

Newsletter

IRS – Stakeholder Briefing

Initial Response Service (IRS) Stakeholder Newsletter – March 2022

Welcome to our stakeholder bulletin. We have reached an exciting landmark in our journey with the Initial Response Service, having soft launched our first contact centre in East Lancashire and Blackburn with Darwen.

Full details around the launch, along with progress across the other localities are below.

We would like to take this time to reflect on just how far we have all come in this journey and thank all of our staff, partners and other key stakeholders for helping us reach this milestone and are looking forward to rolling out the remaining contact centres across our other localities throughout 2022.

PENNINE – SOFT LAUNCH

The soft launch of the Pennine IRS took place on 12th January 2022. We have been working with Lancashire Police, North West Ambulance Service and GPs across East Lancashire and Blackburn with Darwen ONLY to trial the new contact centre and support people with varying mental health needs.

We have also launched the Street Triage service across the same locality and have already seen fantastic results already.

From the initial launch, the volume of calls have increased from 120 a day to 180 a day with an average pick up time of 15 seconds. We've also seen a sharp increase in GP referrals coming into the new routine pathway.

We have been able to learn a number of key lessons, adapt our processes accordingly and crucially identify key learnings for the future IRS models in the other localities.

CRISIS LINE

Following the successful launch of the IRS within Pennine, all calls for the Trust Crisis Line from East Lancashire and Blackburn with Darwen are now being directed to the IRS Contact Centre.

PENNINE – OFFICIAL LAUNCH

The official full launch of the IRS across East Lancashire and Blackburn with Darwen will take place on Wednesday 16th March.

The new number to access our mental health services across the locality is: 0300 029 0500.

Please do not share this externally until the launch date of Wednesday 16th March.

Details will be shared widely with the media and all stakeholders and partners with a marketing campaign planned over the coming months.

ROLLOUT ACROSS OTHER LOCALITIES

The IRS model for the Central & West Lancashire locality is expected in May 2022. This will be based at our Avondale Unit on the Royal Preston Hospital Site.

Training for all our Central & West staff has already commenced and will continue over the upcoming weeks, including rotations into the Pennine contact centre for live experience.

We have been working very hard to secure our own car park for LSCFT staff working within the Avondale Unit, however, have been informed that the space earmarked for the car park is now being retained by the host Trust.

We are now in the process of sourcing alternative car parking provision that will fit the need of our workforce and Service Users. We will keep you updated of the progress.

The Fylde Coast IRS is likely to soft launch in July 2022 with the Bay following later in the year. These dates are slightly delayed due to challenges around suitable and available locations.

SIGN VIDEO

We're really excited to announce that we have partnered with Sign Video, the leading BSL video remote interpreting and BSL video relay service provider in the UK, to provide support for members of the deaf community who want to access our mental health services.

Details on how to access this service will be included within all launch activity.

RECRUITMENT

Recruitment for The Bay and Fylde Coast has started and will continue over the next few months, including a number of recruitment events.

Full details of the roles currently available within each IRS locality are detailed here www.lscft.nhs.uk/vacancies/IRS

Centralised Project Team

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