

## WE WILL PUT SERVICE USERS AT THE HEART OF ALL WE DO, SUPPORTING EFFECTIVE CARE, RECOVERY AND WELLBEING

Working together with service users and carers we will provide care that service users rate as excellent, supporting people on their personal journey to recovery and wellbeing. We know that getting this right is the most important thing we can do as an organisation and with our partners across Lancashire and South Cumbria. We will constantly seek feedback and demonstrate learning and improvement. We know that to deliver this we must create positive relationships with the diverse people who use our services.

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We are  
LSCft

## **WE WILL EMPLOY AND RETAIN THE BEST STAFF BECAUSE OUR CULTURE WILL BE INCLUSIVE AND A SUPPORTIVE PLACE TO WORK**

Our workforce is our greatest asset. They are key to meeting the significant challenges ahead and are an essential part of designing and delivering future services which will provide high quality care that meets service user and carer expectations.

Our workforce will be equipped with the skills, knowledge and resources they need to create outstanding teams. We want to create a culture that our workforce tells us is supportive, inclusive and that prioritises their health and wellbeing.

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**We are  
LSCft**

**WE WILL DELIVER SAFE CARE AND WE WILL EMBRACE  
AN OPEN AND LEARNING CULTURE, ENSURING WE  
CONTINUALLY IMPROVE**

Our Service Users will experience safe care delivered in high quality environments. We will invest in a safety culture ensuring our staff have improvement skills. We will support and expand our research capability and learn from clinical evidence and best practice.

A hand-drawn rectangular box with multiple overlapping lines in blue and purple, framing the text.

**We are  
LSCft**

**WE WILL RESPOND TO PEOPLE'S NEEDS BY STRIVING  
FOR THE HIGHEST STANDARDS OF QUALITY,  
PROACTIVELY REDUCING HEALTH INEQUALITIES**

Our ambition is to provide the highest quality of services across all our populations that service users, staff and our regulators rate as excellent. We will proactively invest in reducing health inequalities thereby reducing the variation in the quality of services that our diverse communities experience.

As a provider of physical health, mental health and social care services, we will work with partners to provide holistic, prevention focussed, person centred care.



We are  
LSCft



Lancashire &  
South Cumbria  
NHS Foundation Trust

# IN ORDER TO PROVIDE THE HIGHEST QUALITY SERVICES ON BEHALF OF OUR COMMUNITIES, WE WILL ALWAYS COLLABORATE WITH OUR SYSTEM PARTNERS

Our partnership work will focus on the health and wellbeing of our communities maximising community and organisational assets and resources. We will partner at PCN, ICP and ICS levels supporting local delivery of services.

As we operate across the whole of Lancashire and South Cumbria ICS, we are uniquely placed to integrate patient pathways. Our ambition is to be the system leader for commissioning mental health and learning disability pathways in collaboration with our partners.



We are  
LSCft

# WE WILL PROVIDE SUSTAINABLE SERVICES THAT ARE DELIVERED IN AN EFFECTIVE AND EFFICIENT WAY, AT THE TIME PEOPLE NEED IT

We will deliver excellent services in partnership with our communities within the resources we have available.

We will do this through developing new models of care and ways of working that are sustainable in the long term.

Our human, financial and estate resources will add social value in our wider health, social and economic system.

A logo for 'We are LSCft' featuring the text 'We are LSCft' in a blue, sans-serif font. The text is enclosed in a hand-drawn, multi-colored rectangular border with overlapping lines in shades of blue, purple, and green.

We are  
LSCft