



W/C March 8 2021

Dear colleagues,

The national NHS staff survey results have just been published and show improvements at the Trust in all 10 key themes surveyed.

The results also put the Trust above the national sector average for Mental Health, Community and Learning Disability Trusts in areas, including equality, diversity and inclusion and safe environment, which is a really positive achievement.



(This put us in the top 10 most improved Trusts in England and highest nationally in the last two years).

Of note was also the increase in the percentage of staff who would recommend the Trust as a place to work or receive treatment.

It's a fantastic testament to the staff and the values and behaviours they demonstrate each day, that we've achieved these results in the midst of the pandemic.

However, we're very much on an improvement journey and know there's still lots of work to be done – including around staff health and wellbeing.

We'll be studying the results and putting plans in place to continue to build on the hard work we are doing as a Trust.

Caroline Donovan,

Chief Executive, Lancashire and South Cumbria NHS Foundation Trust

Weekly headlines

Spotlight on the Achievements of Women

International Women's Day provided the Trust with an opportunity to reflect on the achievements and contributions made by females in the organisation to help inspire others.

Staff were encouraged to join an NHS Improvement North West online conference which spotlighted inspirational Black, Asian and Minority Ethnic (BAME) leaders from around the region.

And the Trust's Twitter feed (@WeAreLSCFT) was flooded with celebrations and stories about more local role models who shared their experiences.

They included Interim Lead Nurse in Secure Service, Lindi Fynn who said: "Working in the NHS is challenging but very rewarding. You face stereotypes every day but it's important to rise above these and not allow others views to define you.

"I am who I am and it's my duty to celebrate that. I believe in myself, anything is possible, my being different is being unique. I am proud of who I am, where I come from and most importantly I never give up."



No such thing as perfect timing, just fantastic support!

"A fantastic stretch opportunity was presented to me to act up into a senior role, reporting to an Executive Director. At first I panicked, I had just had my second child, returning to work with two children under two. How could I fit everything in? I had an honest conversation with my boss, who helped flex and adapt the role. With coaching and support from my networks, I grasped the opportunity and will always pay this forward to others!"

Emma Dawkins, Head of Learning and Organisation Development



 **International Women's Day**
#ChooseToChallenge #IWD2021

Head of Learning and Organisational Development, Emma Dawkins shared her story too: "There's no such thing as perfect timing, just fantastic support.

"Once a fantastic stretch opportunity was presented to me to act up into a senior role, reporting to an Executive Director.

“At first I panicked I’d just had my second child, returning to work with two children under two and I wondered how I could fit it all in.

Emma added: “I had an honest conversation with my boss, who helped flex and adapt the role. With coaching and support from my networks, I grasped the opportunity and will always pay this forwards.”

Sharing the Love (Hearts)

There were early celebrations for International Women’s Day last week for the Action on Postpartum-Psychosis Team, Ribblesmere Unit and Specialist Perinatal Community Mental Health Team.

Colleagues received a lovely gift of love heart sweets and a card with the message ‘Here’s to strong women: May we know them. May we be them. May we raise them.’

Jocelyn Ellams, Peer Support Facilitator from the Action on Postpartum Psychosis Team tweeted: “Early celebration of International Women’s Day! Spreading the peer support love (hearts!).”



Mental Health Demand and Improvements Presentation to Integrated Care Board

Recently, our Chief Executive provided the public Integrated Care System (ICS) Board with a presentation outlining challenges and improvements from Mental Health and Learning Disability and Autism services.

The key headlines from the presentation included:

- Usual access pathways have been disrupted by Covid and social restrictions, but levels of need have not reduced
- There are signs of growth of self-referral via Urgent Referral (Crisis) Line
- When referrals are presenting, there is greater acuity
- Demand growth is particularly focused on severe mental illness (Community Mental Health Team & Early Intervention Services) and acuity (Home Treatment Teams and Inpatient Admission)

- Demand for Children and Adolescent Mental Health Services has grown significantly since 2016 and in 2020 there was growth despite referral suppression due to Covid

The presentation also included an overview of the Trust's new strategy and plans for transformation of services, including community and primary care redesign and introduction of Mental Health Access Centres.

Complaints Fall

The number of complaints received at the Trust has fallen dramatically and continues to do so on a significant downward trend.

Since April 2019, the number of complaints received have fallen by more than a third – by 37 percent, with 664 from April 2020 – compared with 1,046 complaints in the same period the year before.

Executive Director of Improvement and Compliance, Ursula Martin explains: "This reduction in the number of complaints we have received is a marker of the improvement work that's taken place across the Trust.

"There are many reasons the number of complaints could have fallen, but investment into crisis services, community teams, improving access to our Mental Health Urgent Care pathway and improvement work with specific services/teams have had a significant impact.

"During the pandemic we've increased access for service users and the community, introducing our 24 hour Crisis Line and Resilience Hub, so with improvements in service delivery – the number of complaints will naturally fall.

"The launch of our Patient Advice and Liaison Service (PALS) in May of last year will have had a big impact too, as informal concerns can be resolved promptly whereas previously they would have been logged as complaints.

"Our culture of how we respond to complaints has also massively improved in the last year. As a Trust our staff and teams deliver amazing care for patients every day, but sometimes for some patients and families we still get it wrong.

"Whilst we cannot rewrite history, we can acknowledge, apologise, investigate and be open and transparent, learn lessons and improve.

“As a team here at the Trust we can all be proud that our hard work and care has paid off at one of the most challenging of times – and the fall in the number of complaints is testament to that.”

Good news, good practice and transformation

Support For Staff Mental Health

The Trust has launched a Mental Health Staff Hour, a weekly four-part series that will address a variety of topics around staff mental health and wellbeing.

This past year has been incredibly challenging, and it has tested us all in so many different ways.

Teams may have moved jobs to support in another area, they may be parenting from home, they may have felt isolated or lonely, or feel exhausted from back-to-back Teams meetings.

This new webinar series includes special guests who will talk about a number of incredibly important topics.

The first session, called ‘Taking Notice’, took place yesterday with guest speakers Dr Sakthi Karunanithi, Director of Public Health for Lancashire County Council, and David Rogers, Head of Communications and Engagement for Pennine Lancs Clinical Commissioning Groups.

The series has been put together by Sam Tyrer, Prevention and Engagement Lead for the Trust, and Dave from Mindset who run the popular Mental Health Family Hour podcast series.

It is one of many ways colleagues are being encouraged to think about their health and wellbeing.



Myplace's New Place

Witton Park in Blackburn, the location for a Myplace project run by Lancashire Wildlife Trust and LSCft, will soon be the home for a new Myplace facility.

Myplace, which aims to bring people together from different communities to combat loneliness and reduce illness, is now working with Blackburn with Darwen Council and Sport England.

Together they plan to convert the park's old greenhouses into a growing, learning and wellbeing hub for everyone to enjoy and to promote the Myplace project even further.

When the work is complete there'll be new volunteer and trainee positions available and Myplace will have a new location for workshops and talks.

There will be vegetable beds, fruit bushes, trees and benches, and talks will teach people to grow food from their own gardens.



Andy Mather, Myplace Project Officer said: "The greenhouses are an amazing untapped resource that any city would love and have the potential to become an amazing community space for lots of exciting things to happen.



"As the greenhouses will enable the growth of plants more used to warmer climates, we'll be able to enjoy meals from the diverse cultures represented in the town.

The greenhouses will bring people from different cultures together to share recipes and stories and enjoy local produce."

Myplace also aim to support local organisations to reduce food poverty, run cooking sessions and provide healthy meals for all those who take part in their sessions.

The Wildlife Trust have secured funding for a member of staff to set up and run the project however they still need funds to convert the greenhouses to make them safe.

If you would like to donate to the Myplace project, visit the [Crowdfunder](#) page.

Save the Sand Dunes

The Myplace team have also been busy learning about the Coastal Marine Life of Fleetwood in preparation for the Dynamic Dunescapes and Living Seas North West project.

The project aims to restore the most important sand dunes in England and Wales and the My Place Cumbria team will look after 11 sites in Cumbria and the Fleetwood site in Lancashire.

Support of the project links to the Myplace mission to connect communities with their local environment and help with the conservation of rare and protected wildlife.

You can watch the full presentation on the project, hosted by Eve Mulholland of Dynamic Dunescapes and Lucy Mather of Living Seas North West [here](#).

