



# Local Care Direct

## Social Impact Report

### 2024–25



# Making a difference

## an introduction from our Chief Executive



Our 20th anniversary year has provided a great opportunity to reflect on how far both our organisation and the NHS have developed over the period, as well as providing a great incentive for us to look at all that we can become in the future. Our Social Impact Report is always an important document for LCD, as it focuses on the elements of our work that are unique to us as a social enterprise within the healthcare system.

After the launch of our new values at the end of last year, we took time to develop an approach to embedding them in our organisation and defining exactly what we expect them to look like when they are demonstrated in practice, in The LCD Way. This work resulted in the publication of our first staff handbook, which we have circulated to all colleagues and which everyone receives when they come to work with us. It's received really positive feedback from both internal and external stakeholders, and we are very proud of it.

Whilst on the subject of our values and the development of The LCD Way, I am thrilled to announce that we won a national UHUK Award for this work, and you can read more about this on page 13 of this report.

There are lots of other developments outlined within this report. We are especially pleased to have significantly moved forward with our patient safety work in line with the new Patient Safety Incident Response Framework (PSIRF). This agenda aligns well to our values-based approach and we are utilising this common set of principles wherever we can. An important piece of work to develop a solution to issues around palliative care medication has resulted from this approach, which we are sharing as good practice with colleagues across the country.

I hope that you enjoy reading our report this year, and I look forward to seeing many of you at our 20th anniversary event at the John Smiths Stadium on 19 June 2025 at 13:00.

Kind regards,  
Helen Carr  
Chief Executive Officer

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## What is social impact reporting?

We’ve created this report to share information about how our actions, services and performance impact Local Care Direct’s stakeholders, from our colleagues to the communities we serve.

If you would like to know more about Local Care Direct, please email [info@lcdwestyorks.nhs.uk](mailto:info@lcdwestyorks.nhs.uk)

*“The doctor at Local Care Direct in Bradley, Huddersfield, was absolutely amazing. He knew something was wrong straight away, spoke with doctors at Huddersfield Hospital and got an ambulance for me immediately. He listened to everything I was saying and came up with the best plan for me. I’m really happy with the service I experienced as I was able to get the emergency operation I needed.”*  
*Local Care Direct patient feedback*



# How we make an impact

## by caring for people

Between 1 April 2024 and 31 March 2025, 728,196 patient cases came through our services, which were available to 8 million people across Yorkshire and the Humber, and the North East.\* We provided 22 services to help people receive the right advice, care and support in the right place and as close to home as possible. The following information details the services we provided.

### What is urgent primary care?

Urgent primary care helps patients who have an illness or injury that requires urgent attention but is not a life-threatening situation.

### West Yorkshire Urgent Care service

Last year, 255,536 cases came through this service, which operates when General Practices are closed. We provided care via remote clinical triage and consultations, and face-to-face consultations during home visits and in primary care centres.

### Local walk-in services

We provided the King Street walk-in service in Wakefield, where we saw all patients within our four-hour target. We also provided the Urgent Treatment Centres (UTCs) at St George's Centre and Wharfedale Hospital. A total of 97,233 patients visited our walk-in services last year. We also helped deliver the Pontefract UTC.

### Emergency Departments (ED) support services

We provide on-site support to EDs in Calderdale and Huddersfield to help them with patients who attend with a primary care need. Last year, we treated 6,274 patients via these streaming services.

### 24/7 Urgent Dental Clinical Assessment and Booking service

Our colleagues provided remote clinical triage to patients with urgent dental issues and booked them into dental appointments across Yorkshire and the Humber. Last year, we answered and responded to 315,207 calls from patients and cases from NHS 111.

### Routine primary care

We provided cover to General Practices when they needed support during emergencies and staff training, helping patients access routine primary care.

### Supporting people with COVID

Our Covid Medicine Delivery Unit (CMDU) services, which we delivered with Trusts across West Yorkshire and the North East during 2024–25, proactively supported 3,453 clinically vulnerable people with Covid. After we triaged and assessed their eligibility, patients accessed medication that reduced the need for them to go to hospital.

*\*Level of service varies per location*

## Supporting NHS 111 24/7

In 2024–25, all 29,009 patients who called NHS 111 and needed to speak to a GP in one to two hours, were sent to our clinicians, helping to relieve pressure in primary care. We also ran an ED Validation service for patients who completed an NHS 111 online consultation to confirm if they needed to go to ED, signposting them to a more appropriate service if needed, or treating them remotely. Last year, 81% of the 9,737 patients our clinicians triaged did not need to go to ED. They were instead booked into one of our UTCs directly by 111.

## Urgent Community Response (UCR)

Last year, 12,087 cases were referred into our UCR Hub, which provided advanced clinical triage for patients in Calderdale, Kirklees, Leeds and Wakefield. The service aims to help people at home, rather than attending ED. Our clinicians closed cases remotely, booked face-to-face home visits and directed patients to the most appropriate service for their needs. Last year, 91% of people in Kirklees did not attend ED within 24 hours of using the UCR service.



## Working in partnership

In addition to our 22 services, we also supported our partners in the North Kirklees Acute Respiratory Hub at Dewsbury Health Centre. We worked with Curo Health in Dewsbury by providing receptionist cover and room space, to help patients use this service.



# Significant events

## colleague reporting

Between April 2024 and March 2025, our colleagues reported 1,025 significant events. This is an increase of 218 compared to the previous year (2023–24), which had 807 events. All our Health and Safety events are now routinely reported directly on Datix, a system used by the NHS to report incidents and risks.

We share learning on the back of incidents with those involved but also with their wider team to mitigate repeat risks in the future. Learning is also shared through various other internal channels, such as with our Patient Safety Group, in Board reports and colleague bulletins.

Among the reported significant events, a subset was classified as serious concerns – now termed High Profile Incidents. These High Profile Incidents are managed and reviewed through the newly established Incident Review Group to ensure appropriate learning and oversight.

**1,025**

significant events were reported by our colleagues, which is an increase of 218 compared to the previous year.

# Patient safety

## what we are doing

Three workstreams are currently ongoing under the 2024–25 Patient Safety Incident Response Plan (PSIRP): the Palliative Care Group, the Deteriorating Patient Group and initiatives to address inappropriate referrals. Specific actions include liaison between Clinical Governance and Audit and Risk teams with Yorkshire Ambulance Service (YAS) and Commissioners regarding referral practices, engagement with North of England Care System Support (NECS) on the Directory of Services, and direct incident-based discussions with YAS.

The governance framework overseeing incident reviews has been redesigned. The Terms of Reference and membership of the Patient Safety and Clinical Groups have been revised, and the Incident Review Group has been introduced to oversee High Profile Incidents and review deaths. Additionally, the Health and Safety Committee now routinely analyse themes and trends in health and safety-related incidents.

The two Patient Safety Specialists at LCD have successfully completed the NHS England-prescribed training up to Level 4, delivered by the University of Loughborough, further strengthening our capability to manage and learn from safety incidents effectively.

Throughout the past 12 months, LCD has introduced several tools and frameworks to enhance learning from incidents using a systems approach. These include After-Action Reviews (AAR) and the Systems Engineering Initiative for Patient Safety (SEIPS) methodology. Furthermore, LCD has utilised the Just Culture Assessment Framework, shared by the Yorkshire and Humber Academic Health Science Network to assess and align organisational culture in line with LCD's core values.

As part of preparations for the next iteration of the PSIRF, LCD is currently undertaking a review of its incident profile. This proactive measure will ensure that future safety initiatives are informed by robust data and aligned with organisational learning needs.

## **Introduction of overlabelled end-of-life medications** **part of our PSIRF workstream**

This year, as part of our first Patient Safety Incident Response Framework (PSIRF) workstream, LCD via the Palliative Care Oversight Group has introduced a ground-breaking initiative: the provision of overlabelled end-of-life (EoL) medications that can be safely left within patient homes.

This marks the first time in our history that we have taken direct steps to ensure critical EoL medications are immediately available at the point of need, particularly during times when pharmacy access is limited or unavailable.

By proactively addressing one of the long-standing challenges in palliative care, we are directly improving patient experience, enabling timelier symptom management, and reducing distress for patients and their families at the most vulnerable time of life.

This development also stands as a testament to LCD's core values, prioritising patient care, promoting safety and responding innovatively to system-wide challenges.

LCD is proud to lead this important change, demonstrating our ongoing commitment to enhancing quality and safety for all those we serve.



# Reviewing patients' experience through our patient surveys

From April 2024 to March 2025, we received 3,450 responses from patients who used our West Yorkshire Urgent Care service. From those responses, we know that the majority rate their experience of our service as 'very good' or 'good', and we have captured a small selection of their comments below.

Patient feedback is regularly reviewed and shared with those involved, so that we can continue to improve our services and recognise those who have had a positive impact on patients and their families.

*"Fast response, very kind and understanding staff, wonder service. I was treated with kindness and respect and my problem was promptly sorted, thank you so much."*

*"The service was excellent, from the initial phone assessment to the face-to-face appointment. Everybody involved was caring and professional and overall, a very prompt service."*

*"The doctor who saw me was very calm and professional, and he explained everything to me and gave me advice on what to do going forward. I felt as though I had been given enough time and attention. The person I spoke to via 111 was also very helpful and pleasant."*

*"Both the practitioner on the phone and the doctor I saw were very sympathetic and helpful. I had a very delicate problem, but I was dealt with very discreetly and did an amazing job."*

*"I didn't know about this service prior to calling 111. I was really pleased to get a quick appointment and to be carefully checked by the duty GP. He tested, listened and prescribed antibiotics. This addressed my problem and meant I didn't need to contact my GP again. I thought it was all excellent."*

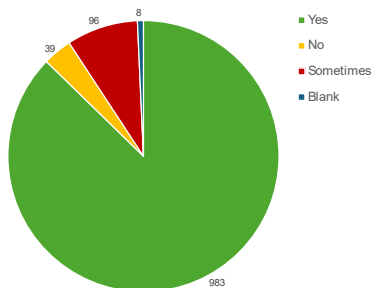
*"The doctor was clear, checked things carefully and gave clear instructions on what to do until an appointment with the appropriate facility was available."*



We share the feedback from all our patient surveys with our Patient Safety Group. For example, the 2024 Q4 feedback from our WYUC service was mostly positive.

- 87% of patients rated the service very good or good.
- 97% of patients said that they understood their care and treatment definitely or to some extent.
- 94% of patients stated that the advice given to them was extremely, very or somewhat helpful.

*Do you feel like you were treated with dignity and respect whilst using our service?*



*Taken from our 2024 Q4 WYUC Patient survey results*

Patients can provide feedback via our website and by emailing our Governance Team directly at [governance@lcdwestyorks.nhs.uk](mailto:governance@lcdwestyorks.nhs.uk)

If you would like to know more about our compliments and complaints process, please head to the "Our Policies" page on our website.



## Responding to feedback complaints and compliments

Between 1 April 2024 and 31 March 2025, we responded to 728,196 patient cases. From this number, we received and acted on 156 complaints from patients, which is 0.02% of cases. We also received and acted on 93 service-to-service complaints and 55 compliments.

When we receive complaints, compliments, concerns, claims and incidents, our Governance Team reviews the information and identifies the most appropriate person to carry out an investigation. Once the investigation is complete, the Governance Team will respond to the individual who provided the feedback, advising on the outcome of the investigation and any action that will be taken. All reports are shared in our monthly clinical governance meeting and reviewed by LCD's Executive Team during the monthly Business Performance meeting to ensure organisational learning is implemented.

# Our safeguarding responsibility

## helping colleagues to keep patients safe

At LCD, we believe everyone has the right to be treated with dignity and respect, and that we should always ensure patients feel safe and empowered to make choices and decisions about their own care when using our services. We are committed to applying 'Think Family' and 'Making Safeguarding Personal' approaches that consider the wider influences on the health, wellbeing and safety of children, families and vulnerable adults.

Everyone at LCD is responsible for reporting safeguarding concerns. This includes sharing information and working alongside multi-agency partners to deliver a whole-system approach that provides tailored support at the earliest opportunity, and which promotes better outcomes for children, families and vulnerable adults. All colleagues complete mandatory training to do this and are supported by our specialist Safeguarding Leads.

# 113

patients who needed additional support were highlighted to our safeguarding leads by our colleagues.



# Freedom to Speak Up

## listening to our colleagues

At LCD, we have several ways our colleagues can speak up. We encourage colleagues to speak with their line manager in the first instance if they have a concern. We understand, however, that their line manager might not always be the most appropriate person – for example, people may have a service, safety or patient concern that needs to be reported on Datix so that it can be formally investigated and reviewed. We also actively promote our Freedom to Speak Up (FTSU) Guardian, who has been specially trained to help colleagues who have a concern.

To support this role, we have developed a FTSU Policy, posters that are displayed across all sites to raise awareness, messages of encouragement from the CEO and Chair of the Board, and mandatory e-learning to help colleagues understand how to speak up. We took this approach because we believe that when colleagues speak up, they are taking a vital step in helping us to improve services for all patients and our working environment. Last year, LCD's FTSU Guardian received and acted on 16 cases, some of which were anonymous. These cases have led to changes across the organisation, and our Executive Committee and Board members all received a report that included a thematic overview of the concerns raised.

# 100%

of our senior leaders, including the Executive Committee, have completed the 'Follow Up' training, and 95% of our managers have completed the 'Listen Up' training.

LCD's Board regularly receives Datix reports (including complaints and incidents), anonymised Freedom to Speak Up reports, actions taken and the lessons learnt.



# Encouraging local communities through fulfilling employment



**Our workforce includes 455 employees and 264 active sessional colleagues\***

We are a proud employer of local people. Between 2024 and 2025, we welcomed 87 new employees. People leave us for various reasons (from embarking on a new career path to reaching the significant milestone of retirement), and last year, 63 employees left Local Care Direct.

We proactively review and adapt to meet our staffing levels and create a sustainable and diverse workforce. This year, we developed six new roles and recruited our first Wellbeing & Engagement Manager.

	Gender*		
Role	Female	Male	Grand Total
Admin/Corporate	63%	37%	54
Call Handler	76%	24%	84
Controller	71%	29%	17
Director	50%	50%	10
Driver	7%	93%	91
GP	0%	100%	5
Nurse	90%	10%	99
Physician Associate	40%	60%	25
Receptionist	73%	27%	70
Grand Total	60%	40%	455

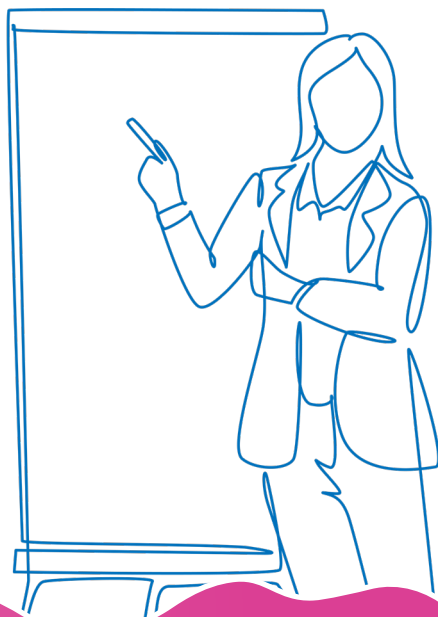
\* Workforce figures are taken from 25 April 2025

# Upskilling people through training and development

We recognise that engagement in learning and skills development can positively impact colleagues' health and wellbeing and create a sense of fulfilment. Keeping our knowledge up to date is key to delivering safe, high-quality services in our local communities. In total, our employees completed 7,281 mandatory e-learning modules last year, which is a 96% compliance rate.

Throughout 2024–25, we provided several learning and development opportunities, such as:

- delivering quarterly Leadership days, where everyone responsible for managing people could learn from external specialists to help them support their teams;
- supporting six apprentices, with three studying at Level 7 which is equivalent to a Master's degree or PGCE;
- helping two UCPs and one ACP to gain their qualification through our LCD training programmes, who are now in post, as well as onboarding three new trainees and supporting two newly employed clinicians;
- delivering suture training and digital nerve block training to clinicians working within minor injury units;
- delivering 11 education sessions, such as 'Management of Burns', 'Handling Stresses in Consultations', and 'Self Care in Urgent Care', which count towards Continuing Professional Development (CPD) hours and can be accessed at any time on our intranet;
- hosting monthly clinical discussion forums and case-based learning for our employed and sessional workforce;
- supporting a clinical educator in completing their PGCert in health professional education, and clinicians to complete the x-ray reporting course;
- supporting the development of a non-medical prescribing forum;
- providing clinical supervision and supporting colleagues with their clinical revalidation; and
- adding four new courses to our online learning management platform.





## UHUK Awards

### workforce gold winner

At LCD, we care about people, and having the right organisational values helps us to do this. In early 2023, just before our 20th anniversary, we began to refresh our values. We wanted them to be shaped by colleagues, so we worked together via surveys, focus groups and events to gather the thoughts and feelings of our colleagues.

The LCD Way project was led by our values champion. We knew that the voices of our colleagues were essential in the development of our new values. We partnered with an external partner, Mprove, who supported with the design and launch of a survey which was launched in September 2023 to all contracted colleagues.

By engaging with colleagues through Mprove and using their suggested engagement approach, we gained rich and insightful feedback, and because of this, our new values reflect the collective voice of our colleagues. The values chosen by our colleagues were 'Kindness and Respect', 'Fairness and Consistency', and 'Honesty and Integrity'.

The feedback has been overwhelmingly positive, with comments such as: "I like it, and I'm pleased to see kindness made it in there. Kindness costs nothing and can make a huge, positive impact"; "It looks great and very in keeping with LCD"; and "I think that kindness and respect go together very well, and branding appears to be more balanced with the other two values having two parts each.

We can actively see our values being demonstrated throughout the organisation and provide the opportunity for colleagues to nominate those who do so in our Employee of the Month scheme. We have had over 200 submissions from colleagues, with examples of all our values being lived and breathed.

Last summer, we submitted a nomination for the UHUK Awards in the Workforce category for the production and implementation of our new values. The Workforce award is for “a partnership, team or individual that has worked to implement an innovative project to support workforce development.” At the awards in November 2024, we were announced as the Gold winners, further cementing that the co-production of our values with our colleagues was the right thing to do. A very proud moment for all involved.



# Celebrating our colleagues

## at our annual awards event

In November 2024, we held our Annual Awards to celebrate the achievements of our colleagues over the past 12 months. The event was attended by nearly 100 colleagues. Our CEO opened the awards by sharing some of our key achievements from the past 12 months, including the renewal of key contracts, the launch of our Employee Assistance Programme and our three-year payroll principles. We then heard from our Values Group, who provided a recap of how our new values were developed alongside colleagues and how the values action plan is progressing. We also launched our new Staff Handbook – this provides an overview of our values, expected behaviours, patient safety, how to speak up and our plans to become more sustainable.

At our awards, we had three guest speakers: Emily Elsworth, Founder of Autism and Me; Jamie Jones-Buchanan, Director of Culture, Diversity and Inclusivity for Leeds Rhinos, and ex-professional rugby player; and Sam Singh from the Alzheimer's Society. Emily provided an insight into her lived experiences of neurodivergence, with a focus on barriers to accessing healthcare as well as some hints and tips for making healthcare more accessible for neurodiverse patients. Jamie shared some fantastic insights into his successful career. He reflected that his teammates, their unwavering support and the close bond they had as a team were the most critical factors in their success on the field. Sam gave a passionate and engaging presentation and reminded us of all the devastating effects dementia can have on those living with the disease, including those who care for them. We were proud to raise £1,494 through our annual charity raffle, which we presented to Sam to help the Alzheimer's Society continue their mission to end Alzheimer's and all other dementia through accelerating global research, driving risk reduction and early detection, and maximising quality care and support.

The final part of the day was used to recognise the achievements of our colleagues in our awards presentation. In 2024, 231 colleagues were nominated for an award, being recognised for the incredible work they do and contributing towards our workforce of caring, passionate people who are positive about not just patients but also one another – a workforce we are all proud to be part of.



# Congratulations to our winners...

**Employee of the Year Award** for the person whose positive attitude and knowledge helps to inspire others and demonstrate consistent dedication and quality to improve patient experience and outcomes in their work **Christine Munro** in Bradford; **Malcolm Dyson** in Calderdale and Kirklees; **Joanne Cockroft** in the Contact Centre; **Sue Sumner** in Corporate; **Ellie Hope** in Dental; **Sarah Mann** in Leeds; and **Graham Jesty** in Wakefield.

**Sessional of the Year Award** for the person who has demonstrated true commitment to deliver a high-quality service to patients and support fellow colleagues: **Dr Adnan Mahmood** in Bradford; **Dr Muhammad Arif** in Calderdale and Kirklees; **Dr Azima Hussain** in the Contact Centre; **Dr Maya Boro** in Leeds; and **Dr Nasra Asghar** in Wakefield.

**Kindness & Respect Award** for the person who demonstrates these values – for example, they could have said thank you for your help on a task, taken the time to listen to others and shown empathy or being thoughtful and considerate with a positive attitude. This was awarded to **Shagufta Hamid**.

**Fairness & Consistency Award** for the person who demonstrates these values, for example, they could have considered the feelings of others or tried to understand the perspective of others. This was awarded to **Joanne Pinkney**.

**Honesty & Integrity Award** for the person who demonstrates these values – for example, they could have built trust by doing what they said they would do. This was awarded to **Amir Jahangir**.

**Team of the Year Award** for the team that has demonstrated excellence in their approach to improving service delivery and patient care was awarded to our **Quality and Governance Team**.



# Supporting our people with their health and wellbeing

Introduced in 2023, our Employee Assistance Programme, Wisdom, is available to all colleagues from day one of employment. It offers online and face-to-face counselling, a 24/7 helpline, four-week challenges, and a host of other wellbeing support and resources.

In the past year, Wisdom has provided counselling for five colleagues, totalling 19 individual sessions. These have been conducted both online and face to face. Following the sessions, three of the five colleagues were able to return to work immediately.

The 24/7 helpline was utilised 46 times, with mental health being the primary reason for calls, followed by legal support.

We continue to review the data from our HR team and Wisdom to ensure that we are providing appropriate support for colleagues.

Through our colleague vaccination programme in 2024, we vaccinated 31.8% of colleagues, as well as donating to Gavi (the Vaccine Allowance) on behalf of each vaccinated colleague. These vaccines protect not only our colleagues but also their friends, family and our patients from influenza.

We have continued to promote our Mental Health First Aiders and look to provide refresher training throughout 2025. This will ensure their knowledge and skills are up to date, and they are aware of the support available to colleagues when they need it the most.

It is important that we provide the necessary support to help our colleagues return to work when they have been absent for a prolonged period. Last year, 29 colleagues were supported back into work via a phased return, and our Occupational Health provider also supported 29 colleagues

# Supporting our patients by reducing health inequalities

We have worked on a number of projects to reduce health inequalities; some of these include the Accessible Information Standard (AIS), health literacy, British Sign Language (BSL), the Equality Delivery System (EDS), and becoming a Dementia Friendly Organisation.

Within our work on AIS, we have agreed on a process that enables the standards to be met for each area within LCD, and we capture this as part of a Policy and Pathway document. Additionally, we have developed a training module as part of the LCD Health

Inequalities training package. We have created a designated page on our intranet to provide resources, information and guidance for our colleagues and, alongside displaying information on-site in patient areas, to encourage patients and carers to share their needs. As an organisation, we have met all NHSE and legal requirements.

To support our colleagues' knowledge of health literacy, we have built a designated area on our intranet where they can find resources to build their knowledge. To help support patients, we have shared with each of our areas their health literacy statistics, including reading age, so they can ensure they speak to patients in a way they understand and are providing resources that they can easily read and digest. We also encourage colleagues to attend national and local learning sessions on health literacy to further enhance their knowledge. We are working at grassroots level with practitioners to improve understanding and implementation of health literacy, to reduce the health inequalities experienced by patients accessing LCD services.

Introducing BSL training for colleagues was identified as a service development and this was agreed at Board level. We instructed a suitable external provider to deliver BSL training, and colleagues also have access to a qualified interpreter should they need to use one to communicate effectively with a patient.

Through our work on the EDS, we are working with service areas to identify how they have met all four areas within their services. We have also presented to our Health Inequalities Group and at a self-assessment event using the EDS criteria for scoring. Overall, we have achieved scores 2 and 3 for all areas, meaning LCD is achieving and/or excelling in our activity.

LCD is committed to becoming a Dementia Friendly Organisation. We worked alongside our chosen charity, the Alzheimer's Society, to deliver an awareness session at our Annual Awards. We have also registered as a Dementia Friendly Organisation and continue to encourage colleagues to complete Dementia Friendly training to upskill themselves on how to talk to patients who may have dementia. We also deliver Dementia Awareness training for all colleagues as part of the mandatory Health Inequalities training package.

We are working with local health and care partnerships to support their Health Inequality priorities through advice, signposting and information delivery within our services utilising health literacy approaches to produce positive health care outcomes for our patients.



# Supporting charities through our recognition programme

To help embed our new values across the organisation, we introduced an Employee Recognition Programme that empowers colleagues to nominate one another for living our values in action. Each month, the Executive Committee carefully reviews the nominations and selects an Employee of the Month.

Our Employee of the Month winner receives a £50 donation made to a charity of their choice, a personal thank-you card from our CEO, and a special mention in the CEO's Friday update. These nominations also feed into our wider recognition efforts, with all nominees considered for our annual awards in November.

Since launching the programme, we've celebrated 16 outstanding colleagues and donated to 15 different, local and national charities—showcasing the impact of our values both within and beyond our organisation.

*On behalf of the patients, staff, and volunteers at St Leonard's Hospice, thank you for the generous donation of £50 from Local Care Direct, as nominated by an employee. What a wonderful initiative, we are so grateful to receive this donation.*

*Yours sincerely*

*St Leonard's Hospice*



*On behalf of the staff and patients at St Gemma's Hospice, I wanted to say a huge thank you to Local Care Direct for your kind donation of £50.*

*At any one time, St Gemma's is caring for around 22 patients in the Hospice and over 300 in the local Leeds community. Donations like yours help to pay for this expert clinical care, bringing comfort, reassurance and peace of mind to patients and their families, at what can be an incredibly difficult time in their lives.*

*With your continued support, many more local people will be cared for with the compassion they deserve at the end of life.*

*Many thanks*

*St Gemma's Hospice*



## Charities our Employees of the Month have supported

- Huntington's Disease Association
- St Leonard's Hospice in York
- Mind
- Kirkwood Hospice
- Impact North
- MacMillan Cancer Support
- MATW
- SNAPS Yorkshire
- Alzheimer's Society
- Black Health Initiative
- Wakefield Hospice
- St Gemma's Hospice
- Andy's Man Club
- Prostate Cancer UK
- Sue Ryder



**Alzheimer's  
Society**



**MACMILLAN  
CANCER SUPPORT**



**WAKEFIELD  
HOSPICE**

SHARING THE CARE IN THE COMMUNITY



**PROSTATE  
CANCER UK**



**Huntington's  
Disease  
Association**



#ITSOKAYTALK



**Kirkwood**  
The Hospice for Kirklees

**St Leonard's  
Hospice**  
Caring for Local People

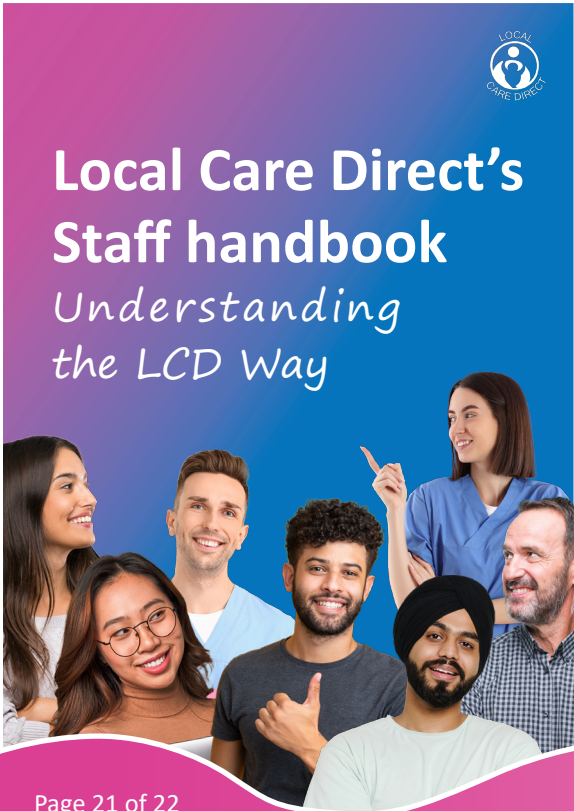


# Staff handbook

## understanding The LCD Way

We created the Staff Handbook to share with colleagues everything they need to know about being part of LCD. It outlines the principles that guide LCD as a team and is structured around our values of ‘Kindness and Respect’, ‘Fairness and Consistency’, and ‘Honesty and Integrity’. In the handbook, colleagues can find information on our history, our people, our values and how we operate around patient safety, speaking up, and inclusion and belonging.

The handbook was introduced in November 2024, with all colleagues receiving a hard copy and digital copies made available online. The handbook is also provided to all new starters during our monthly inductions.



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# Focusing on sustainability

## our commitment

### Battery recycling and LED lights

At LCD, we are committed to reducing our carbon footprint and becoming more sustainable as detailed in our Green Plan. Since the launch of our Green Plan in 2024, battery recycling bins have been installed in all sites. We are also switching the lights in our buildings to LED, which is a project that is almost complete.

During 2024–25, we leased 16 hybrid vehicles, which our drivers used to take doctors to patients during

**20,753 visits**



As part of our Green Plan, we will continue to educate colleagues on sustainability, reduce the amount of printing we do, recycle old furniture and computers, and review our consumables supply to cut out items we can do without.

### Our vehicles

From April 2024 to March 2025, we leased 16 vehicles which travelled a total of 257,181 miles, equivalent to 413,893 km, with an approximate carbon footprint of 60.4 tonnes of CO<sub>2</sub>e.

We know that transport has one of the largest impacts on our environment, and as a service provider that covers over 3000 km<sup>2</sup>, we also recognise that our mileage is one of the biggest elements of our carbon footprint. We will always review our options so that we can make the best choice for our patients and our communities.





**HSJ**   
PARTNERSHIP  
AWARDS 2023

*Finalist*



More information can be found on our website:  
[www.localcaredirect.org](http://www.localcaredirect.org)

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