

Partner update

NHS
Lancashire &
South Cumbria
NHS Foundation Trust

We are
LSCft

October 11, 2021

Dear Colleagues,

Welcome to our latest partner update.

Over the weekend, to mark World Mental Health Day (10 October), our engagement and prevention lead, Sam Tyrer, hosted a special edition of his online discussion – Mental Health Family Hour – this time talking about eating disorders.



Sam brought together an esteemed panel including a current service user - Rebekah, a GP with special interest Dr Cat Riaz, service director for CYP and eating disorders Sam Mortimer, and campaigner Hope Virgo. This conversation, which we hope will be helpful for both those with an eating disorder, their loved ones, carers and family, offered honest insight and useful signposting. The hour long conversation is [available to watch here](#).

We also followed Sam into a local school, to capture his Change Talks sessions, where he talks frankly and openly to teenagers about issues ranging from anxiety and depression to eating disorders and bullying. Such has been the success of this work that Sam has secured HEE funding to expand the program to include 'train the trainer' sessions for educators. This will help teachers to have better conversations about mental health.

Sam's work ties in nicely with the up and coming launch of Mental Health Support Teams in schools. These teams will work to create a school environment that encourages young people to be more open to talking about their mental health, will tackle the stigma of mental health issues, and provide a positive presence within the school for young people and educators.

We are making fantastic progress with our system-level Children and Young People's (CYP) Transformation programme. Demand for our CYP services is still increasing, so this scope of work is vital for the system.

Progress includes:

- The ICS has confirmed children and young people's mental health system investment to the value of £10.7million over the next three years
- ICS development plan is progressing to deliver on the principles of the THRIVE model of care
- Year one investment will be focused upon delivering intensive home support for children and young people
- Recruitment processes are underway to support the delivery of the new service model

Below you can read more from around LSCft including:

- Resilience Hub relaunch
- Psynergy features on BBC's Ambulance
- Vote in our People's Choice awards
- Lead provider for specialist services
- Demand update
- Award win
- WRES report shows improvements
- Stunning artwork

Kind regards,

Caroline Donovan

Chief Executive, Lancashire and South Cumbria NHS Foundation Trust

Trust headlines

Resilience Hub can help you, your colleagues, teams and families

'You're here for us, we're here for you.'

That's the motto of a brand new mental health campaign launched to promote the psychological help you can access through the [Lancashire and South Cumbria Resilience Hub](#).

The dedicated team at the Resilience Hub can support all public sector workers, your colleagues, teams and even your immediate families with the psychological impact of Covid-19.

The service is confidential and you can self-refer after filling in a short assessment online.

We are encouraging everyone to take 15 minutes to fill in the assessment to if you'd benefit from extra support - [please click here to start the self-assessment now.](#)

The Hub was launched at the outbreak of the pandemic to support emergency workers, health and social care workers, council workers, teachers and public sector volunteers, and their immediate families.

And, it's already been a lifeline for many – those who have worked on the frontline, those who struggled with the change to their roles and working from home and those who have sadly lost loved ones. [You can read two moving testimonials here.](#)

You can find out much more about the Resilience Hub on their [brand new website](#) – including tips for supporting others.

Or, if you'd like to speak to someone, including about arranging a team session, please ring: 01772 520228 or email: lscsub@lscft.nhs.uk

BBC Ambulance – featuring our Psynergy team

Fans of BBC's Ambulance will be treated to an appearance of one of the LSCft family this autumn. From late September through to the end of October, the team is filming in the Fylde region. Both our frailty team and our Psynergy vehicle will appear across four episodes in total.



The Psynergy vehicle is a collaborative urgent care service, which attends call outs to members of the public with urgent mental health concerns. The team is made up of our own home treatment team, North West Ambulance Service and Lancashire Constabulary.

This service was launched in 2020, and has had a significant impact – helping to reduce the numbers of people needing to use the 136 suite or admitted via the



emergency department. In a typical month, the team manages to avert around 40% of mental health ED visits, and around 20% of visits to the section 136 suite. Those in need tend can be given more appropriate care due to this approach.

Nominate now - Time to Shine People's Choice Award

Don't forget to nominate someone for a special People's Choice Award.

The new award invites service users, families and carers to join – and will celebrate a remarkable individual or team working at LSCft who truly has gone the extra mile.

Do you have a shining example?

If you have a really good story of where a colleague or team has done something amazing in the last 12 months – really going above and beyond, please do encourage your service users, patients, their families and carers to get involved.

As the nominations are open to people outside the Trust, this time the form is a little different as it's been created using Survey Monkey – [take a look now.](#)



Specialist Lead Provider Role for LSCft

We are delighted to be working as the Lead Provider for two Specialist Mental Health Lead Provider Collaboratives (LPC) across Lancashire and South Cumbria; Children and Young People Tier 4 Mental Illness, Eating Disorder and Learning Disabilities Services (CYP) and Adult Low and Medium Secure Specialist Services (AS).

The CYP service successfully transferred from NHS England and Improvement (NHSE/I) with delegated commissioning responsibility passed to LSCFT on 1 October 2021. The remaining AS programme is due to transition on 1 November.

Colleagues are continuing to progress with the due diligence process during October alongside other LPC partners Greater Manchester Mental Health and Mersey Care supported by NHSE/I. Considerable work is also being carried out to establish a Provider Collaborative Board/ Commissioning Model via the System Transition Board.

Good news, good practice and transformation

Demand Update

Mental Health demand across the Emergency Departments in Lancashire and South Cumbria remains significant, with mental health demand and general acute demand across the emergency departments remaining consistently high since April 2021.

Even with this consistently high demand our one hour response time for the mental health liaison teams remains positive. We continue to work collaboratively with our acute partners to ensure this level of demand is well managed.

Furthermore, the demand on our Health Based Places of Safety has increased, which has impacted on the emergency departments with a number of patients waiting within the emergency departments as opposed to the mental health suites.

With increasing numbers of people reaching crisis point with their mental health, it's become even more important that they get the right mental health support quickly.

The implementation of our community mental health transformation programme and launch of the Initial Response Service (IRS) later this year will support our services users being able to access even more timely care and support.

Our physical health community teams are developing plans to be able to deliver the new national 'Two hour response' service.

A brilliant development which will be great for communities and support diversion from acute hospital admission.

Top award win for Associate Chief Nurse

We have been celebrating after one of our nursing leads scooped a top award at the Patient Experience Awards (PEN) this month.

Taking the title for PEN's Manager and Professional of the Year was Lancashire and South Cumbria NHS Foundation Trust's (LSCft) Patient and Experience Associate Chief Nurse, Paul Jebb.



Paul was chosen for his work on improving the experience of those using the Trust's services, along with their carers and loved ones.

On receiving his award, Paul said: "We believe that by listening to people who use and care about our services, we can understand their diverse health needs better,

and focus on and respond to what matters to them. We work in partnership with our service users and the public, to improve the experiences and outcome of care; supporting people to live healthier lives.

“We want to really get to know the local people who need our support. We know that when people living in more deprived areas are in poor health, they don't always recover as well as people from more affluent areas. We call this 'health inequality' and we're passionate about finding ways to level up the experience of healthcare, for everyone”

Maria Nelligan, Chief Nurse and Quality Officer at LSCft adds: “What makes Paul stand out is both his passion and ability to cast his engagement net far and wide.

“Paul has engaged with local communities, hard to reach groups, carers and patient groups and other sectors. He quickly gets staff and others on side and moves barriers to ensure patients always come first. He demonstrates positive strong influencing, inspirational, leadership, motivation and coaching/mentoring skills.”

WRES report reveals positive improvements at Trust

The latest Workforce Race Equality Standard (WRES) report has revealed major improvements in 7 out of 9 measures for the Black, Asian and Minority Ethnic (BME) workforce at Lancashire and South Cumbria NHS Foundation Trust (LSCft).



The mental health Trust has improved in several areas with 5 out of 9 measures now scoring above the national average.

Key findings at LSCft include:

- 10.1% of the Trust's workforce is from a BME background, this is an increase from 9.4% in 2020
- Representation of BME colleagues in senior leadership roles at Band 8a and above has increased from 6.8% to 7.7% which amounts to an additional 9 BME senior leaders
- BME staff are now less likely than white staff to be entered into a formal disciplinary process, this is an improvement from 1.92 in 2020

Chief Executive at LSCft, Caroline Donovan said: “In 2020, we took action to spotlight and accelerate the improvement needed to end any disparity our ethnic minority colleagues were experiencing here at LSCft.

“We launched our Inclusion Council which includes four key staff networks to help amplify the voice of our workforce. We also established our Race Equality Staff Network (REN) which hosts numerous events across the organisation; designed to educate staff on the impact of racism, and what the individual responsibility is in line with the race equality agenda.

“We also launched our Listening into Action programme and recruited ethnic minority Freedom To Speak Up ambassadors. With a need to look beyond the data and better understand the experiences of our ethnic minority workforce, we also commissioned Yvonne Coghill, previous director of WRES, to complete an independent race equality review at the beginning of 2021.”

The WRES report highlights in detail the progress the Trust has made, further key findings on improvements over the last year, and a look at the journey ahead to be recognised as the most inclusive Trust, nationally.

To read more on the report findings and planned improvements, please click [here](#).

“Stunning” artwork to take pride of place at College House

The Community Learning Disability Team at College House, Barrow, were amazed when they were presented by a work of art from some of their service users.

A group of young people from Moorfield Learning Centre worked together to design and produce the piece, which displays the Makaton signs for “welcome”.



This is the first piece completed by the Moorfield students, with more to come, funded through the Captain Tom NHS Fund.

Kay Lynas, Operational Lead in Morecambe Bay, said: “Our teams cannot thank the young people enough - they have kindly produced such a high standard of stunning artwork, way beyond our expectations, and everyone should be so proud.’



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