



# Implementing DIALOG+ recovery care plans



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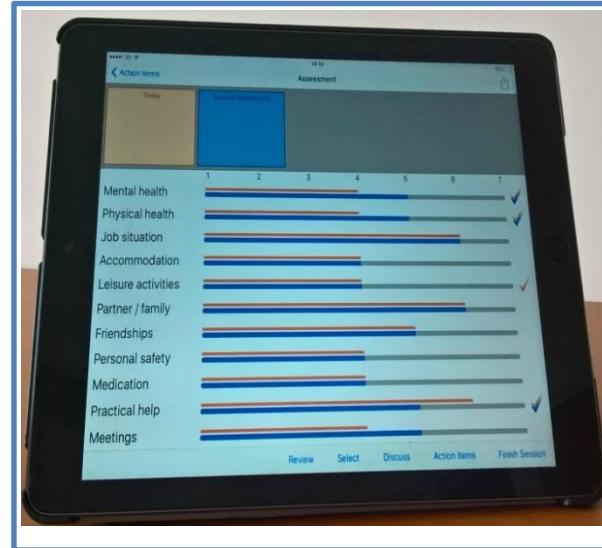
East London  
NHS Foundation Trust

## Aim

There are two main aims 1) to improve staff-rated confidence in using the DIALOG+ section of the new care plan by 50% and 2) to improve staff-rated satisfaction scores with the new care planning process by 50% within 6 months.

## Why is this important to service users and carers?

Ultimately the aim of improving staff confidence and satisfaction with the new care planning process is to improve the experience and quality of care plans for service users. We plan to involve service users who have experienced the CPA process (both the new and old processes). Service users will be invited to groups and events to share their experiences and to generate further improvement ideas.



## Tests of Change

Regular measurement of progress – PSDA 1, 2 and 3!

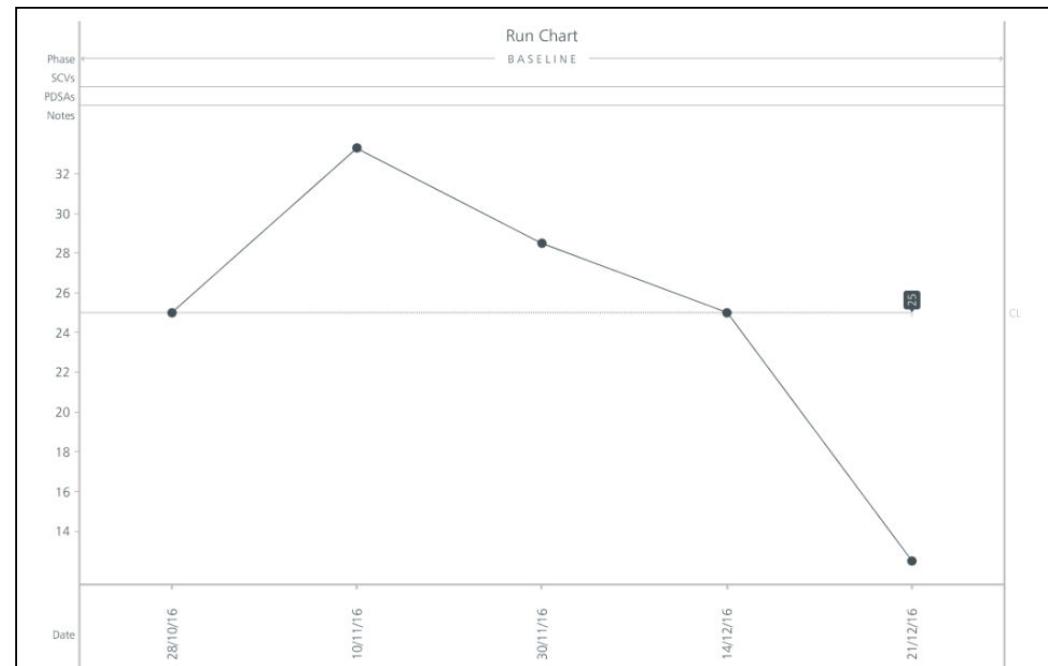
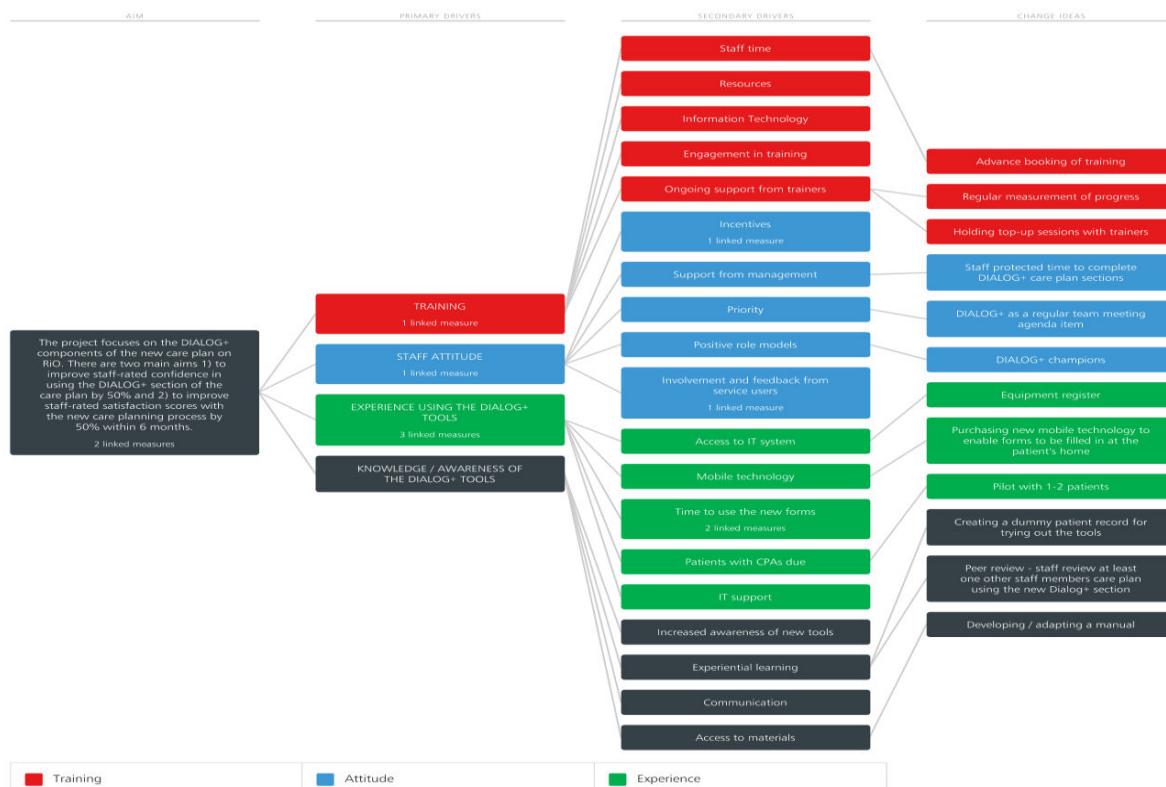
We developed and trialed different ways of measuring staff knowledge, attitude, confidence and satisfaction with the new care plans – this work has informed our process, outcome and balancing measures to be used for the duration of the project:

**PSDA cycle 1** – initial questionnaire for staff

**PSDA cycle 2** – shortened version of the questionnaire,

**PSDA cycle 3** – final version of questionnaire developed, introduction to CPA changes sheet developed and use of protected time to complete measures implemented. .

## Driver diagram



The run chart highlights baseline data relating to the percentage of staff rating themselves as confident with the new CPA process. Currently the 25% feel very confident with the new CPA. Our aim is to improve this percentage of staff rating themselves as confident to over 50% within the next six months.

## Learning

We are currently in the early stages of the project. So far we have completed 3 PSDA cycles leading to i) the development of a short and easy to fill in questionnaire for data collection, ii) introduction of information sheets for staff regarding the CPA changes, iii) regular and routine measurement during staff protected time.

Over the next few months we plan to test out the following change ideas: Top-up training sessions, DIALOG+ CPA champions, developing a manual, peer review – learning from other staff members and using mobile technology to complete the CPA.