



**Kent and Medway
Mental Health**
NHS Trust

Doing well together

Our 5-year plan to support mental health



We are

caring

inclusive

curious

confident

What this is about



This plan explains how we will support people with their mental health over the next 5 years.

We want to help people feel better, keep people safe, and make services easier to use.

Who we are



We are a mental health service in Kent and Medway.

We help people with serious mental health needs. We work in hospitals and in the community. We also work with other organisations to support people.

What we want



We want everyone to get help when they need it, be treated with care and respect, and live well with their mental health.

What people told us



People told us it can be hard to get help. Waiting can feel scary. Communication is not always clear. Services should work better together. People want to be involved in their care.

The challenges



Right now more people need help. Some people wait too long. Services are very busy. Care is not always the same for everyone.



What will be different

We will make things better in five key areas.



Help when you need it

We will make it easier to get help, help people more quickly, and keep people updated while they wait.



Keeping people safe

We will make care safer, learn from mistakes, and treat people with respect.



Better experience

We will listen to patients and families, involve people in decisions, communicate clearly, and support staff to do their best.



Use time and money well

We will spend money on what helps patients most, use better technology, and give staff more time to care for people.



Help people stay well

We will offer help earlier, work with communities and partners, and help people stay well and avoid crisis.



How we will work

We will work closely with other services, listen to patients and staff, use learning to improve, and keep making things better every day.

How we will know it is getting better



We will know things are getting better when more people get help quickly, people feel safe, people feel listened to, people get clear information, fewer people reach crisis, more people stay well, and staff feel supported.



What matters most

People get help quickly. People feel safe. People feel listened to. Staff feel supported. Care is good for everyone.

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Please email kmmh.communications@nhs.net if you would like this leaflet in a different language or format.

Visit us at www.kentmedwaymentalhealth.nhs.uk

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