



Dear colleagues,

Our monthly staff Engage event took place last week and was once again a reminder of the enormous amount of change and transformation that is taking place.

The sessions, which are open to all staff in the Trust via Microsoft Teams, have grown in popularity, and are a vital way for us to provide a face to face briefing to colleagues about key issues. Just as importantly, they are an opportunity for staff to ask the Executive team questions about anything.



I remain incredibly proud of the work being achieved by the Trust and this really was reflected in the topics of conversation at the Engage session.

Alongside important updates about how we are responding to the ongoing Covid-19 situation, we gave updates on the Attend Anywhere virtual consultation platform, our new electronic patient records system RiO, our new Trust strategy and the enabling strategies that will support the delivery of our plans, the implementation of our new locality structure and our seasonal 'flu campaign.

On top of that, we celebrated the work of our District Nurses and our Mental Health Urgent Assessment Centres, that have both experienced challenges throughout Covid and providing fantastic support to people in need.

With so much going on, our staff Engage sessions are an important time for us to take a moment of reflection to look at the achievements we are all making at an incredibly difficult time. The comments received live from colleagues during the session, praising the work of teams around the Trust, are a great way to boost morale for everyone and make us all proud of everything we do each and every day.

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.

There is lots included in this bulletin to celebrate, as we continue with such an enormous response.

Please feel free to ask any questions, give us your feedback, ideas, suggestions and, indeed, share this with any colleagues who might find it useful.

Caroline Donovan,
Chief Executive, Lancashire and South Cumbria NHS Foundation Trust

Weekly headlines

Mental Health Urgent Assessment Centre Honours “Irreplaceable” Trust Staff Member

We continue to focus on how we best support people who require urgent support with their mental health and attend their local A&E department to access it.

Last year, we rapidly developed Mental Health Urgent Assessment Centres (MHUACs), where mental health patients can be triaged in A&E and if they have no Covid symptoms or physical health symptoms, conveyed to their respective centre, where further assessments can take place.



Those with physical healthy presentations remain in A&E to receive input from the appropriate professionals, liaison staff or the acute hospital team.

They have proved to be a positive addition to the Trust and now, following significant investment, a dedicated space has opened next to the A&E department at the Royal Blackburn Hospital.

The new suite now has a reception area, a waiting area, three assessment suites and a dedicated staff base.



The centre has been named the “John Hewitt Suite” in memory of John, a Manager of the Mental Health Liaison team in Pennine, who sadly passed away in 2019.

John was dedicated to improving the pathway for people with mental health problems and reducing the stigma of mental illness.

There are currently another three MHUACs open elsewhere, located at the former Ophthalmology Unit at Royal Preston Hospital, Albert View in the grounds of The Orchard, Lancaster, and Dane Garth at Furness Hospital, South Cumbria.

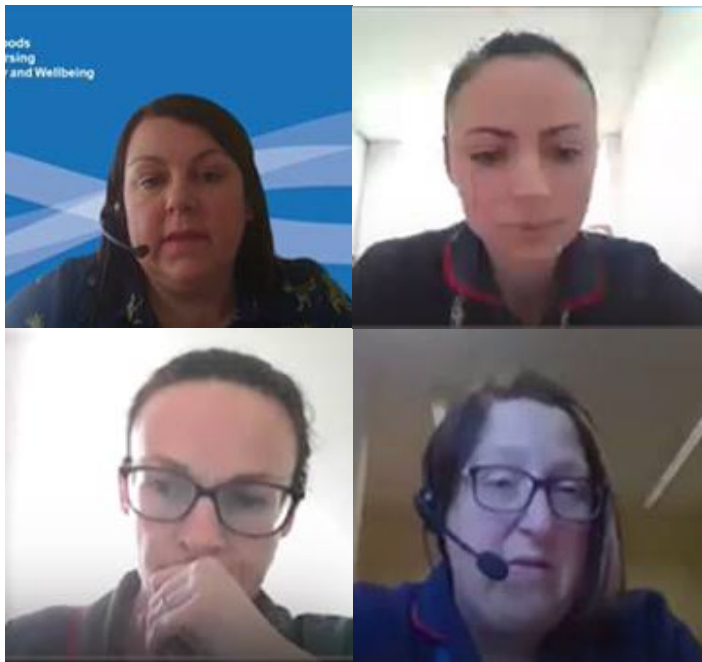
Dedicated District Nurses

Our brilliant District Nurses have done an amazing job adapting throughout the pandemic, and a recent update was presented to the Trust at our monthly staff Engage event last week.

At the session, Maria Nelligan, Chief Nurse and Quality Officer (DIPC) spoke with Lead Nurse Kathryn Woods, Team Leader Sarah Marquis, and Team Leader Susan Murray about how District Nurses have adapted.

This includes:

- Setting up psychological support networks for nurses who have been working non-stop during the pandemic
- Embracing changes in the way they work so that they would work more efficiently to enhance their services and patient experiences
- Building trust with care homes to ensure that service users could receive all the support they needed during these challenging times



Kathryn Woods, Lead Nurse said: “Nurses have changed their ways of working with pride, compassion and they have enhanced our services and patient experience.”

The monthly Engage event is open to all staff and provides an update on key issues as well as providing a valuable opportunity for colleagues to share best practice and proud moments.

Tommy's Inspiring Moment of Reflection

National care campaigner, Tommy Whitelaw, was the guest speaker at our Engage event last week and he gave a powerful presentation about Intelligent Kindness.

He used the session to encourage everyone in the Trust to take a moment of reflection to remind themselves how much they matter and the role they play in supporting people who need help.



Tommy shared the story of his mum who died of vascular dementia and his experiences of caring for her. It was a raw and authentic story that highlighted the physical and emotional impact faced by our service users on a daily basis.

At one of his lowest moments, Tommy was supported by a District Nurse, who not only provided practical support and knowledge, but made sure they did not feel alone, simply by calling each week to make sure he was ok.

He said: "No matter what your role is, each one of you has the potential and opportunity to transform someone's life and experience. What an incredible gift to have."

Apprenticeship First



The Trust's first Pre-Reg Nurse Apprenticeship cohort have now started their course, in partnership with The University of Cumbria.

Julie Anne Murray, Deputy Chief Nurse & Quality Officer (Mental Health and Learning Disabilities) and the Practice Education Team have worked with the university to develop a 20-month apprenticeship programme, enabling staff to top-up their Nursing Associate Foundation Degree and progress to a Registered Nurse for Learning Disabilities (RNLD) role.

Julie Anne Murray, Deputy Chief Nurse & Quality Officer (Mental Health and Learning Disabilities) said: "The University of Cumbria have shared how excited they are to be working with us on this programme and how keen, motivated and passionate our learners are - giving praise to the knowledge and experience they have already shown."

Maria Nelligan, Chief Nurse & Quality Officer, added: "This is a really important development in our ambition to provide a nursing career pathway from entry-level through to advanced practice.

"I am delighted to build on our successful Nursing Associate programme through this pre-registration nursing degree top-up.

"This not only further develops our 'grow-our-own' model but also supports the Learning Disability Transformation work across the Integrated Care System by increasing the number of RNLDs within the system."

Vaccination Update

We are continuing to support health and social care workers across the area by administering the Covid-19 vaccination.

Alongside our vaccination centre at Ribble House, Bamber Bridge, we have now set up a satellite vaccination hub, which is travelling to our inpatient units to offer the vaccination to teams and also vulnerable patients.

In the last week, it has been at Guild Lodge in Preston and it has previously visited Blackpool. Feedback from colleagues is that this is a welcome addition to the options currently available to receive the vaccination.

We are also continuing to promote the vaccination and try to address any concerns staff may have. We continue to feature colleagues in our promotional material, both internally and on social media, and we are sharing any helpful links that provide information from authoritative sources.

The poster features a portrait of Dr Manoj Rajagopal, a man with dark hair and a beard, wearing a grey suit, white shirt, and blue tie. He is smiling and has an NHS lanyard around his neck. The background is a solid blue color.

The Covid Vaccine Will Save Lives

"I had my vaccine at the earliest opportunity. In time, this vaccine will save millions of lives."

"I read through the phase trials and if you've opted to work in this field to help others, this is the best reason to have your jab."

"It protects you as well as people around you and stops the spread of the virus."

Dr Manoj Rajagopal
Consultant Psychiatrist

#itsoktoask

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We are LSCft

Crisis Line Adds Value to Communities

The number of calls to the Trust's Crisis Line has soared during the winter months, with an extra 500 members of the community calling seeking help last month compared with December.

The telephone assessment and referral service is there to help people in mental health distress or those worried about someone who is struggling and is available 24 hours a day, 7 days a week by calling 0800 953 0110.

Crisis Line Service Manager, Lorraine Khalaf (pictured) said: "We really are the first port of call in times of crisis - help is available around the clock by calling our Crisis Line.



"In December 2020, we had 1,200 calls and in January it jumped to 1,700 people ringing the Crisis Line.

"We've had a huge number of callers not known to NHS services so we're really adding a valuable and very much-needed service to the people of Lancashire and South Cumbria.

"The line's not been open a year yet, but clearly in the midst of Covid-19 and the pressures of living through a pandemic, combined with the usual winter blues, the demand for our triage service is really ramping up all the time.

"We're able to do an assessment over the telephone and refer to the relevant service – it keeps everyone safe and socially distant and it helps keep people out of A&E relieving pressures on the system.

"It also helps service users access the help they need at the very earliest opportunity. At a time like this when everybody is living under pressure, the value our service adds to the community really is immeasurable."

Implementing a New Locality Structure

We are continuing to work through our implementation plan as we change the structure of the Trust to a 'locality model' instead of being managed via networks focused on the service areas of Mental Health, Community and Well-being, Children and Young People and South Cumbria.

Our new structure has been subject to an enormous amount of consultation and engagement with staff and represents significant investment.

The basis for the model is to increase professional and clinical leadership and to think about '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 – but also ensuring that we focus on particular needs of particular areas where we need to.



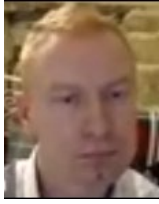






The new structure, which goes live on April 1, will see services designed around five localities:



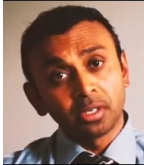

- The Bay (South Cumbria and North Lancashire)
- Fylde Coast (Blackpool, Fylde and Wyre)
- Pennine Lancashire (Blackburn with Darwen, Hyndburn, Ribble Valley, Pendle and Rossendale)
- Central Lancashire, West Lancashire, Southport and Formby
- Specialist Services – forensic, dental, perinatal, CAMHS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

Each locality will have its own leadership team made up of a Director of Operations, Medical Director and Director of Nursing and Quality, alongside professional leads for AHP, psychology, pharmacy and social care where relevant.

They will work in active partnership to serve our local communities. Details of the leadership teams, which we shared in December, are included below.

A regular drop-in meeting to support staff through this transition period is taking place every fortnight for anybody who has any questions.

	Medical Director	Director of Operations	Director of Nursing & Quality
Bay	 <p>Dr Alison Napier (currently Deputy Medical Director South Cumbria at LSCft)</p>	 <p>Richard Chillery (currently Operational Director at Harrogate and District NHS Foundation Trust)</p>	 <p>Anthony Davidson (currently Head of Nursing at North Yorkshire and York, Tees Esk and Wear Valleys NHS Foundation Trust)</p>
Fylde	 <p>Dr Mark Worthington (currently Deputy Medical Director and Interim Clinical Director Mental Health at LSCft)</p>	 <p>Joanna Stark (currently Associate Director of Operations at Southport and Ormskirk Hospital Trust)</p>	 <p>Linda Bennetts (currently Associate Director of Nursing and Quality at Cumbria Partnership Trust)</p>
Pennine	 <p>Dr Prashant Kukkadapu (currently Associate Medical Director for Older Adults at LSCft)</p>	 <p>Tanya Hibbert (currently Interim Head of Operations Mental Health Network at LSCft)</p>	 <p>Joanne Schofield (currently Executive Director of Nursing and Governance at North West Boroughs)</p>

Central	 Dr Arunprasad Chidambaram (currently Interim Executive Medical Director at Merseycare)	 Carol Scott (currently Acting Head of Operations – Community Wellbeing Network and Children & Young People's Network at LSCft)	 Rebekah Roshan (currently Deputy Director of Nursing & Governance at North West Boroughs Health Care NHS Foundation Trust)
Specialist	 Dr Abhishek Goli (currently Regional Lead for Addiction Services at the Inspire charity)	 Tracy Cook-Scowen (currently Community & wellbeing and Children and Young People Network Clinical Director at LSCft)	 Tim McDougall (currently Associate Director of Nursing and Governance / Director of Infection Prevention and Control at Greater Manchester Mental Health NHS Foundation Trust)

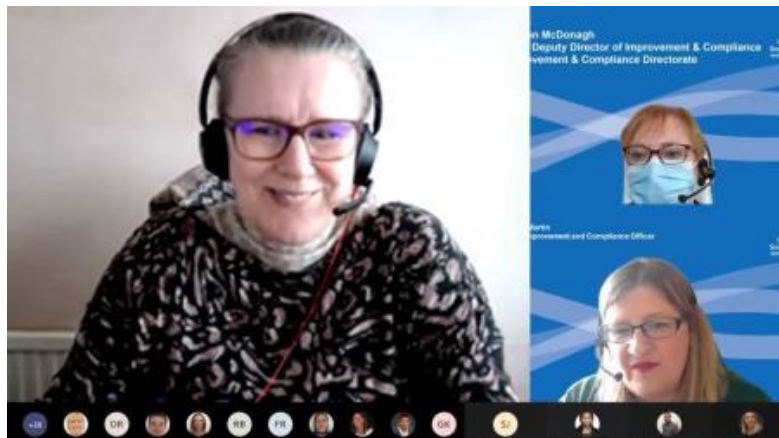
Good news, good practice and transformation

Insightful Training Into QI

Bev Matthews, Transformation Lead at NHS Horizons, led an insightful training session in the latest Quality Improvement event.

The online session saw Bev discuss concept theories and frameworks for large-scale change, offering her experience of the common problems and challenges teams might experience during transformational change.

She discussed the role of collaboration, challenges when it comes to technology and the importance of thinking creatively.



Those who took part were able to ask their own questions and everyone agreed the training, and Bev's experiences, had been invaluable in their learning.

Mental Health Family Hour

The work of the Amy Winehouse Foundation was the focus of the Mental Health Family Hour this week.

The charity aims to help children and young people make better choices about drugs and alcohol to enable them to reach their full potential. They help thousands of children and young people to feel supported, informed and inspired.

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.

This week they were joined by Joe Sheerer, who shared his story of addiction and talked about the work of the Amy Winehouse Foundation.



The Mental Health Family Hour sessions give families access to mental health education from home as the closure of schools paused their Change Talks programme. Catch up on previous episodes [here](#).

Pizza Party

A pizza cook-a-long was held at the White Ash Primary School in Oswaldtwistle after Claire Wheeler, Special Needs School Nurse nominated them for 'dough-it-yourself' pizza kits from Wellsprings restaurant in Clitheroe.

Claire said: "They accepted my nomination and after a bit of organising, 40 pizza kits were delivered so the children could make and bake their own pizzas in class and at home over Zoom, all for free! The children and parents absolutely loved it."

The Wellsprings restaurant also posted on Facebook:



"Thank you to the teachers who delivered the kits to vulnerable children isolating at home. We are sure it meant so much to their families for them to be a part of the fun."

Afternoon TEAms Celebrations

The Blackburn with Darwen 0-19 Universal Service Admin Team were lucky winners of the £250 prize for completing the most staff surveys last week.

The survey challenge was created by the Children & Young People's Wellbeing Network to help motivate teams during these tough times - and the prize money is spent on a wellbeing incentive chosen by the winners.

Blackburn with Darwen 0-19 Universal Service Admin Team decided to spend the money on an afternoon tea from the Boardwalk Café Bar in Accrington, which was delivered to each colleague's home and enjoyed together over a Microsoft Teams call.

Michelle Todd, Team Secretary for the Children & Young People's Wellbeing Network said: "Our team saw this as an opportunity to not only boost our spirits but also to support a local business during these difficult times. We all thoroughly enjoyed it."

