

YourVoice@healthwatch - Wednesday 27 January 2021

Mental health and learning disability services briefing

COVID-19 response

- LPFT continues to play an active part in countywide health and care response to COVID-19.
- The Trust is continuing with its digital first, but not digital only approach and is undertaking face to face appointments where required, with the appropriate infection prevention measures in place.
- The Trust continues to accept new referrals to all services and there is help available to anyone who might be struggling with their mental health at this time.
- Demand on services is stable, but as part of continued work nationally and locally we are working with partner organisations to prepare for any potential rise in referrals to mental health services as a consequence of the ongoing COVID-19 pandemic. People can access advice and support through their GP or any of the resources below:

<p>Mental Health Helpline</p>	<p>Telephone: 0800 001 4331 (open 24/7) The helpline is for people who are feeling low, anxious or stressed and think that talking to another person may help them cope. The mental health helpline in Lincolnshire is open 24/7. The team can also help signpost to other support where necessary.</p>
<p>Here4You advice line for children, young people and their families</p>	<p>Telephone: 01522 309120 (open 24/7) The advice line offers support for young people's emotional wellbeing and mental health. It is available to children, young people, parents, carers and professionals in Lincolnshire. For more information about the Here4You advice line and children and young people's services visit www.lpft.nhs.uk/young-people/here4you</p> <p>Our children and young people website also has a wide range of self-help materials that young people and their families may find helpful www.lpft.nhs.uk/young-people</p>
<p>Steps2change talking therapies</p>	<p>Anyone over the age of 16 can self-refer or contact their GP for a referral to our steps2change talking therapies service. The coronavirus pandemic may have brought a lot of stress and anxiety into people's lives, and steps2change continue to offer telephone and video appointments, webinars, as well as a range of online and self-help therapies. www.lpft.nhs.uk/steps2change</p> <p><i>steps2change Lincolnshire is for mild to moderate mental health problems and cannot provide an urgent/emergency service.</i></p>
<p>Lincolnshire's Recovery College</p>	<p>People over the age of 16 can access free educational courses on mental health and wellbeing through the Lincolnshire Recovery College. Their courses are designed and delivered by people with lived experience of mental ill health, qualified trainers and health professionals. The college has a range of upcoming new courses that will be available over the next few months. All courses are delivered online. For more information please contact lpft.recovery.college@nhs.net, or visit www.lpft.nhs.uk/recovery-college</p>

£37million investment to eradicate dormitory ward accommodation

- Following a successful national funding bid, the Trust has been awarded £37million to eradicate dormitory accommodation across our adult acute wards in Lincoln and Boston.
- This is excellent news for the Trust and Lincolnshire health and care system. We have had a clear ambition to address our patient environments for some time, especially our acute wards which are our remaining sites with dormitory accommodation.
- Dormitories no longer meet the modern standards for mental health care settings and are difficult to maintain privacy and dignity. This substantial funding will enable us to begin to deliver our aspirations for the units to meet all the modern standards of mental health inpatient care and provide an outstanding patient experience.
- Enabling works have now begun on the Peter Hodgkinson Centre site in Lincoln, whilst final designs and specifications are finalised with service users, carers, staff and stakeholders. We expect to start building our two wards at Lincoln later this year, with the hope of opening in 2023. The location and timescales for our Boston ward continue to be under discussion.
- If you have been an inpatient on a ward within our Peter Hodgkinson Centre at Lincoln County Hospital or on Ward 12 at Pilgrim Hospital at any time in the last ten years we would like you to please share your views to help us design our new wards. Please take part in our online survey by using this link <https://www.surveymonkey.com/r/Acute-wards>, or email lpft.involvement@lpft.nhs.net. Your involvement will be a great help in shaping our future wards.

Consultation on older adult mental health services

- Following our previous engagement work to gather views on how we could improve local mental health services for older adults in Lincolnshire we clearly heard that people would like increased community support, which is available seven days a week, close to home and with inpatient hospital care only when needed.
- The major refurbishment of one of our older adult mental health wards in Lincoln (Brant Ward) in 2019, presented the opportunity to pilot a new home treatment model whilst work was being done to bring Brant Ward up to modern standards, including providing en-suite facilities for our patients using that ward. The home treatment pilot showed that we can improve our responsiveness by delivering an increased community support, enabling service users to stay at home safely. This has greatly reduced the need for people to be admitted to hospital and has received positive feedback from service users, carers, our partners and clinical staff.
- We reopened Brant Ward following the refurbishment and it now provides an excellent inpatient environment. We are keen to engage in a consultation to keep the county wide home treatment service as it has improved access to community and home based services. Because of the reduced need to admit patients to a ward, this also demonstrates that the county only requires one older adult mental health unit to meet the current need for older adult mental health patients who require hospital care. As our ward in Boston no longer met the modern standards of mental health care and with the refurbishment of Brant ward into a modern, accessible and therapeutic space, those patients who still need admission have been admitted to Brant Ward in Lincoln as our single countywide hospital ward for the last year. This has proved to be very well received by patients, staff and carers.
- The Trust will shortly be launching a consultation to gather public, service user, staff and stakeholder views on whether this current approach meets the needs of our older adult community in Lincolnshire. As well as a number of virtual engagement events being held, the Trust will also be launching an online survey to gather views. We will listen carefully to the views of people as we consider this important change and we look forward to working with our Healthwatch colleagues as we work together to improve services for the people of Lincolnshire.

Out of area care

- We remain committed to having zero inappropriate out of area adult and older adult acute hospital care by April 2021. In line with our planned downward trajectory we are reducing the number of patients receiving care inappropriately out of Lincolnshire. The current focus of our work is on two specific schemes to increase local inpatient capacity.
- **Repurposing Ash Villa in Sleaford into a 15 bed female acute treatment ward** - Building works at Ash Villa have now concluded and finishing touches to the patient environment will be completed over the coming weeks. Most staff have been recruited to the team, however the recruitment of registered nursing staff remains a challenge. Our workforce challenges have been compounded by COVID-19, which has made recruitment more complex and impacted our workforce across Trust services.
- Taking all this into consideration, the decision has been made to not open the unit until 1 March 2021, by which time we hope that infection rates will have subsided, the vaccination programme will be underway in earnest and our staffing will be more stable.
- **Repurposing the Wolds from long-stay mental health rehabilitation to a short-stay reablement service** – This change is progressing well and as long stay rehabilitation patients are discharged from the ward, they are replaced with patients on the reablement pathway. Reablement supports individuals who have had an acute mental health admission to reintegrate in to their community. Patients will generally stay on the ward for up to 28 days.
- Alongside this, much work is ongoing to further increase the community offer, with the rollout of our community mental health transformation programme mentioned below.

Transforming Care – Learning disabilities and autism

- The Trust continues to drive forward improvements in the Transforming Care agenda and we are actively working with colleagues from Lincolnshire NHS Clinical Commissioning Group (CCG) and Lincolnshire County Council to further improve services for people with a learning disability and/or autism in the county and support them to better manage their mental health and avoid unnecessary hospital admissions. The Trust's new Transforming Care Clinical Lead is due to take up post in February and will help oversee the Trust's specific elements of this work.

Community Mental Health Transformation

Positive progress continues to be made with our community mental health transformation programme. The main elements of which are:

- Integrated place based teams – these mental health teams are an extension of the Trust's community mental health teams, bringing together LPFT, primary care, and a range of other statutory and non-statutory organisations to work collaboratively and provide a 'no wrong door' offer for mental health support.
- Personality and complex trauma team (PACT) – currently in its pilot phase covering a third of the county. We are currently bidding for additional funding which if successful will see this much needed service expand to cover the whole county.
- Community rehabilitation services – currently being piloted in a third of the county, plans are being considered for how to expand this service to cover the whole of Lincolnshire.
- Adult eating disorder services – a cross agency team are currently considering the current and future needs of people with an eating disorder in the county and drawing up plans for how to expand the service offer in line with the ambition set out in the NHS Long Term Plan.

Feedback about our community mental health services

- The Care Quality Commission (CQC) recently published feedback from patients accessing community mental health services both within our Trust and nationally. We welcome this feedback, which is vital in helping us improve our community support for all Lincolnshire residents.
- Overall the Trust continued to be comparable with other mental health trusts surveyed. It was pleasing to note that 84% of patients felt they were treated with respect and dignity and that 79% of patients felt involved in decisions about their care. There were just two areas which fell below the benchmark, supporting service users with accessing financial advice/benefits and joining groups and activities, which we will ensure are addressed.
- Positive progress is being made, however we recognise there is still more to do and the feedback we received, as well as our on-going engagement with service users, carers, stakeholders and staff will influence further improvements across services. [Full report is available here.](#)

New accessibility guides for services now live

- Working with our partner AccessAble, we have recently launched new accessibility guides for our services across Lincolnshire. Providing people with facts and figures about each Trust building, the guides cover everything from parking facilities and hearing loops, to walking distances and accessible toilets. They also include photographs to assist patients and visitors to plan their journey to and around our buildings. [Access the new guides here.](#)

Regional lead for new veterans' mental health service

- The Trust is pleased to have been appointed as the lead provider to deliver a new veterans' mental health high intensity service (HIS).
- The Midlands HIS is a new specialist community service working in conjunction with the current veterans specialist mental health services. The service will provide an intensive package of support to a limited number of veterans and their families and will be accessed via the current veterans' mental health transition, intervention and liaison (TIL) service which provides a comprehensive assessment of mental health needs, including social needs and physical health check-up.
- More details available at <https://www.lpft.nhs.uk/our-services/adults/veterans-mental-health>

Celebrating success

- The Trust has recently been shortlisted in the Health Service Journal's Awards in the Mental Health Trust of the Year category. The awards ceremony will take place virtually on Wednesday 17 March when we will hear more about the winners in each category.
- We recently celebrated the 10-year anniversary of Spring Lodge, our sexual assault referral centre. The centre, which is jointly commissioned by the Office of Police and Crime Commissioner and NHS England and Improvement, supports any adult, male or female, who has been raped, sexually assaulted or sexually abused at any point in their lives. Since opening its doors in March 2010, the centre has helped 2,275 men and women through its Independent Sexual Violence Advisor and Forensic Medical Examination services. [Read more about what the centre does here](#)
- The Skegness community mental health team has achieved the Continuous Quality Improvement (CQI) Accreditation for Community Mental Health Teams (ACOMHS) by the Royal College of Psychiatrists in recognition of the team's work over the last 12 months to improve community mental health services. All nine of Lincolnshire Partnership NHS Foundation Trust's (LPFT) community mental health teams across Lincolnshire are signed up to the ACOMHS accreditation and the Skegness team are the seventh team to be fully accredited. [Read more here.](#)
- The Trust was recently shortlisted in the national Nursing Times Workforce Awards, recognising its works to support the learning and development of its nursing staff in the category 'Best Workplace for Learning and Development'. [Read more about the award here.](#)
- At the end of last year we celebrated the fantastic contribution of our volunteers who have contributed a combined 36 years vital service supporting mental health, learning disability and autism services across Lincolnshire. The seven volunteers were presented with their Long Service Awards at a socially distanced event. [Read more here](#)

Changes to our Executive Team

- The Trust recently announced the retirement of Brendan Hayes, Chief Executive.
- Sarah Connery, Director of Finance and Information has been appointed as acting Chief Executive. Mark Platts has taken on the role of acting Director of Finance and Information whilst this arrangement is in place.
- The recruitment for the substantive chief executive role will commence over the next few weeks.