

Partner update

July 8, 2021

Dear colleagues,

Welcome to this weeks Partner Update where you will find a round up of some of the great work that colleagues across LSCft have been involved in over the last few weeks including:

- The appointment of our new Chief Finance Officer
- The refurbishment of Kentmere Ward
- 'LSC Together' week



The Covid pandemic has had a huge impact on us all over the last 15 months, both in our home and working lives, and has affected people's mental health in many different ways.

As a result, the demand we're seeing across our services at the moment is unprecedented. During the last three months we have seen an increase in demand of nearly 20% compared to pre-Covid levels.

Demand has been focused mostly around our crisis pathways – with huge increases in those needing urgent help.

We have also seen a steep increase in referrals to the all-age Eating Disorders service, with demand almost 60% higher than pre-Covid levels and a significant increase in demand on our Child and Adolescent Mental Health Service (CAMHS).

These increases are concerning and we are continuing to invest in developing our services to meet demand.

We are delighted that mental health, learning disability and autism services in Lancashire and South Cumbria will receive significant additional investment this financial year.

This funding will in part be used to expand a number of our services to respond to increases in demand and allow us to carry out a significant recruitment programme to support these service expansions.

Even in the most challenging of circumstances our teams are still finding ways to successfully transform pathways and services to improve the experience and outcomes of our service users.

The development of our Initial Response Service (IRS) and our community, and primary care mental health transformation programme, are just two examples of the exciting transformation work taking place across the Trust to make sure our population can access the right care, at the right time, in the right place.

Caroline Donovan

Chief Executive, Lancashire and South Cumbria NHS Foundation Trust

Weekly headlines

Community mental health transformation project

Our community mental health transformation project will play a key role in creating stronger links between primary care, secondary mental health care, social care and the voluntary sector.

It will allow us to provide models of care that make sure people with severe mental illness can access care closer to home.

We will be working with local authorities, voluntary sector organisations and primary care to transform the way care is delivered through new multidisciplinary, multi-agency mental health teams.

People across Lancashire and South Cumbria with moderate to severe mental health problems will also benefit from improved access to psychological therapies (talking therapies), improved physical health care, employment support (individual placement and support), personalised and trauma-informed care, medicines management and support for self-harm and co-existing substance misuse.

Work to deliver this new approach has just started, with a series of engagement sessions with partners and experts with experience, and we have had over 100 partners who have attended the events.

We are currently working with local commissioning leads and partners to arrange planning meetings with all partners and a joint local launch event within each ICP.

If you would like any more information on this exciting project please do get in touch with us via our dedicated email address: MHICC@lscft.nhs.uk

‘LSC Together’ week

We’ve recently taken part in ‘LSC Together’ week, which saw the whole health and care system working together to deliver the best possible experience for people using all of our services, across Lancashire and South Cumbria.

We were able to support our colleagues in primary care with signposting for people with mental health issues, reminding healthcare workers of the range of options available as alternatives to a visit to an acute emergency department.

Internally, we saw a significant improvement in the number of people waiting for a bed, reduced by over 60% over the week.

I would like to offer my heartfelt thanks to everyone who worked to make LSC Together a success.

Partnership working, and learning as much as possible from our Covid experiences, will help us to move forward and deliver a healthcare system we can all be proud of.

New CFO appointment

I’m delighted to announce that we have appointed Jenny Hannon (pictured) as our new Chief Finance Officer.

Jenny is currently the Director of Finance at Liverpool Women’s and brings with her a wealth of experience.

She joined Liverpool Women’s in 2012, and after a short spell at NHS England, returned to the Trust in 2014 as Deputy Director of Finance.

She joined the Board of Directors in October 2017, undertaking the role of Director of Strategy and Planning on an interim basis, before taking up the post of Director of Finance in February 2018.

Jenny trained with professional services firm Ernst & Young and is a Chartered Accountant and Fellow of the Institute of Chartered Accountants in England and Wales.



She has held a number of senior finance roles across a range of organisations and has long standing ties with Liverpool as well as experience of working on national and international projects.

Jenny will join us in September and I'm sure you will all join me in wishing her a very warm LSCft welcome.

Kentmere Ward refurbishment

We are focused on continuous improvement, putting service users at the heart of everything that we do.

As part of this commitment, we are refurbishing Kentmere Ward, based at Westmorland General Hospital, so that we can provide quality mental health provision for our service users.

The planned works will deliver:

- Removal of dormitory-style ward, in line with CQC guidelines
- 12 modern en-suite bedrooms
- Improved light, airy environment
- Space for recreation and therapeutic activity
- Improved garden and courtyard areas

By providing safe and comfortable environments, we can ensure privacy and dignity for all those using this facility.

We hope that by improving our facilities, we can help to empower and encourage individuals to strive to reach their full recovery.

We are working to complete the refurbishment by late spring 2022.



Good news, good practice and transformation

HSJ Partnership award shortlist

The Trust and Acorn Recovery Projects (ARP) were recognised this week as a shortlisted finalist in the HSJ Partnership Awards for our peer support model.

The idea of the project was introduce a peer support model into LSCft, to help us support each other towards better wellbeing.



85 percent of their ARP staff have lived experience and like LSCft they focus on person centred care. During the pandemic, ARP peers helped support our Mental Health Crisis Line and the Home Treatment Team.

Acorn Recovery Projects is a charity providing a range of recovery services which enable individuals and their families to break free from drug, alcohol and mental health issues.

While the project ultimately did not win on the night, being shortlisted highlights the difference this peer support model is making.

Tackling gambling related harms at work

Working with Unite the Union, we are the first NHS organisation to sign a new Workplace Charter, which will help employers and trade unions support employees and their family members, who may be experiencing harm as a result of gambling



Harmful gambling can be the cause of and contributor to, short and long term ill health.

It is estimated that there are 400,000 problem gamblers in the UK, and many more experiencing harms as a result. Problems gamblers are:

- 2.69 times more likely to have visited their GP in the last 12 months with a mental health issue
- 8.54 times more likely to be accessing mental health services

- 5.53 times more likely to have been a hospital inpatient within the last 3 months
- 4.4 times more likely to be in prison than the general population (IPPR 2016)

We are proud to be able to sign this Charter, alongside our fantastic partners from Unite, Beacon Counselling Trust and our staff side.

This charter signifies our commitment as an employer to support our staff.

We hope that other employers will also join us in tackling this issue that many find hard to raise with family or friends and often fear losing their employment if they raise it at work.

Learning Disability Week

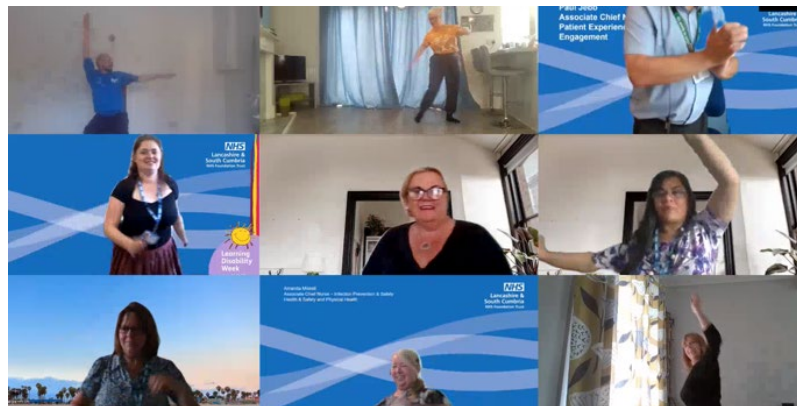
Our learning disability service has been in the spotlight over the last few weeks. The team, which works directly with people with a learning disability, their families or carers, to promote health and wellbeing, spent a week celebrating its work, during Learning Disability Week.

This event, run by Mencap, gave team members the chance to share their thoughts about their specialisms, in short videos which can be viewed [here](#) and [here](#).

The theme for this year's event was art and creativity.

Our teams linked in with this and worked with inpatients at The Guild, creating a stunning piece of artwork, to be displayed in the

Learning Disability (LD) service in Preston, to inspire service users there.



The team also linked up with **Dance Syndrome** for the second year running, and invited colleagues to a virtual dance session.

This was led by Maria Nelligan, our Chief Nurse, who has specialised in LD nursing for over 30 years.

The team emphasise that working with people who have learning disabilities requires much creativity, to help get around obstacles.

They wanted this event to show how using art and dance for example, can help them to support individual's needs.

Fantastic CBT success for Harry

Our **Child and Adolescent Mental Health Service (CAMHS)** teams work with children, young people and families, when they are feeling sad, worried or troubled.

The Fylde and Wyre CAMHS recently shared a fantastic CBT success story after helping 11-year-old Harry for 17 months. (*Photo shared with consent*).

Harry attended the service seeking support following an incident and subsequent assessment which found he had a blood injury phobia.

Becky Sherwin, Psychological Therapist, said: "Through his treatment Harry continuously exposed himself to fearful objects and situations that would purposefully increase his anxiety and he has learned to challenge each of these events to work towards his final goal of watching me (his therapist) receive a bloods test in close range."



"Harry and his family have worked extremely hard throughout the uncertainties of the pandemic to continue to access his CBT and he has smashed his treatment with a huge smile on his face."

In addition to accessing support through CAMHS, we encourage families to follow our fantastic Sam Tyrers' Mental Health Family Hour, which is broadcast weekly and available via [YouTube](#).



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