

Partner update

NHS
Lancashire &
South Cumbria
NHS Foundation Trust

We are
LSCft

February 25, 2022

Dear Colleagues,

Welcome to our latest partner update.

I am sure that the recent bad weather served as a reminder that we're not out of winter just yet! My gratitude goes to those of you, along with your staff, who worked during such terrible weather conditions, especially people who were still out and about in communities. It will have been a lifeline for so many and a reminder of how lucky we are to have great people!



I, like so many of you in partner organisations, share a passion for inclusion and tackling health inequalities.

So I was very interested to read the [NHS Race and Health Observatory](#) report released last week which showed the extent of health inequalities for Black, Asian and minority ethnic people in England.

It revealed issues across a range of areas and it didn't come as a surprise that some of the largest inequalities are occurring in mental healthcare.

At LSCft we recognise the challenges the report outlines both in terms of the experience of Black, Asian and minority ethnic staff in the NHS and inequalities in outcomes for minority groups.

We must tackle this issue collaboratively and I look forward to sharing ideas and approaches with you, our partners.

Kind regards,

Caroline

Other news this week to share with you includes:

- More on what we're doing to tackle health inequality
- Our current demand picture

- Meet our new Chief People Officer
- The latest on the Initial Response Service (IRS)
- LSCft's pledge to use less jargon after service user feedback
- Our very own Sam Tyrer is on BBC Radio Lancashire to discuss mental health issues affecting young people
- Celebrating our mental health nurses
- A lookback at our LGBT History Month event with Nancy Kelley, Stonewall's CEO

Trust headlines

Tackling health inequality – What are LSCft doing?

This is a really important area for us and so even before the publication of the [NHS Race and Health Observatory](#) report, we were on with our second programme of equality and diversity work in partnership with Yvonne Coghill, who serves on the NHS Equality and Diversity Council and is the Vice President of the Royal College of Nursing. This follows on from the review we did on race equality within our Trust last year.

Our work with Yvonne will help us to deepen our understanding of inequalities across our patch so we can take action and direct our resources to promote equality and equity, and make sure our services meet the needs of our population.

This will only be impactful if we work together as partners within local communities. I was really pleased to meet with our PCN colleagues recently to progress our joint work in localities. Listening to GPs about the progress we are making together is really positive and plenty of ideas were discussed about how we can continue to address health inequalities together.

Our developing Health Inequalities Strategy is in the final stages of development as we wait for the outcomes of Yvonne's work. We are also going to consider, as a board, our need to invest more in building capacity and capability as we continue to work alongside our partners.

Our Inclusion Council – which has been in place for a year - is an important part of our approach, allowing us to hear the diverse voices of our people so we can be more inclusive.

I am happy to talk to any partners about what we are doing and how it could help your organisation, and in particular how we can look at it with a system approach.

Demand across our services

Mental health

Since the introduction of the Initial Response Service (IRS) in our Pennine locality, we've seen the volume of referrals in Pennine increase by 30%. Even at this early stage, IRS is proving successful in delivering greater accessibility for self-referrals, and quicker responses, especially where we are able to signpost self-referrers to the service that best meets their needs.

We have been able to direct almost a quarter of these calls to other service providers, and we are able to report a positive response to this new service, both in accessibility and timeliness of response.

In January, across the Trust, Home Treatment Team referrals were 10% above pre-Covid levels, and mental health presentations in A&E were 25% above pre-Covid levels, meaning we are seeing sustained pressure on our acute mental health pathways.

There is some good news to report in terms of reductions in bed requests and admissions; in December 2021 and January 2022, they were at the lowest levels we've seen since the end of the first COVID lockdown, and as a result, we used around 300 fewer bed days in the independent sector in January 2022 compared to December. This is welcome news as it has been a priority for us.

However, our length of stay has increased, so our focus is for patients to be in the right care setting. We are working with you, our system partners to ensure that onward care is available for those people who are ready to leave our wards, as well identifying how we can improve our own processes on our wards.

The demand for children and young people's services continues to increase and our eating disorders services also saw a notable rise in demand. We are working hard to ensure that those who need our care are able to access it.

Community physical health services

We are pleased to say that for most physical health services, demand has returned to pre-pandemic levels with the exception of district nursing services.

While demand in that area is lower than seen during the peak of the pandemic, it remains higher than before COVID. Furthermore, we are seeing greater levels of acuity within the service, with district nurses managing increasing complexity outside of hospitals.



New Chief People Officer Appointed

Our current Deputy Chief People Officer, Rob Cragg, who joined the Trust in 2021, has been appointed as Chief People Officer and will take up the post from Helen Farrington in April.

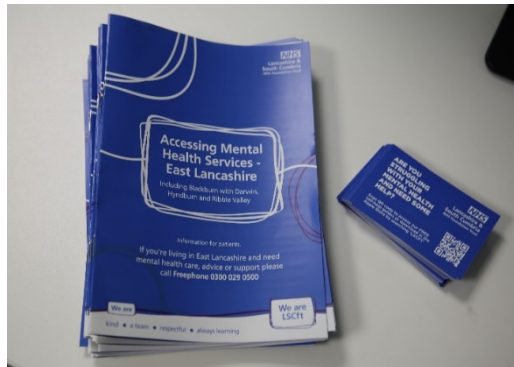
Rob has already made a great impact during his time with the Trust and will build on this in his new role; continuing work to strengthen our people, improvement and culture strategy and helping accelerate our work around both leadership and

inclusion, amongst other key priorities.

We hope you will all join us on congratulating Rob on his new and exciting role.

Good news, good practice and transformation

Initial Response Service update



Following the soft launch of the Pennine IRS, we have seen demand for the service grow steadily with the volume of calls rising from 120 up to 180 a day. Excitingly, we are now working towards launching the IRS externally so that members of the public can access our mental health services via the one designated number. Details are currently being finalised and will be shared once available.

We are also due to launch 'Advice and Guidance' to cover mental health queries in East Lancashire and Blackburn with Darwen in March.

It's an electronic messaging system, developed by University Hospitals Morecambe Bay, which allows GPs to contact a Consultant Psychiatrist directly for advice.

Although initially used for physical health enquiries, a successful mental health pilot took place in Lancaster and Morecambe from 2019. The initial results have shown a quicker response to mental health queries and supported GPs with their decision making.

Advice and Guidance is intended for use only with non-urgent enquiries. Full details will be circulated directly to GPs ahead of the launch.

The IRS model for the Central Lancashire and West Lancashire Service is due to commence in Summer 2022. Training for the new team has already commenced and members have been visiting the Pennine contact centre to gain invaluable hands on training and experience.

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.

#DropTheJargon

We all use jargon and acronyms, particularly those of us in the NHS. So on Monday (February 28th), we are launching a campaign to encourage our staff to swap language that is 'formal for normal' when speaking to service users and carers.



Through our pulse check, we identified person centred care as key areas to focus on for wave two of our Listening into Action programme.

Discussions with staff and service users consistently highlighted that jargon is a big barrier to effective communication.

We will be tweeting over the next couple of weeks, encouraging people including professionals to get involved and let us know the terms or jargon they have heard or perhaps use themselves.

Our new service user-led 'Drop The Jargon Squad' will be spreading the word on wards, have designed t-shirts and posters, produced a rap and will be distributing a jargon buster booklet, detailing our widely used acronyms and what they mean (only to be used in an acronym emergency!)

Please follow us @WeAreLSCFT and retweet, get discussing with the #DropTheJargon and help us spread this campaign far and wide!

Tune in to Mindful Mondays

Our Prevention and Engagement Lead, Sam Tyrer, has been appearing live on BBC Radio Lancashire's Graham Liver breakfast show each week.

As a mental health advocate for the Trust and a driving force for '[Change Talks](#)' - an educational programme for schools - Sam tackles mental health issues and concerns that our young people often face, under a new segment #MindfulMonday.



The feature, which started at the beginning of February has heard Sam and presenter Graham talk at length about anxiety in its different forms and how it presents in young people, which can often differ from adult symptoms.

Continuing with conversation around social media, its mental health effects and the amount of screen time consuming youngsters, Sam also offers advice, coping strategies and links to Trust services that can help support listeners further.

Sam is “excited to be given a voice to help advocate for mental health issues” and “hopes to directly engage with community, parents and younger listeners that tune into the show and start a bigger conversation.”

Over the coming weeks Sam will be addressing depression, sadness and how to manage stress. Give it a listen and show Sam some support by listening into to [BBC Radio Lancashire](#) at 9am every Monday morning throughout February and March.

Showing our appreciation

We celebrated Mental Health Nurses Day on Monday (21 February), by sharing a huge thank you to our amazing team of nurses and student nurses across the Trust for their hard work and dedication.

We also introduced our social media followers to Karrie Houghton-Rushdi, one of our trainee advanced clinical practitioners, who has worked in a variety of nursing and clinical roles while progressing her career at LSCft. She’s also studying for a Master’s Degree.

We are very proud of her and hope she has shown those interested in working in mental health nursing what can be achieved, with the opportunities we offer and our support.



LGBT History Month

‘Pride and Prejudice’ event with Nancy Kelley

We recently welcomed Nancy Kelley, CEO of Stonewall for a conversation around LGBT rights, inclusion and progress as part of our LGBT History Month events.

Pav Akhtar, Equality, Diversity and Inclusion lead at LSCft asked Nancy six questions exploring the effect of the Covid-19 pandemic on the LGBT rights movement, what can be done within the NHS to improve and ensure compassionate care for the LGBTQ+ community, ways to tackle systemic homophobia and structural inequalities in the workplace, as well as understanding Stonewall’s work for the year ahead.

Jo Harrison, Equality and Diversity Manager at LSCft then hosted a further question and answer session with questions covering homophobia in sport, Stonewall’s Diversity Champions programme, how to support our transgender

colleagues and friends and a focus on what the police can do to rebuild trust with the community following the Met's failures in the Stephen Port murder case. Didn't get the chance to attend? The [event can be watched back on our YouTube channel](#) along with our other LGBT History Month events.

[Find out more about Stonewall and the work they do on their website.](#)

