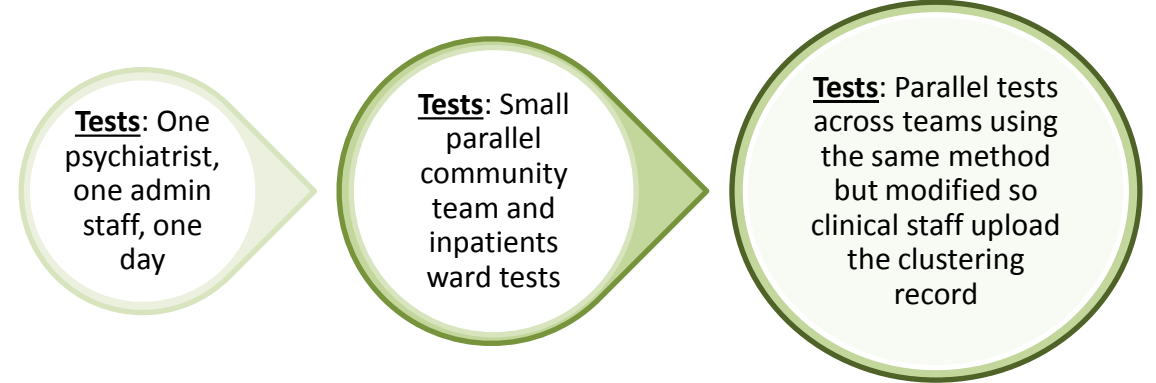
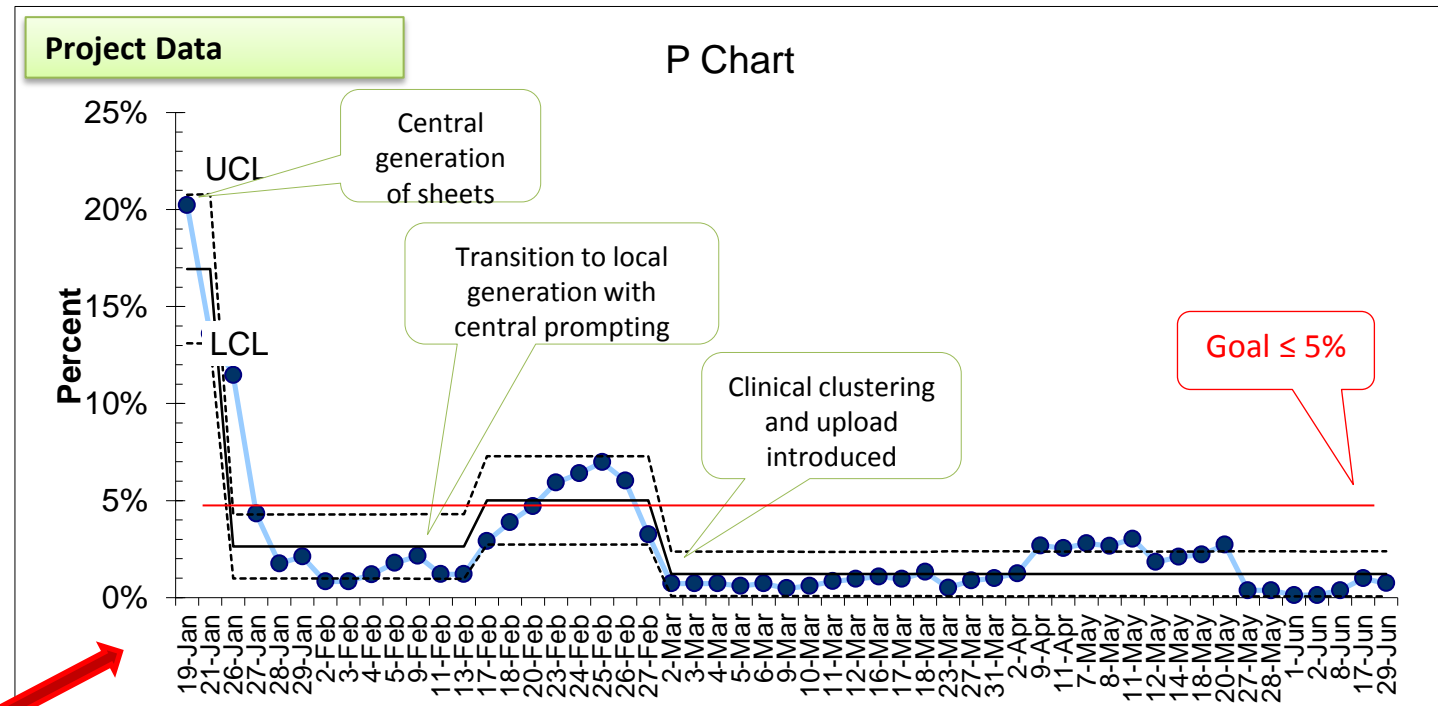
There has been sustained improvement. The system has proved to be resilient over time, through technical problems with the central clustering report and following completion of the project.

What have we done that has made a difference?

Information: Created a MH Tariff Data Entry Sheet which generates a patient list to identify those attending appointments who require clustering, what their last cluster was and space to record new scores and a cluster. Includes data filters for to allow different types of teams to tailor the output.

Process: Local monitoring, generation and input of cluster information by admin and clinical staff using a new tool in Reporting Services

Training: RiO Clustering Guide; Clustering Training



Learning and next steps

Learning:

- Using the Pareto principle (80:20 rule) helped to identify and work with the 20% of teams that were having an 80% effect on missing or expired clusters
- Having a multidisciplinary project team contributed to the success
- Giving teams easy access usable information at the right time

Next Steps:

- City & Hackney directorate agreed to up-scale the project within the directorate to other teams
- The change package was approved for spread to other parts of the Trust