

# Partner update

June 21, 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:

- Listening into Action; making a difference to patient care
  - Positive Results in our Friends and Family Test
  - Vaccine success for the Learning Disability Team
- Research and Development Highlights from the last year



We also recently held our latest Board meeting and you can find the papers **on our website**.

When we first started to respond to the global pandemic in March 2020, many of us did not anticipate that we would still be managing our response 15 months later.

The impact of Covid has been challenging for us all both personally and professionally, deeply affecting some of our service users and increasing demand across many of our services.

Over the last three months (March – May 2021) we have seen an increase in demand of nearly 20% compared to pre-Covid levels.

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

These increases are concerning and we are continuing to invest in developing our services to meet demand and look at innovative ways to improve support for our service users,

As part of Lancashire & South Cumbria ICS region-wide reform plan, the ICS Transition Board is overseeing the continued development of system transition and

transformation for mental health, learning disability and autism services. This includes the introduction of a Provider Collaborative Model for mental health and Learning Disabilities, which will take on additional accountability on behalf of the ICS and be led by LSCft.

The Collaborative will focus on the health of the local population with the ambition that people with specialised mental health, learning disability and autism needs experience high quality, specialist care, as close to home as possible, which is connected with local teams and support networks; taking reasonability for budget and pathway.

This exciting development for our Trust and the region will mean a new approach to commissioning specialised mental health, learning disability and autism services. It gives us an opportunity to work together as NHS, social care, third and independent sector organisations across the region to transform services and improve outcomes as well as increasing the voice of people with lived experience to improve the quality of care provided.

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

## Headline news

### **Community Mental Health Transformation**

We are proud to be launching our Mental Health Integrated Community Care programme at the end of June, via a system-wide event.

Currently, primary and community mental health services don't always meet everyone's needs. Through the Mental Health Integrated Community Care Programme we have the opportunity to work with local people and communities to improve mental health services for adults and older people, and those that support them.

This planned transformation in community mental health will focus on increasing support for people living in their communities with a range of long term severe mental illnesses.

The community based approach will include creating open access, self-referral Community Mental Health and Wellbeing hubs within each Primary Care Network with a range of information, holistic provision and blended teams that are linked to GP practices, Local Authorities, Secondary Care, physical health and voluntary, community and social enterprise (VCSE).

## **Chief Integration Officer Steve Christian explains:**

“To deliver this ambitious vision we will need to work together across local authorities, social work services including housing, care homes, home care, advocacy and carer support. Strengthening relationships with community groups and the voluntary sector is also going to be crucial. By doing this we can offer greater choice and reduce health inequalities and gaps in provision.

“This will be a phased programme, with ongoing learning and evaluation. We are delighted to be leading this work, which has the potential to improve many lives across the northwest.”



### **Initial Response Service (IRS)**

We are currently mobilising our Initial Response Service which will be our Single Point of Access for Mental Health for all urgent and routine referrals and enquires within each locality footprint.

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 access for crisis mental health helpline and rapid response function (for an urgent face to face assessment) - both also available 24 hours a day as needed

The overall aim of this service is 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.

The Initial Response Service (IRS) is scheduled to launch in the autumn in East Lancashire and followed by West Lancashire and Central Lancashire. The Fylde Coast and the Bay are planned to go live in the spring 2022.

In addition to the extensive co-design workshops we held in East Lancashire we are looking to hold events with partners, people with lived experience of mental ill-health, including carers and professionals, to test out the model around our urgent response and routine referrals in the service model and the clinical care pathways.

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## **Listening into Action; making a difference to patient care**

At LSCft we want to make sure we are doing the right things well; supporting staff led innovation to make positive changes to our services for the benefit of our service users and the wider health and care system in Lancashire and South Cumbria.

Listening to the valuable experiences of our teams and using this to identify quality improvements and more importantly put them into action is something we are passionate about.

We have just launched the second wave of our Listening into Action programme, working with staff from across the Trust to make a real, positive difference to the way we work and the services we deliver.

Through a series of Big Conversations with staff we will identify the things we think we can do better or differently and support the development of systems and processes to make those changes happen.

We know we already have some fantastic services and amazing staff and Listening into Action is an opportunity to build on that over the coming months as part of our wider programme of Quality Improvement.

I will keep you updated with the emerging themes and with the ongoing support of our staff and partners we will continue to design and deliver the very best services for our population.

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### **Positive Results in our Friends and Family Test**

The latest results from our Friends and Family test show that 94.8% of our service users rate our services as good or very good which is an incredibly positive result.

We have recently revised our process to make the survey as easy and accessible as we can; making sure we capture the views of as many of our service users as possible.

Paul Jebb, Associate Chief Nurse, Patient Experience & Engagement said, "We are proud that almost 95% of our service users rated the care they received from us as good or very good.

"Working closely with teams across LSCft, we have a series of initiatives in place to continually improve our service users' experiences based on the feedback they give us and these results are a great testament to the difference we are making."



## Good news, good practice and transformation

### **Working with Eden Project and the Wildlife Trust to help pandemic recovery**

LSCft has been part of a successful funding bid with Lancashire and Cumbria Wildlife Trusts and The Eden Project. Thanks to the People's Postcode Lottery, we will be able to launch a fantastic project with these charities.

Our teams have worked together to secure over £800,000 of funding, which will allow them to deliver a pioneering project to fight loneliness in the northwest.

More than 400 people experiencing poor mental health will be 'prescribed nature' by GPs and other healthcare professionals, and we will be part of the team delivering this, alongside our partners.



With activity running from Barrow to Fleetwood, the project will introduce people to activities that will encourage them to get active and become connected to their community and to nature.

The "whole population" intervention will encompass self-led activity available to the whole community.

We're delighted that we are part of such an important project, which makes the most of our coastline and brings people closer to nature, which can have such a profound impact on mental health. We look forward to working closely with the Eden Project going forward, as this charity will be a valuable addition to the bay region.

### **Vaccine success for the Learning Disability Team**

Our fantastic Learning Disabilities team has gone above and beyond during the pandemic to make sure local vulnerable people were able to get their vaccination.

Knowing that people with learning disabilities have been disproportionately affected by the pandemic, the Learning Disability team used its specialist knowledge to identify the adjustments needed to support them to get the vaccination and reduce the upset and confusion that some people can experience in an unfamiliar environment.

The team made a range of adjustments including home visits, longer appointments, larger spaces and using familiar staff and objects to make the environment more comfortable.

Following feedback, the team even put an outdoor tent area together for those people too distressed to come into the building.

Jacquie Shenton Associate Director of Nursing, Learning Disability Services said,

“The service has received extremely positive feedback, and word of mouth has led to an increase in demand.

“We’re now planning satellite clinics in the Pennine region, to help focus on the areas where outbreaks are on the rise. This project has undoubtedly saved lives in this vulnerable group, and our learning disability nurses have played a valued role in our response to the pandemic.”

### **Development continues for Rehabilitation Unit at Wesham Hospital**

Construction works continue to progress to develop a rehabilitation facility at based at the former Wesham Hospital Rehabilitation Centre.



This new facility will enable patients with longer term rehabilitation needs to be treated in the most appropriate setting, as close to home as possible. Construction is planned to complete early in 2022.

### **Service user artwork showcased at local museum**

Artwork from Guild Lodge service users has recently been exhibited at Preston’s Harris Museum.

The pieces - which were produced during art therapy sessions – help service users to take on more meaningful roles and activities.

The exhibition, titled Guild Lodge, was created during occupational therapy (OT) sessions with Guild Lodge art instructors and occupational therapists, Simon Wess and Mark Love.



Mark said: "We place great importance on the use of art as both assessment and treatment within a secure setting, and run one to one sessions as part of our therapy programme.

"Most importantly art is great for self-esteem and confidence, especially when a service user can see their art work has been sold. Many pieces were sold from our latest collection at the Harris with all proceeds coming back into the service."

### **Improving patient experience at LSCft**

We work hard to make sure every experience At LSCft is as positive as possible and that our service users receive the highest standard of care.

Regular patient experience meetings are a vital way for us to capture the views of our service users and share them, both within our organisation and with our partners to keep improving our services for the benefit of the people who use them, their families and carers.

Our Patient Experience Team has made sure these meetings have continued virtually during the Covid-19 pandemic and they continue to result in fantastic examples of service user led change. The team has worked with service users to choose colour schemes and furniture for redecorated wards, co-producing mural style art works for lounges and increasing the health and wellbeing support service from a five day service to a seven day service, which will have a hugely positive impact on patient experience.

Lesley Whittaker, Enhancing Experience Matron said "Our teams are dedicated to improving the care and experiences of our service users by making sure their voices are heard and their feedback is acted on.

"It's fantastic to see initiatives being put into in place which really put people at the heart of our services and care."

## New Barber service arrives at The Guild



Residents at Guild Lodge can now enjoy a fresh haircut and more personal experience in the service's very own barber shop.

The project - which originally launched in 2019 but was put on hold last year due to Covid - has opened its doors this week to six golden ticket winners who received a free haircut on its opening day.

Jennifer Gardner, occupational therapy (OT) manager at Guild Lodge said: "We all recognise the benefits of a fresh haircut and how it can have a positive effect on our mood and confidence.

"Through discussions with service users they felt more comfortable attending the appointment with a known staff member than a community hairdresser. With some great luck I found out one of the occupational therapy technical instructors had a ten year background in barbering and was interested in this role."

Heading up the main barber role is OT Abigail Rix who is qualified in barbering and has taken the additional training to be Covid-safe.

Tracy Cookscowen, Director of Operations for the Specialised Services Network, said: "The occupational therapy, nursing and medical teams have pulled together to make this happen, but the brain child behind the look and trademark for the barber shop came from our service users themselves.



"Everyone should be really proud of this achievement and we aren't stopping there. We plan to develop opportunities for vocational training using the barbershop as the springboard. So the Guild Barbers is one to watch!"

## Research and Development; Highlights from the last year

The Covid-19 pandemic has proven a challenge for research across the country, seriously affecting the delivery of the majority of research studies.

Urgent Public Health studies were able to open and had a main focus on patients hospitalised with Covid-19, with trials located in our region's acute trusts.

The LSCft Research and Development team responded to this by setting up new research in partnership with Lancashire Teaching Hospitals.

1814 participants were recruited to National Institute for Health Research, in 2020/21 which is the 10<sup>th</sup> highest recruitment total out of 41 organisations across the north west - a fantastic achievement.

Andrew Pennington, Associate Director of Research and Development said “It is extremely positive that despite the challenges of Covid we have still recruited so successfully to our research projects.

“To keep building on this success for the future the Research and Development team is developing a new five year strategy. The strategy will support us to embed a research culture across the Trust; developing the research skills of our teams and working with recognised academic experts to both develop and participate in innovative clinical trials and studies to put LSCft at the forefront of research and development.”



