

Newsletter

Stakeholder Bulletin

Welcome to the first of our bulletins to provide you with an update on the launch of our new service Initial Response Service (IRS).

This bulletin will be issued on a monthly basis and is intended to keep all our partners and stakeholders informed about progress and key events to get involved with. We hope you find this bulletin useful, please share any feedback with our communications team.

I'm Steve Christian, Chief Integration Officer at Lancashire and South Cumbria NHS Foundation Trust and I'm the Senior Responsible Officer for this transformation programme and we have also established a leadership team, which includes a dedicated project team and operational staff to support the roll out. Their contact details can be found in the bulletin.

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 and Central Lancashire including West Lancashire, with The Fylde Coast and the Bay planned go live in spring 2022.

By working together with public and voluntary sectors we wish 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.

What's changing?

We are still refining the details of our service but we do know that we will be offering the following:

What we plan to offer	What we offer now
A single Freephone telephone number.	We have different numbers for our Home Treatment Teams and our Crisis Helpline. These are currently charged at a local rate.
Rapid response within one hour in some instances.	We can currently see you within four hours.
No wrong door – we will be working with partner organisations to direct you to other relevant services too.	We don't have a formal arrangement to direct you to other NHS or voluntary sector services that you may find useful.
Open to all – we will be open to anyone seeking urgent mental health support, including: people not currently known to our specialist mental health services, carers and professionals seeking advice.	Our crisis services are aimed at adults aged 18-65 and Home Treatment is accessed via an onwards referral from our specialist teams.
Advice and Guidance access to a psychiatric pharmacy support.	Formal Referral routes.
Integrated Urgent Care Service Open 24/7 for all our mental health services in each locality.	We can visit you at home 24/7 and have a crisis helpline but we don't have a joined up integrated service and different referral processes for each service.

This approach is already in use in other parts of the country and we have been supported by our colleagues at Cumbria Northumbria Tyne and Wear.

Street Triage

Across East Lancashire we will be launching a Street Triage service which is a collaborative service between our mental health workers and police which aims to improve the emergency response to individuals experiencing crisis. We have coproduced the model with Lancashire Police and partners with a working model and pathway agreed. We have drafted the 'Standard Operating Procedure' (SOP) which is being reviewed by all relevant parties. The Street Triage Service will be co-located in the IRS but deployment of the Street Triage Service will be via the police control room.

Who's involved?

This will have the biggest impact on our crisis services that we provide which will be transitioned into the Initial response service.

This includes our current START teams, HTT Teams and our administration referral Centre in Blackburn. It will also have an impact on our criminal justice system and our partner organisations we work with including:

- Lancashire Constabulary



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- Lancashire County Council
- Drugs and Alcohol Services
- North West Ambulance Service
- Local Voluntary sector Organisations in each locality
- National Charities
- Blackburn and Darwen Council
- Blackpool Council
- Drugs and Alcohol Services

Engagement and Research so far

We have held co designed workshops with staff, people who use the services, carers and representatives from other agencies involved in providing urgent mental health care ranging from emergency services to local charities.

We are planning further workshops within localities and arranging briefing sessions for all partners to demonstrate how the IRS service works and develop seamless pathways / transfers between the IRS and other services. Dates for these sessions will be published in our briefings.

Recruitment /Training

We have embarked on an extensive recruitment campaign to recruit to the new roles now available in the IRS and are developing a bespoke training package for call handlers and triage practitioners.

This will involve working with our existing crisis line staff, the police contact centre, Samaritans and specialists in audio simulation training to develop a series of real-life scenarios which people use to test out, reflect on and develop their practice.

More Information

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

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

Beverley Liddle

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

Locality Project Team

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