



Dear colleagues,

I visited Ribble House, in Bamber Bridge, this week which we have transformed into a fully functional vaccination centre in a remarkably short space of time. It is now operational seven days a week, supporting the vaccination of Trust staff and anyone who works in the healthcare sector.

I was so impressed by the whole operation when I visited – from arrival at site through to the vaccination processes being delivered by the teams there. It has been so well thought through and has already received a significant amount of compliments from people who have attended for their vaccinations who have commented on the professionalism, the slickness of the operation and how they were made to feel at ease.



I know we are all living and working in unprecedented times but it makes me incredibly proud to see how the NHS has risen to such a huge challenge. I am enormously grateful to everyone who has been involved in putting together our vaccination centre, we have had people from right across the organisation put themselves forward to give up their days off, evenings and weekends to help us administer the vaccine to as many people as possible.



In the last week we have tested a satellite vaccination centre at Guild Lodge, Preston. This is to make it as easy as possible for our front line staff to receive their vaccination and we are prioritising those sites with a large number of staff who cannot easily access the vaccines being offered by other Trusts.

We are continuing to share as much information with our staff as possible to encourage people to book an appointment.

I will continue to provide a snapshot weekly of the activity carried out by Lancashire and South Cumbria NHS Foundation Trust (LSCft) not just in response to the global coronavirus

pandemic, but including important information, good practice, innovation and some good news too.

Please feel free to share this with any colleagues who might find it useful.

Caroline Donovan,

Chief Executive, Lancashire and South Cumbria NHS Foundation Trust

Weekly headlines

Work Set to Start at Wesham

The Trust has appointed a contractor to develop the former Wesham Hospital Rehabilitation site and turn it into our new mental health rehabilitation service. It will have 28 beds for people who have been in hospital and need some support to regain skills and confidence with everyday tasks such as cooking, cleaning and looking after their own health and wellbeing.



Eric Wright Construction will start on site in early February to carry out the remodelling and extension work. We have been liaising with the local community to encourage feedback and will continue to keep them updated as the development progresses.

The new unit is set to open in December this year.

Reducing Restrictive Practices

As part of ongoing work to reduce the use of restrictive practice in our mental health units, we have undertaken an AQuA (Advancing Quality Alliance) Quality Improvement programme at The Harbour, in Blackpool.

Teams are encouraged to review all areas of operation and put in place changes to the way they monitor, respond and review. Among the changes they made were the introduction of self sooth boxes, post incident analysis and implementing tools to highlight vulnerable trigger areas and times. As a result, five out of the six wards significantly reduced the use of restraint

They will now join other wards around the Trust in the Reducing Restrictive Practices QI Collaborative, where further work will be completed to minimise restrictive practice and where colleagues share best practice. There are now 18 wards in this collaborative.

First Learning Lessons Session

The Trust will host the first meeting of its new Learning Lessons programme next week, as part of its ongoing work to ensure continuous improvement.

The programme was launched last month at a virtual event where guest speaker was Olympic ski jumper Eddie the Eagle Edwards, who outlined the importance of always learning and improving.

The Learning Lessons programme is open to all staff and will be a reflective practice, learning from incidents, experience, complaints and reviews. The first session will focus on 'learning from a fall' and 'learning from a safeguarding review'.

Person Centred Care Focus Groups

Tommy Whitelaw, the Carer Voices Project Lead for Health and Social Care Alliance Scotland, will host a Person Centred Care Focus Group for the Trust next week.

Tommy is very well known and respected for his work raising awareness of issues facing people and their carers and is working with the Trust in the future to develop our person centered framework.

The Trust's Person Centred Care Focus Groups is open to service users, carers or members of staff. They will help us:



- Understand what Person Centred Care means to those involved
- Determine what further support is needed to deliver Person Centred Care
- identify the barriers and how can we work together to overcome these
- Co-produce a Person Centred Care framework with the right resources and ambassadors

Locality Model Redesign Work

We have started to welcome people into their new roles within the triumvirate leadership teams of our new locality structure. The triumvirates, consisting of Director of Operations, Medical Director and Director of Nursing and Quality, were appointed before Christmas and are now supporting the organisation through a transition period.

The structure of the Trust is moving to a 'locality model' in April, replacing our current operating model of being managed via networks focused on the service areas of Mental Health, Community and Well-being, Children and Young People and South Cumbria.

We are currently working with our corporate support services to ensure their ways of working will seamlessly integrate with our new locality structure.

The new locality model will increase professional and clinical leadership and focus on 'the whole person' by ensuring physical and mental health needs are integrated, regardless of who provides them. It will also help us to standardise pathways where needed across the huge geography of our organisation and services.

The new structure centres around five localities:

- The Bay (South Cumbria and North Lancashire)
- Fylde Coast (Blackpool, Fylde and Wyre)
- Pennine Lancashire including (Blackburn with Darwen, Hyndburn, Ribble Valley, Pendle and Rossendale)
- Central Lancashire, West Lancashire, Southport and Formby
- Specialist Services – including forensic, dental, perinatal, CAMHS and Learning Disability and Autism services

Each locality will have its own leadership team working alongside professional leads for AHP, psychology, pharmacy and social care where relevant. They will work in active partnership to serve our local communities.

Good news, good practice and transformation

Family Hour Returns

The successful Mental Health Family Hour returned this week with an episode focussed on young people's mental health, particularly addressing concerns about Covid-19 and lockdown.

Sam Tyrer, Prevention and Engagement Lead for the Trust and Dave Cottrell, Mental Health First Aider, educator, and presenter set up the Mental Health Family Hour weekly video series during the first lockdown.

The sessions give families access to mental health education from home as the closure of schools paused their Change Talks programme.



Service User Experience Surveys

We are keen to continue to improve so that our service users and patients receive the best experience. To help us, we are always looking for ways to generate feedback. A new

A new service user experience survey is being distributed, which has been co-designed and has specific questions in-keeping with each of our service areas.

There will be a schedule of collecting feedback to enable us to concentrate on each specific service area and this month we are distributing the surveys to service users, carers and families of our inpatient wards.

Teams will be able to gather intelligence from the data and put improvements into place.

Bringing Brightness to Bronte

Over the last month, staff on the Bronte Ward at the Harbour, in Blackpool, have hosted a range of activities with their patients.

Due to the pandemic, patients were unable to have visitors over the festive period, so staff on the ward did their best to make it special with video calls, games, crafts and parties with music to lift patients' spirits.

Lisa Whittle, Health and Wellbeing Lead on the ward said: "It's been such a difficult year for everyone, but especially for our Bronte Beauties living with dementia.

"Our team have worked together to brighten their days."



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