



Dear colleagues,

This week we marked the first anniversary of the start of the Covid-19 lockdown.

Together with colleagues, we fell silent for one minute to remember those we have lost, and reflect on a very challenging year.

I am incredibly proud of all of my colleagues at Trust.

The experience of working for the NHS during this pandemic is something no one will forget.

Innovation, team work and mutual support and understanding got us through, together.

We have achieved so much, and below you can read more about those changes and why they are so positive for our Trust and the wider healthcare system.

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



Weekly headlines

A Year of Achievement

We have achieved a huge amount in the last 12 months and changed many of our practices.

New Ways of Working

Many of our teams embraced more flexibility with the introduction of a seven day working week. This has enabled us to continue to provide care during Covid-19. Many staff have been redeployed and have welcomed new duties and working patterns.

Attend Anywhere digital consultation programme was also introduced in April 2020 to ensure we could continue to provide care and access to services for patients remotely.

This has been implemented creatively by teams across all networks.

Support for the Community

Teams came together to support the wider community by collecting and delivering food parcels, picking up prescriptions, delivering distraction activities to help with anxiety and even offering weekly walking sessions for a service user with psychosis and autism, to help maintain routine during lockdown.



Urgent Mental Health Assessment

We established five Mental Health Urgent Assessment Centres (MHUACs) across emergency departments in the North West. This allows anyone with urgent mental health needs and no Covid-19 symptoms or physical injuries, to be seen in a safe and calm space.

Crisis Line

We launched a 24-7 telephone support service with trained medical professionals on hand to provide immediate assistance.



The Crisis Line enables callers to receive a mental health assessment and referral on to appropriate services.

Long-Covid Referral Hub

We were asked by the Integrated Care System and NHS England to support those with lasting effects of Covid-19.

In January 2021, we set up a Long-Covid Referral Hub to support GPs and acute trusts. An enormous amount of work was put into launching this quickly and effectively, and we would like to thank everyone that was involved.

Resilience Hub

The Lancashire and South Cumbria Resilience Hub was created at the start of the pandemic as a support resource for all public sector workers and volunteers who have worked through Covid-19.

Here for all public sector workers and your families

It is OK to not be OK

Get in touch...
www.lscresiliencehub.nhs.uk
T: 01772 520228
E: tschub@lscft.nhs.uk



This includes NHS staff, local authorities and councils, ambulance service staff, care home and social workers and community workers.

We hope that the Hub will eventually be able to operate as a resource for everyone who has felt the psychological strain of Covid-19. Find out more [here](#).

Recruitment of triumvirates to launch new locality operating model

Fifteen new colleagues will soon take up their posts as new locality leadership triumvirates, and will be key to setting up and developing our new locality model, following an enormous amount of consultation and engagement with staff.

RiO

RiO is our new electronic patient record system, launched in November 2020.

Used by clinicians to log appointments, referrals and notes, Rio provides an efficient way of managing contact with service users.



Good news, good practice and transformation

Campaign to Improve Health and Wellbeing

We have teamed up with other local health and care organisations to launch 'Making Every Contact Count' (MECC).

The programme aims to make a big difference to health and wellbeing, with the message that 'a small chat can lead to a big change'.

A SMALL CHAT
CAN LEAD TO A
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In Lancashire and South Cumbria alone 3,500 deaths a year are considered preventable and 40% of premature deaths are thought to be related to health harming behaviours.

Having a quick chat with someone about what is going on in their life can be all it takes to make a big difference to their health and wellbeing.

The focus of MECC is on addressing key health-harming behaviours, such as smoking, alcohol misuse, unhealthy diets and physical inactivity. MECC interactions are intended to be brief or very brief (under two minutes), opportunistic and delivered by anybody.

Core MECC e-learning is available and appropriate for everyone to complete on Training Tracker, providing the basic knowledge underpinning MECC and behaviour change conversations.

Special subject e-learning is also available on Training Tracker, covering a range of topics including screening, domestic abuse, adverse childhood experiences, five ways to wellbeing and behaviour change.

Virtual healthy conversation skills training will soon be available to everyone who has completed their core MECC e-learning. To organise bespoke training for your team, or for more information, contact: Alison.Pye@lscft.nhs.uk

NIHR Senior Investigator Award



Congratulations to Professor Nusrat Husain, (left) Consultant Psychiatrist (Early Intervention Scheme), who has recently been appointed as Associate Medical Director for Research and NIHR Senior Investigator in the 2021 Awards.

National Institute for Health Research (NIHR) Senior Investigators are among the most prestigious researchers funded by the government agency and are outstanding leaders of patient and people-based research.

Professor Husain has been recognised for his research on the NIHR funded ROSHNI2 trial, exploring effective treatment of postnatal depression in British South Asian women.

His research aims to bridge the gap in ethnic minority research by ensuring cultural and linguistic skills are in place to improve access for a 'hard to reach group'.

Brilliant Bronte

The Bronte Ward at The Harbour in Blackpool received a lovely plaque and card from a service user's partner to thank them for their care and support throughout their stay.

Lisa, Occupational Therapy Assistant on Bronte Ward tweeted: 'Such a beautiful plaque from a service user's partner and card with words that make us all speechless.

So overwhelming to each and every one of us.

Things like this just lift our spirits and let us know we got it right. [#brontebeauties](https://twitter.com/brontebeauties)

Amazing work Team Bronte!

