

## 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%

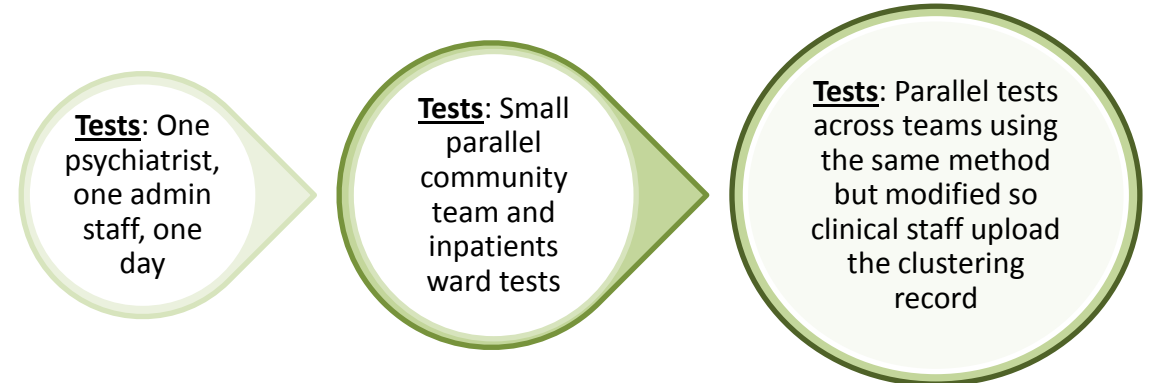
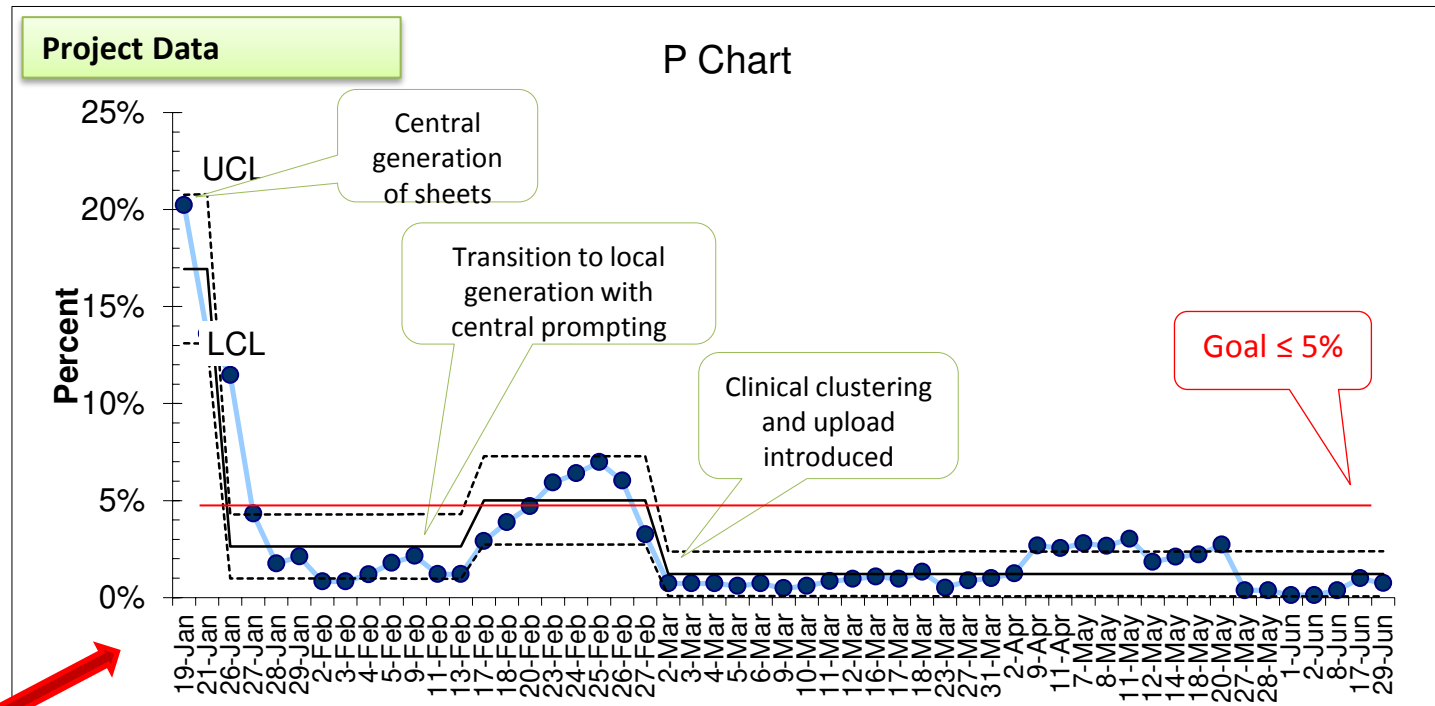
There has been sustained improvement. The system has proved to be resilient over time, through technical problems with the central clustering report and following completion of the project.

## 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