

Partner update



May 21, 2021

Dear colleagues,

As I shared with you all recently, we have been focusing on the wellbeing and recovery of our amazing colleagues this month. Our first LSCft 'Thank You Week', was planned to link with International Nurses Day and Mental Health Week. This gave us more dedicated time to say thank you, and encourage colleagues to reach out for help if needed.

I would also like to extend my personal thank you to our partners and all your hard working teams.



Our healthcare landscape is changing and the emphasis now needs to be on how we work with our partners, across all levels of health and social care, the voluntary sector and the independent sector to meet the needs of our local population.

LSCft is at a pivotal point in our transformation journey as we look to launch a new five year strategy. It is only with the much valued support of our partners that we will achieve our vision to deliver the highest standard of care for our population which meets their diverse needs.

As ever, please do share this partner update with your colleagues and contact me if you would like more information. Our partnerships remain so important in delivering care to the populations we serve.

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

Weekly headlines

Welcome Steve Christian

I am delighted to welcome to the Trust, the newest member of our executive team, Steve Christian.

Steve has joined us as Chief of Integration and his role will be to lead on delivering our ambitions for specialist commissioning and lead provider collaborative, working with the ICS across Lancashire and South Cumbria.

Steve joins us from Southport and Ormskirk Hospital NHS Trust, where he was Deputy CEO / COO, and helped to lead the Trust out of challenged provider status.



Steve will have a key role in building partnerships across the ICS and will be arranging to meet with our partners

Demand for Services

Demand across our acute mental health pathways continue to increase, both within our community and acute services. The demand for inpatient services has increased by 20% since April 2021 and continues in an upward trend, further reinforcing the need for the inpatient and community redesign programmes as outlined above.

Referrals into our Eating Disorders service has increased significantly. A weekly executive led improvement group has been commenced, along with a commissioned review of the service to ensure that the service is able to respond to the demand increase.

The sustained increase to the Trust's community District Nursing teams, as a result of the pandemic has started to ease, although high acuity is continuing to be reported.

Developing our Trust Strategy

Our Strategic Objectives



Following a series of partner and staff engagement events a new Trust Strategy has been finalised for endorsement by our Trust Board in May. The strategy clearly sets out the vision, values and strategic priorities for the next five years (2021-2026).

We would like to thank Healthwatch Together who were commissioned to hold conversations with our service users and their carers about their experiences in using our services to inform our strategies

Our Trust's Equality and Diversity Lead also led a process of reviewing the strategies including the completion of Equality Impact Assessments to ensure that we put equality, inclusion and human rights at the centre of the design and delivery of inclusive services for the diverse communities we serve. This will further reinforce our continued focus through the Inclusion Council and Staff Networks.

At the heart of our strategy is to address the health inequalities experienced by our communities. We can only start to make inroads by continuing to work with all our partners.

If you would like to receive copies of our Trust Strategy please do let us know.

Eating Disorder Services

Nationally, over the past 12 months, more people than ever before have been referred to treatment for eating disorders. This is across both adults' and children's services.

There are a number of contributory factors to this including increased levels of social isolation experienced during the national periods of lockdown with changes to levels of social interaction and contact with support networks for many people. This has led to a deterioration for some people with pre-existing eating disorders or the development of new eating disorders for others.

Since January 2021 we have seen a significant increase in referrals to our eating disorder service when compared to pre-Covid.

The increase in demand is particularly notable from young people and young adults.

We are committed to providing the best possible care for people experiencing eating disorders and we are actively working to increase staffing levels to meet current demand. This has resulted in a strengthened management structure and an expansion of medical, nursing and therapies posts. An ongoing recruitment strategy will see further clinical capacity to support children, young people and adults with eating disorders in the coming months.

We have reviewed all patients with eating disorders on our waiting lists using recognised risk assessment tools to identify those who are most vulnerable and at risk from their eating disorder and prioritised their care and intervention.

We are also closely working closely with our partners and have commissioned an external clinical review by an expert in the field of eating disorders, Dr Jessica Morgan, to identify how we can further develop our service and the additional investment that will be needed to do this.

Initial Response Service

We are working with organisations across the local health and social care system to mobilise this service which will launch in the autumn in East Lancashire, followed by Central Lancashire including West Lancashire, The Fylde Coast and the Bay planned to go live in the following months.

By working together with public and voluntary sectors we want to make it easier for people in our areas to access expert support especially during evenings and weekends. This is part of a wider system programme of work to transform our response to local people and their carers who are experiencing a mental health crisis.

It will provide quicker, smoother access to Urgent Care support across all of our localities, especially during evenings and weekends and will include:

- A free phone number in each locality for access to mental health services available 24 hours
- One contact centre in each locality to receive and triage referrals for all our community adult mental health services
- A same day call out for a home based assessment in some instances including an hour response
- Open to all individuals and carers as well as relevant professionals

The move is designed to help improve access to mental health services – particularly during evenings and weekends and help provide an equitable service across Lancashire and South Cumbria.

Good news, good practice and transformation

The Mental Health Crisis Line (MHCL) Team are proudly celebrating a year in service, supporting local communities in need

The phone line, which launched in the midst of the pandemic in 2020, has so far supported 9934 local residents, with more than 1679 calls in April 2021 alone.



The MHCL 24/7 phone line simplifies the process of contacting existing mental health services with a single phone number, putting the caller through triage and assessment before - and if needed - referring them to a service or organisation as needed.

Service Manager for the Mental Health Crisis Line, Lorraine Khalaf, said: “We can’t quite believe it’s been a year already, the team behind the crisis line have worked so hard to make this a success, we really are so proud of what it has achieved so far and the help it has given to those suffering a mental health crisis.

“Mental health issues are hard for anyone, but the recent pandemic has played a huge part in affecting people’s wellbeing. We see a lot of discussion in the media about mental health and the importance of reaching out but when people are struggling it doesn’t necessarily mean they know what to do or who to contact. That’s why our Mental Health Crisis Line can help and direct people to the most appropriate services in their local area for ongoing mental health support.”

The service is operated by our trained mental health professionals, the crisis line offers help, advice, mental health assessments, referrals and access to wider mental health services, if needed, for people of all ages.

Lorraine added: “We hope to emulate the success of our first year in the future and reach out to even more residents and communities in need of our service across Lancashire and South Cumbria.”

Anyone in mental health crisis, or needing advice for a loved one, can call 0800 953 0110, 24 hours a day, 365 days a year.

For more information visit <https://www.lscft.nhs.uk/crisis>

CAMHS team delivering fantastic service despite ongoing challenges

Team members have shown wonderful resilience and commitment, providing as close to a fully functioning service as possible, thanks to their ability to adapt to virtual appointments. We know that many families would prefer face to face appointments, but whilst that is not always possible at the moment, we have still managed to provide positive support.

At Chorley and South Ribble we have a very established triage team which is ensuring all referrals are dealt with in a timely manner, this is working really well due to the experience of the staff in that team

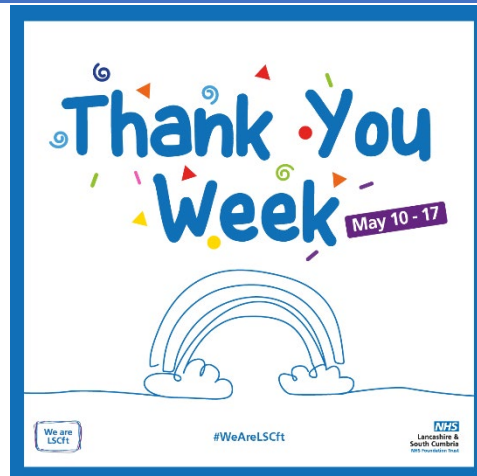
Some fantastic recent feedback from a senior sister in the emergency department at Lancashire Teaching Hospital:

“I wanted to feedback that CAMHS have been extremely helpful on my past two shifts. Michaela and Sophie the duty practitioners saw referrals promptly. I referred Sophie four patients on Thursday and Michaela came to the department to support us on Tuesday and was a pleasure to work with.”

Saying thank you to our incredible staff

As we come out of a period unlike any other in the NHS, we wanted to make sure that all colleagues felt appreciated, which is why we held our Thank You week event last week. As part of that the week of celebration, we announced that each member of staff will receive an extra day of annual leave on their birthday this year.

We hope that this and our ongoing focus on wellbeing, will go some way towards restoring our NHS heroes.



Mental Health Family Hour

Our Prevent Lead Sam Tyrer each week delivers a session via You Tube – Mental Health Family Hour, offering support and advice across a range of subjects. This week he talks about being a new parent, with a variety of special guests. They focus on what is has been like to have a baby during lockdown and the unique challenges that this has presented for new parents.

You can watch the session [here](#).



Increasing community referrals for Tissue Donation

Lauren and Claire from our district nursing team have been working to encourage teams to talk about tissue donation with service users and their families. They became 'champions' for the cause and set up educational sessions for their teams. This has had a really positive impact, with community teams now better supported to have these conversations. Community referrals have gone from zero in 2020, to seven since they launched their campaign.

The Outcomes...

Service users are now actively encouraged to have their wishes and preferences documented in the nursing notes



Families are encouraged to participate and made aware of future decisions they may be asked to make

▶ 273 views

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