

Newsletter

Stakeholder Bulletin

Initial Response Service (IRS) Stakeholder Newsletter – September 2021

Welcome to our stakeholder bulletin we are continuing at pace with the mobilisation of our newly developed Initial Response Service (IRS) which will provide a single point of contact for all Mental Health urgent and routine referrals via one single number and a dedicated email address in each of the locality areas. The new service will be open 24 hours a day, seven days a week.

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

WHAT IS HAPPENING AND WHEN?

From the end of October we will gradually start diverting referrals for our START team in Pennine to a single team based in the Mount in Accrington This central team in the IRS will triage each referral and make contact with the referrer to let them know the outcome. The change will be made gradually to allow all the recruitment to take place initially commencing with a crisis offer.

We expect that during this time the main impact for people and their carers, and for GPs, is that they will be likely to experience more timely communication. The SPA is expected to be fully operational across Surrey and NE Hants by April 2019. This is when we will launch our new crisis helpline number to people who use services, carers and wider partners. Here is an update on our progress so far, including our next steps for the gradual roll-out.

We expect that during this time the main impact for people and their carers, and for GPs, is that they will be likely to experience more timely communication. The IRS is expected to be fully operational across Pennine in January in 2022.

We are on track to go live with our IRS model for the Central Lancashire and West Lancashire Service which is due to commence late January / early February 2022 .This will be based at our Avondale Unit on the Royal Preston Hospital Site

STAFF TRAINING PROGRAMMES

We have developed a bespoke training package for new and existing crisis mental health helpline call handlers and existing colleagues. This has involved working with partners 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. A new bespoke telephony solution has been procured and our electronic health records system has been developed specifically for the IRS and a new training package has been developed for all staff who will be working in the service

YOUR INVOLVEMENT

In addition to the extensive codesign workshops we have held with partners, people with lived experience of mental ill-health, including carers and professionals. We held a workshop with key partners who attended a half-day co-design workshop in August. Together we considered several topics around including transfer of referrals into the service model from the police call handlers, NWS call handlers and 1111. WE agreed some draft clinical care pathways. We made some great progress on the day and comments included: "I genuinely think this is a fantastic piece of work "and will make a real difference across the system

LAUNCH OF A STREET TRIAGE PILOT IN SOUTH CUMBRIA

We are pleased to announce a joint pilot with Cumbria Constabulary for Street Triage in Barrow that will commence in October 2021. Our pilot involves our mental health nurses working alongside the police in Barrow to reduce the number of 136 detentions made under section 136 of the Mental Health Act and to make sure that people who need mental health treatment receive it as quickly as possible.

When police attend an incident out of hours, and believe that an individual involved has a mental illness, learning disability or substance misuse problem, they contact the street triage team of mental health nurses to carry out an immediate assessment. This determines whether the person should be held under Section 136 of the MHA and if not, whether any follow up is needed from mental health, social or substance misuse services.

It means those people who do need care and treatment receive the right services quickly, and that those who don't are not unnecessarily detained.

For further information contact Dan St Quintin on Daniel.StQuintin@cumbria.pnn.police.uk or Jo Johnston via Jo.Johnston@lscft.nhs.uk

RECRUITMENT

We have embarked on an extensive recruitment campaign including paid-for advertising to recruit to the new roles now available in the IRS. Recruitment events are taking place within each of the localities. Full details of the roles and the recruitment events are available here

www.lscft.nhs.uk/vacancies/IRS

Pennine Recruitment Events are taking place on 17th and 29th September. Further details are available here www.lscft.nhs.uk/vacancies/IRS

Central & West Recruitment Event taking place on 28th September 2021 at The Lantern Centre. Street Triage will be in place for Pennine and is planned to commence operation with the Pennine IRS launch date.

Street Triage pilot will commence in Barrow in October following the success of Cumbria police street triage pilot in Carlisle.

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.

MORE INFORMATION

CNTW have kindly shared a video that they have made to showcase their IRS service, please see the link: <https://youtu.be/W-qGCDVHaSo>

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