Welcome to People Matters, the LPT membership magazine. The name of the magazine is the same, but it’s no coincidence the look has changed. It reflects some important changes in our organisation.

To start, we would like to introduce ourselves - Professor David Chiddick as the new chair of the Trust since June and John Short, as the new chief executive from July, but previously LPT’s chief operating officer.

We came into post during a momentous time for LPT and we’re working together with the Board, our staff and your elected Governors to lead LPT through some challenging but very exciting developments.

We have already achieved so much this year, through the successful integration of our mental health and learning disabilities services with a wide range of community health services which transferred to our organisation in April. The integration of our physical and mental health services gives us a real opportunity to be more ‘joined up’ in the way we serve communities.

Also in this issue we tell you in more detail about the new range of services LPT now offers and about our approach to ensuring they are patient-centred.

We are now in the process of reviewing our Foundation Trust application to ensure it reflects our new and wider range of services and ambitions. We will carry out this review over the next few months with the intention of rejoining the application process in mid 2012. We hope we can count on our members’ continued support during this period and of course we will keep you informed of what is happening.

It was good to meet with members at our Annual General Meeting on 28 September and we were pleased to hear your thoughts on a number of issues. Copies of our latest Quality Accounts and Annual Report for 2010/11 were available at the meeting, but for those of you unable to attend they can also be found on our website at www.leicspart.nhs.uk

We hope you enjoy reading this edition of People Matters and would love to hear your comments on this or any other issue.

Welcome to our magazine, People Matters.
It has news about some changes to LPT.
As well as mental health care, we now help to look after physical health.

Welcome to People Matters...
PEAT scores rise in more than half of Trust sites

We saw nearly a quarter of our annual Patient Environmental Action Team (PEAT) scores rise from good to excellent this year, with all LPT sites scoring ‘good’ or ‘excellent’ in every category.

Independent PEAT inspections rate the standard of hospital food, environment and privacy and dignity at all inpatient facilities with 10 or more beds. This year’s results reflect higher scores in one or more categories at 12 of the 19 LPT sites inspected.

LPT chief operating officer Paul Farrimond was impressed with the results. He said: “We are delighted that facilities have been rated ‘good’ or ‘excellent’ across the board and scores rose to ‘excellent’ in one or more categories at more than half of all sites where LPT provides services.

“Privacy and dignity, food standards and the hospital environment are all very important parts of the care our patients experience and they’re a major priority for our staff.”

The scores are a testament to the hard work and dedication of our staff and highlight our continued commitment to providing the best possible care for all our service users.

Older Peoples’ Month is celebrated in style

Ward staff, patients and visitors at Melton Mowbray Hospital celebrated Older Peoples’ Month in September with a range of displays on Dalgliesh Ward.

One of the highlights of the celebrations was a cream tea and film afternoon for patients and their relatives. The film they chose was The Kings’ Speech, so staff brought out the Union Jacks and bunting they had used to celebrate the Royal Wedding earlier in the year. Dalgliesh ward manager Lisa Farmer said: “The afternoon was successful due to the whole team getting behind the idea.”

Visitors were invited to try a range of therapies at the World Mental Day event.

Our picture shows patient Dorothy Morgan at the heart of the celebrations.

Centre of excellence to unveil wards in December

Development of a centre of excellence for inpatient care at the Bradgate Mental Health Unit on the Glenfield Hospital site will see patients moving into two new wards before the end of the year.

Patients and staff from two wards at the Brandon Unit on the Leicester General Hospital site will transfer to the new facilities in December. It’s another milestone in plans to bring acute mental healthcare wards together in a single improved facility close to other specialist mental health units.

Development of our centre of excellence is being phased over three to five years at a cost of £23 million. This latest development will mean that LPT has created four new wards and opened a new involvement centre at the Bradgate site. Building work is expected to begin on another two wards in April 2012.

The work will bring major improvements to the hospital environment, and help with changes staff are making to improve the way patient care is provided.

World Mental Health Day event

More than 80 people came to an event for World Mental Health Day.

At the event we had dance, songs, poetry and things to help you relax.

The Trust marked World Mental Health Day by hosting a special event in the involvement centre at the Bradgate Mental Health Unit.

The centre welcomed over 80 people throughout the day from local community groups, partner organisations and service user and carer groups.

Guests enjoyed a range of activities which included dance demonstrations from Action Deafness and Savera, singing from Adhar, poetry readings, relaxation therapies including hand and neck massages, henna hand painting and health checks. There was also a range of information and exhibition displays from health and community groups as well as refreshments being served.

Director of quality and innovation Jackie Ardley introduced the event and other members of the executive team joined in the fun throughout the day.

Jackie said: “It was a really great event and it was lovely to see so many people from the community come along and get involved, learn about their local mental health services and the diverse range of community and voluntary support available. The dancing, singing and entertainment was first class and we thank everyone involved for all their hard work.”

The work will bring major improvements to the hospital environment, and help with changes staff are making to improve the way patient care is provided.

Thank you to all for your hard work and support in planning the event.

The event was also supported by the LPT Patient Environmental Action Team, helping us to improve the care we give and the environment for our patients.

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Extended care in A and E

New funding will make mental health care available faster and for more hours in the hospital emergency department.

LPT has secured £356,000 to improve the experience of people with mental health problems who attend Leicester’s emergency (A&E) department.

The funds will be used to recruit more qualified practitioners to our liaison psychiatry team, which looks after the mental health care needs of patients receiving treatment in the emergency department.

This specialist input can help reduce the length of stay in hospital and sometimes prevent admission. The service will be available an extra 65 hours a week.

Dr Chris Meakhe, consultant in psychiatry, explained: “Instead of the current operating times of 9 am to 5 pm on weekdays only, liaison psychiatry services will be available from 9 am to 12 midnight seven days a week.

“As a result, patients will experience shorter waiting times for psychiatric support in the emergency department and have access to professional assessment and treatment in a more timely manner.

Some of the additional money will also be used to employ administrative staff to run a single access point to help speed up referrals from Leicester’s hospitals to the liaison psychiatry service.

Better environment for care in Coalville

Ward 4 at Coalville Community Hospital is improved. It has new ceilings, bathrooms, floors and lights.

This will improve the comfort of patients. The ward cares for older people with mental illness.

LPT helps almost 8,000 people quit smoking

Our stop smoking services helped more than 7,700 people in Leicester, Leicestershire and Rutland to quit the habit last year.

LPT is working in partnership with hospitals to refer more patients to the stop smoking services, looking at ways of helping young people to avoid taking up the habit, and looking at ways of involving colleagues in mental health and substance abuse services to offer support to even more people.

For free advice and support to quit call 0845 045 2828 (in Leicestershire county and Rutland) or 0116 295 4141 (Leicester).

Improving dementia care

Our community health services are working with GPs, commissioners, patients, carers and other interested people to develop joint care pathways and a shared approach to care for memory assessment and intervention.

By the end of March 2012 we aim to have agreed a joint approach for the assessment and treatment people experiencing memory loss or showing early signs of dementia will receive.

Teenage mums focus on drinking and safety

We have been talking to teenage mothers about alcohol.

We worked with the mums to help them know how to be safe.

Our health improvement staff have been helping teenage mums to look at alcohol from a new perspective – by using goggles.

Young parents who meet at Ashby Children’s Centre were asked to wear special “beer” goggles that simulate the effects of alcohol on vision, before being challenged to dress and undress a baby doll.

It was part of an awareness-raising session to dispel some of the myths around alcohol and help young mums become more aware of the risks of irresponsible drinking.

LPT is working with partner organisations on a long-term campaign to reduce the levels of alcohol-related harm in local communities.

Teenage Kate Flanagan takes the beer goggles challenge.

Evington Centre spruce-up

Staff from the Narborough-based head office of banking and financial services company Santander spent a day pruning up the courtyards at LPT’s inpatient centre of excellence for older people’s mental health care.

Sporting red t-shirts, 37 Santander volunteers painted trellises and benches, weeded gardens and pruned back shrubs at the Evington Centre, on the Leicester General Hospital site. The unit has four wards where patients with dementia-type illness are assessed and treated.

LPT partnerships and community involvement manager Samantha Quinn said: “I’d like to say a huge thank you to the Santander volunteers. You can imagine what a boost having a nicely looked after garden can be for someone who spends a long period of time in hospital. It enhances the healing environment for patients and provides a nice place for staff and visitors to use.

“We’re delighted Santander spent a whole day with us. There is still a lot of misunderstanding around mental health care, so it was fantastic to have people from another sector come in and see for themselves the work that we do.”
Leicestershire Partnership NHS Trust today – the bigger picture

As you will have read in the ‘Welcome’ article on page two, LPT has undergone major changes over the last six months. In April 2011 we took on additional responsibility for providing a much wider range of community health services. We now provide a diverse and integrated health and wellbeing service for a population of a million people across Leicester, Leicestershire and Rutland.

This change has doubled the size of the organisation, creating a ‘new’ LPT which is actively integrating its services so that patients have quicker and easier access to a broad range of healthcare.

With a budget of more than £250 million and a workforce of almost 6,000 staff, we organise ourselves to provide care and support through four divisions focused on:

1. adult mental health services
2. adult learning disability services
3. families, young people and children’s services
4. community health services.

LPT is now twice as big as it was before April 2011.

We provide many different services to treat people and to help people feel well.

We divide these services into four sections. These look after:

- mental health in adults
- learning disabilities
- services for families, young people and children
- health care in local hospitals, health centres and peoples’ homes.

Adult Learning
Disability Services

For adults with a learning disability we provide inpatient treatment and support at the Agnes Unit centre of excellence in Anstey as well as short-break residential services and community-based teams. The staff in this service also offer specialist advice and support to other sectors of the health services when they are caring for someone with a learning disability.

Community Health Services

The community health services division includes adult nursing and therapy services and mental health services for older people. These services have come together as part of LPT’s integration changes because there are real opportunities to improve care through closer working – for example for frail elderly community hospital patients who have dementia-type illness, and the people with mental health conditions who also have one or more long-term physical health problems like heart failure or diabetes.

Community health services are delivered in 23 inpatient wards, and through many community teams who work in clinics, day services and people’s own homes.

Families, Young People
and Children’s Services

The families, young people and children’s services bring together mental health services for children and young people, health visiting, school nursing, paediatric medicine, health promotion, sexual health and nutrition services. This gives us an opportunity to deliver more integrated packages of care, across an especially wide range of services which impact on children, young people and their families. The range covers services which are accessible to everyone to some which target very specific complex care needs.

The services are delivered in homes, community and neighbourhood centres, children’s centres, health centres, hospitals, inpatient units, schools and nurseries.

Adult Mental Health Services

Our adult mental health services provide both inpatient and community-based services. We offer general psychiatric care for adults of all ages at a number of inpatient units in Leicester and Leicestershire, and psychiatric intensive care at the Belvoir Unit. The Herschel Prins Centre is a specialist low secure unit and we provide healthcare services to the Glen Parva Young Offenders Institute. We also have specialist teams for adults working in local communities offering a range of services such as crisis intervention, psychotherapy services in GP surgeries, personality disorder therapy and care for people with Huntington’s disease.
Service users and ward staff joined together to explore new ways of improving treatment and services at The Star Wards open day in September.

Many wards at LPT are involved with Star Wards, a scheme seeking cost effective, small changes which can result in big improvements to the environment and experience of being on a ward.

LPT was honoured to have Star Wards founder Marion Janner attend as a guest speaker.

Marion said: “It was heartening to meet so many service users and staff and see the imaginative and therapeutic work on and indeed off the wards.

“Star Wards has been publicising the very astute new role of therapeutic liaison worker, devised by Nic Higham, a healthcare assistant at LPT. In our experience, it’s unfortunately still very unusual for an initiative from a frontline worker to be fully appreciated and taken up by a Trust, so it is very much to LPT’s credit that they have recognised the value of this role.

“Another unusual feature of my visit was that chief executive John LPT was boosted by Nic Higham, a healthcare assistant at LPT. In our experience, it’s unfortunately still very unusual for an initiative from a frontline worker to be fully appreciated and taken up by a Trust, so it is very much to LPT’s credit that they have recognised the value of this role.

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We are progressing a plan to improve rehabilitation services for older people in Leicestershire and Rutland, so that their recovery is improved and they are less likely to be readmitted to hospital within 30 days of discharge.

The initiative involves:
- greater integration of health and social care rehabilitation and re-ablement services
- work with colleagues at Leicester’s hospitals to identify and fully assess patients at high risk of readmission
- recruitment of additional nursing and therapy staff to extend therapy and rehabilitation services

Funding is available to get this initiative started and if it proves successful the future costs will be met from savings made by preventing hospital admissions.

LPT boosts job prospects for speech and language interns

Our speech and language therapy service has been helping new health graduates, faced with the economic downturn, to boost their job prospects.

The service provided internships for three graduates and a third-year student over the summer.

The interns said the experience gave them “a competitive edge at interview”, “more experience” and “a chance to give something back to the service”.

The scheme is to be presented to the profession’s Royal College of Speech and Language Therapists.

An open day was held in September to celebrate Star Wards. This was a scheme to make things better for people staying on our mental health wards.

Liz Compton, ward matron at the Belvoir Intensive Care Unit on the Glenfield Hospital site received her commendation from the Chief Constable, Simon Cole after risking her own safety to bring a distressed psychiatric patient down from a roof.

The patient, who was being accompanied by Liz on a walk, climbed onto the roof after becoming distraught, and threatened to jump.

Quick-thinking Liz risked injury to herself by standing directly beneath to break any fall before coaxing the patient down to safety.

She said later: “I don’t think I was acting bravely, I was just acting instinctively. The patient was getting increasingly agitated and I was concerned for her safety, so I just stood underneath her and talked to her calmly.”

Police who attended the incident nominated Liz for the bravery award.

Paul Miller, director of adult mental health services said: “We’re very proud of the way Liz handled this difficult situation, which must have been extremely challenging. Liz is very passionate about her job and tremendously caring and compassionate. She is a real asset to LPT and we are delighted that she has been recognised in this way.”

New system will tell us when people we help have learning disabilities.

A new computer alert system has been introduced to improve the experience of people with learning disabilities who use our services.

The system automatically flags up on our services.

The alert is added to the records for all clients currently receiving care from learning disability services at LPT. It is being rolled out for all people known to the service.

•  greater integration of health and social care rehabilitation and re-ablement services

We want to give older people more help after they leave hospital.

This should help them to keep getting better so they don’t need another hospital stay.

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Single point of access will improve care

We have secured £207,500 to launch a single point of access (SPA) for our community health services division.

The SPA will enable patients, carers, relatives, health professionals, and care agencies and organisations to call one number to access adult, community health services and mental health services for older people. The aim is to make services easier to access and to support patients at home wherever possible, so that we prevent unnecessary admissions to hospital and people are able to leave hospital as soon as they are well enough to go home.

We already have very successful SPAs for community health services in the city and counties. This new money will help us to integrate these SPAs and to extend the service to older people's mental health services by the end of March 2012.

For example, at the moment a district nurse and a community psychiatric nurse might visit the same patient on the same day.

Former LPT service user wins national competition

A former LPT service user has won a national competition to have his song lyrics used on an upcoming album.

Jonathan Broad’s lyrics for ‘Tuesday Afternoon’ have been selected for inclusion on the album ‘Open Minds’ by Leicester based band Refuge.

The band worked with emerging mental health organisation SISO (Safe Inside, Safe Outside) and received support from various organisations, including LPT and Advance Employment, to design and promote a competition that encouraged people to share their experiences of mental illness using art, poetry, lyrics and photography.

Jonathan’s lyrics were chosen from more than 300 entries. ‘Open Minds’ was released on 10 October - World Mental Health Day. The album is helping to raise awareness of mental health issues and proceeds from the launch and album sales will go to mental health charities and organisations.

Jonathan said: “I have always found it as a kind of emotional release to put my thoughts and feelings into lyrics. It was really difficult to give the song away to someone else – but Peter from Refuge really does do it justice and he told me he identified with the lyrics straight away.”

For more information visit www.refugemusic.co.uk
Membership and governor update

As members you are very important to us. As well as our staff membership, we have over 9,600 patient, carer and public members. Many local people use our community, mental health and learning disability services and we employ many local people – all of who can have a say in the way our services are provided. We want to hear what you think so that you can help us to shape the services that we provide for the whole community.

As our services have expanded so we want our membership to expand, ensuring we hear from people who use all of our different services whether they are adult mental health and learning disabilities, family and young people’s services or community health services. Please do fill in the form on page 15 to let us know which LPT services you use and which you have an interest in, so we can make sure we reflect your needs and interests.

You can also find a membership form on page 16, which you can use to encourage friends, family and people who use our services to use and join us as members.

Member activities to look out for...

Members’ annual event
Make a date in your diaries for 7.00 pm on 8 November 2011, 6-8pm at the NSPCC Training Centre, 3 Gilmour Close, Leicester LE4 1EZ.

Also, look out for details of our Choose Well event in February at the Y Theatre in Leicester.

News from the Council of Governors
Last year we held our first governor elections and were delighted to have all the seats filled by a wide range of members reflecting our diverse communities. Each brought with them a terrific mix of experience, skill, enthusiasm and commitment and we are very grateful for their hard work and dedication. Our Council of Governors has been working in “shadow” form for the past year. We want to make sure that the council continues to represent the communities we serve and in 2012 there will be further elections to recruit governors to reflect the changing make-up of the Trust.

Here, three of our governors explain why they got involved.

John Berry – Shadow Public Governor
John has around 30 years’ experience of supporting people with mental health and personality disorders and has worked as a Mental Health Act manager.

“When I learned as a member, that the Trust was going to be recruiting shadow governors it seemed a way of influencing change in the organisation through a ‘critical friend role’.

As a shadow governor I have chaired recruiting panels for new consultants; been involved in shadow governor meetings; met with representatives from Monitor as part of our Foundation Trust application; looked carefully at where changes are communicated and how this may impact on patient experiences, providing useful suggestions and input to ensure the changes are communicated and understood amongst service users.”

Nic Higham – Shadow Staff Governor
Nic has worked for the Trust since 2004 in several areas.

“I wanted to become a staff governor to help give staff a stronger and more impacting voice in order to influence our direction of travel. I have direct experience and understanding of the operational, ‘shop floor’ pressures and issues of mental health settings and an enthusiasm for the Trust’s values and vision. Working with the people who use our services can be both rewarding but also very challenging. I hope that achieving Foundation Trust status will mean we will become a community of influence and that real issues will be seriously considered. I strongly believe that in order to provide high quality care staff members need to feel supported, equipped, enabled and listened to. Staff cannot give what they don’t get.”

Theresa Griffiths – Shadow Young Service User Governor

“I wanted to be a governor as I was interested in taking an active role in contributing to the effectiveness of the NHS, especially in the services available for individuals and families who had experiences of mental health difficulties. Through my own experiences, it gave me a sense of determination to get involved in the future of these services. I saw the role of a governor as a good way to understand the NHS services and the structure in which they operate as well as allowing me to voice concerns and suggestions I and others may have. Since being a shadow governor for LPT I have been involved in many meetings, events and consultations. I hope to keep up to date with the integration of services within LPT and how this may impact on patient experiences, providing useful suggestions and input to ensure the changes are communicated and understood amongst service users.”

The data LPT collects in the form opposite will only be used to contact you about membership matters and will be stored in accordance with the Data Protection Act 1998.

Would you like to help us reduce our carbon footprint?
If you would be happy for us to email future copies of People Matters to you rather than posting them, please contact us at membership@leicspart.nhs.uk to request an emailed version.

Member’s interest form (please print)

Your full name

Your email address

Your membership number (optional)

Please tick any services you have used within the last 5 years.
Please tick which services you have an interest in:

Service

Used

Interest

Community Healthcare includes:

- Tissue viability nursing service
- Occupational therapy
- Physiotherapy
- Speech & language therapy
- Podiatry
- Rapid response team
- Specialist continence nursing
- Community matrons
- End of life nursing care
- District nursing
- Specialist nurses: Long-term conditions

Learning Disabilities Service

- Community Hospital
- Mental Health Services for Older Persons
- Adult Mental Health Services

Families Young Person and Children services includes:

- Audiology
- Rapid assessment & follow-up team (City)
- Speech & language therapy
- Diana children’s services
- Health visiting
- Physiotherapy
- Occupational therapy
- Health promotion & prevention (Children’s)
- Travelling families services
- School nursing
- Nutrition and dietetics
- Paediatric medicine
- Psychosis intervention & early recovery (PIER)
- Drug & alcohol
- Eating disorders
- Child & Adolescent MH
- Stop smoking services
- Chlamydia & sexual health promotion
- Healthy living centre (City)
- Food & activity buddies
- Health improvement
- Genito urinary medicine (Loughborough)
- HPV programme
- Mental Health
- Community development coordinators

Return to: FREEPOST RRKS-JGGE-EUTH
Membership Service, Leicestershire Partnership NHS Trust, George Hine House, Gipsy Lane, Leicester LE5 0TD
Apply to be a member...

says assistant Trust secretary/membership manager Murray Eden.

The data LPT collects in this form will only be used to contact you about membership matters and will be stored in accordance with the Data Protection Act 1998.

Title: 

Your first name: 

Your family/surname: 

Address: 

Postcode: 

Telephone: 

Email: 

Gender: [ ] Male  [ ] Female

Date of Birth: 

To help us to ensure that our membership represents the community we serve, please indicate your ethnic origin below:

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<td>[ ] Chinese</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Gypsy or Traveller</td>
</tr>
<tr>
<td>[ ] Any other ethnic group</td>
</tr>
</tbody>
</table>

| I do not wish to disclose my ethnic origin |

Signature: 

Date: 

If you need this information in another language or format please telephone 0116 295 0042 or email: feedback@leicspart.nhs.uk

Arabic

إذا كنت ترغب في قراءة هذه المعلومات بلغة أخرى أو منطقية، فرجى الإتصال بنا على رقم 01162950042 أو إرسال بريد الكتروني إلى: feedback@leicspart.nhs.uk

Bengali

যদি আপনি এই জান্য অন্য ভাষা বা আপনার পছন্দ একটি ভাষা আছে তাহলে আমরা সাধারণ ভাষায় ডিলেট 0116 295 0042 নম্বরে যোগ দিন বা feedback@leicspart.nhs.uk এর মাধ্যমে যোগ দিন।

Cantonese

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0042 或發電子郵件至：feedback@leicspart.nhs.uk

Gujarati

જે ઠાપ્યા અથવા ભાષિત ભાષા અશ્રુષ સિવિલ મેંદ્રાઓના કોટીઓની લેખ તો 0116 295 0042 પર ટેલિફોન કરી અશ્રુષ feedback@leicspart.nhs.uk પર ફેડલ કરી.

Hindi

अगर आप यह जानने की अवसर भाषा या रूपान्तरणात्मक रूप से मार्गदर्शन है तो संपर्क 0116 295 0042 पर हमें संपर्क करें या feedback@leicspart.nhs.uk पर इंग्लिश लिखें

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formacie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0042 lub za pośrednictwem poczty elektronicznej na adres: feedback@leicspart.nhs.uk

Punjabi

ਜੋ ਤਪਾਲ ਅਤੇ ਭਾਸ਼ਾ ਲਈ ਅਕਸਰ ਅਲਿਫ਼ ਸੰਬੰਧ ਮੇਂਡਰੇ ਲਈ ਲੇਖ ਤੋ 0116 295 0042 ਪਰ ਟੇਲਿਫ਼ਨ ਕਰੋ ਜਾਂ feedback@leicspart.nhs.uk ਪਰ ਇੰਗਲੀਸ਼ ਲਿਖੋ

Urdu

اگر آپ کو پہ معلومات کسی اور زبان پا یا صورت میں ذکر کیوں تو 0116 295 0042 پر تمغIRROR feedback@leicspart.nhs.uk پر فیڈبک کریں.