

Newsletter

IRS – Stakeholder Briefing

Welcome to our second bulletin which provides you with an update on the launch of the new Initial Response Service (IRS).

By working together with public and voluntary sector partners, we wish to make it easier for people in our area to access expert support, especially during evenings and weekends.

This is a whole system programme of work across Lancashire and South Cumbria to transform the public sector response to local people and their carers who are experiencing a mental health crisis.

Steve Christian

PROGRESS

In March we began the mobilisation of our Initial Response Service (IRS) for Adult Mental Health for Pennine and Central and West Lancashire. With a central call centre based at The Mount in Accrington and for Central and West based within the Avondale Unit on the Royal Preston site. The new service will provide one point of contact for those wishing to access our mental health services and will be open 24 hours a day, seven days a week. The service includes a crisis mental health helpline and rapid response function (for an urgent face to face assessment) - both also available 24 hours a day as needed.

This has been made possible thanks to new investment from Lancashire and South Cumbria Integrated care system to help improve access to mental health services – particularly during evenings and weekends and help standardise the experience of people accessing these services across Lancashire and South Cumbria.

We are commencing engagement across the Bay and Fylde coast and are planning to go live within these areas with an Initial Response Service in spring 2022.

WHAT IS HAPPENING AND WHEN?

We will have one single point of contact for all urgent and routine referrals via one single number and a dedicated email address in each of the locality areas and we will gradually start diverting referrals for our community mental health services to the single team based at the Mount in Accrington. This central team will triage each referral and make contact with the referrer to let them know the outcome. The change will be made following our planned soft launch later in the year. We expect that during this time the main impact for people and their carers, and for GPs, is that they will experience more timely communication. The IRS is expected to be fully operational across Pennine by the end of 2021 and within Central and West Lancashire by February 2022.

RECRUITMENT

We have embarked on an extensive recruitment campaign to recruit to the new roles now available in the IRS. The roles available include

- Call Handlers NHS Jobs - Application
- Band 6 Urgent care practitioners

The links for the posts can be found via NHS jobs

People with Lived Experience

From the commencement of the programme, the Trust has involved service user representation within all of the IRS workshops. This has enabled the programme to utilise the services of Anthony Kenyon who has recently been employed by the Trust to support the Transformation Team ensuring that the voice of people with Lived experience is uppermost in the design of all transformation services. We would like to formally welcome Anthony to the team and know that we will benefit from his experience and input into each of our programmes.

MORE INFORMATION

Watch our short animation via the attached link <https://youtu.be/W-qGCDVHaSo> about the IRS service in Sunderland which will help you understand and visualise what we are collectively working towards.

If you have further questions about the IRS or would like to subscribe to our stakeholder bulletins that provide you with project updates please send us an email and we will add you to our list.

Please don't hesitate to contact our centralised project team or Directors of Operations in each locality, via the details below, for any further information.

Centralised Project Team

Louise Giles – Deputy Chief Improvement and Compliance Officer and Programme Lead - louise.giles@lscft.nhs.uk

Delwyn Wray – Programme Manager for the IRS - Delwyn.Wray@lscft.nhs.uk

Beverley Liddle – Project Operational Lead - Beverley.Liddle@lscft.nhs.uk

Locality Operations Leads

Operational Team Pennine – Tanya Hibbert, Director of Operations, Tanya.Hibbert@lscft.nhs.uk

Operational Team Central – Carol Scott, Director of Operations, Carol.Scott@lscft.nhs.uk

Operational Team Fylde Coast – Joanna Stark, Director of Operations, Joanna.Stark@lscft.nhs.uk

Operational Team The Bay – Richard Chillery, Director of Operations, Richard.Chillery@lscft.nhs.uk

OUR CURRENT CRISIS SERVICES

We want to help people access crisis mental health support more easily - and without having to contact emergency services first.

At the moment people across Lancashire and South Cumbria can access urgent mental health services through the following channels:

Our Mental Health Crisis Line is available 24 hours a day, 7 days a week by calling 0800 953 0110. It is staffed by trained mental health professionals who are able to provide assessment and referrals to appropriate services, ring it if you need to access services or for advice about someone who needs treatment/support.

We also have a Wellbeing Helpline & Texting Service, available Monday to Friday 7pm – 11pm and Saturday to Sunday 12pm – Midnight staffed by volunteers and those with lived experience, which offers emotional support, ring if you want to chat about your mental health or are lonely. They can be contacted on 0800 915 4640 or by texting 'Hello' to 07860 022846.

CONTACT

If you have any questions regarding the IRS programme and its progress then please do get in touch via our dedicated email addresses below:

Central: CentralLancsIRSQuestions@lancashirecare.nhs.uk

Pennine: PennineIRSOperationalQueries@lscft.nhs.uk



@WeAreLSCFT



@WeAreLSCFT



@WeAreLSCFT

