

LPT News

...providing integrated community health, mental health and learning disability services



December 2017

Welcome to the latest stakeholder briefing from Leicestershire Partnership NHS Trust - where we share our latest news. For more regular updates visit our website www.leicspart.nhs.uk or twitter @LPTnhs.

Contents

- Christmas message from Dr Peter Miller and Cathy Ellis
- Introduction to two new NEDS
- All-age mental health and learning disability services transformation
- Transformation of community nursing services
- New 'Health for under 5s' website
- New mental health crisis house
- CQC update
- Celebrating Excellence Awards
- Successful Vest Appeal

Merry Christmas and Happy New Year!

Message from Dr Peter Miller, chief executive, and Cathy Ellis, chair of LPT



Thank you to all our stakeholders and partners who have supported us over the last year.

We are proud of our achievements this year, and of our staff, who have shown incredible compassion and commitment at a time of growing demand in a financially challenging climate.

We feel optimistic that despite the challenges 2018 will bring, we will continue to improve our services for service users and their families.

As the NHS will be celebrating its 70th birthday, it is a great opportunity for us to look back on what we have achieved together as a system, and to continue to innovate so that we can deliver the best care possible for local communities.

As always, we welcome your views, and your continued support. Have a great Christmas.

Pete and Cathy

Dr Peter Miller, chief executive
Cathy Ellis, chair



[Watch a film](#) of some of our highlights from the last year

Introduction to our two new non-executive directors

In October we proudly announced the appointment of two new non-executive directors (NED) to the Trust Board: Dr Claire Gibson and Faisal Hussain. Their appointment by NHS Improvement followed the end of term for Professor James Lindesay and David Mell. Read full [media release](#)



Dr Claire Gibson is the deputy head of the College of Medicine at the University of Leicester and has been nominated as the University representative on the Board of LPT. Claire has previously been head of the School of Psychology and is an experienced academic. LPT is a teaching trust for clinical trainees and has developed a strategic partnership with the University of Leicester for medical education and research. Claire has already been involved in developing the research strategy.



Faisal Hussain brings over 30 years of experience gained in the charitable, private and public sectors (including voluntary roles) – the last 17 years in a local authority setting. He is a full-time wheelchair user, resulting from a spinal cord injury, and a resident of Leicestershire. He has operated at Executive Board level with extensive senior management. He is committed to stronger multi-agency partnership working to help achieve more joined up solutions and better health and social care outcomes.

All-age mental health and learning disability services transformation programme



Following the successful [Healthier In Mind campaign](#) launched in June by the Better Care Together mental health partnership board, we have taken on board the key themes identified from local people around what matters most to them in supporting their mental health.

We have embarked on an improvement journey as a Trust, by introducing a major transformation of our mental health and learning disability services across all ages. Dr Peter Miller, chief executive of LPT said: “the mental health and learning disabilities system as a whole is fractured. Our staff are working under significant pressures - large caseloads, many people still waiting a long time for support and the system not always making it easy for people to get the support when they need it. We need to do something radically different if we are to work as a system and mend the fractures”.

We have begun an extensive engagement programme with staff, patients and carers, and partner organisations, to lead a redesign of the system to work well for all. Our focus is on co-designing improvements in the quality of services, giving patients more time with clinicians, and providing the best experience throughout their care.

The five-year transformation programme has been inspired by learning from Northumbria Tyne and Wear Foundation Trust, who transformed from a CQC ‘requires improvement’ to ‘outstanding’ rating. There is a stakeholder event planned for 22 February 2018. If your organisation hasn’t been contacted yet and you’d like to get involved in shaping our future improvements email mhldtransformationteam@leicspart.nhs.uk

Building on co-ordinated community health services

Three years ago we set out on an improvement journey (Co-ordinated Community Health Services) with a vision: ‘**To deliver integrated, coordinated care placing the patient and carer(s) at the centre**’. This vision remains central to improving the quality of our services and improving outcomes for our patients and carers. However, we know that during this time, demand has continued to increase on our services,



and together with the challenges we face in recruiting substantive staff in an ever decreasing pool (although this is a national shortage), we have experienced more and more pressure on our services and the system as a whole.

We have begun a transformation programme that focuses on strengthening improvements we want to make in our community nursing services, working with our staff and patients to co-design and develop systems and processes that can deliver the best outcomes and best patient experience, by the

right people at the right time. Themes from our [patient survey](#) are being used to inform service improvements. If you would like to contribute to this work please email feedback@leicspart.nhs.uk (FAO Building on CCHS).

New 'Health for under 5s' website



We have recently launched the Health for Under 5s website: www.healthforunder5s.co.uk. The site is designed to provide parents and carers of young children with a wealth of information and advice from health professionals from pregnancy through to pre-school. It complements our existing websites for children, young people and families: [Health for Kids](#) and [Health for Teens](#)

This [short film](#) gives an overview of the main features of the site. Content will continue to be added over the coming months in response to feedback from our service users and colleagues.

Follow Health for Under 5s on social media: Twitter: @HealthforU5s and Facebook/HealthforU5s

New mental health crisis house

On 20 December, LPT opened a new mental health crisis house in partnership with Turning Point, following a move to new premises close to the centre of Leicester.

The crisis house, commissioned by LPT, provides short-term intensive support for adults in Leicester, Leicestershire and Rutland who need extra help during times of mental health crisis. It supports individuals to avoid unnecessary hospital admissions.

Originally launched in January 2015 from premises in Ratby, the new crisis house has a total of six beds and is staffed 24 hours a day, ensuring a safe, therapeutic and non-clinical environment in which people can access crisis support.

Turning Point took over provision of the crisis house contract in May and expanded the support available to include a free 24-hour crisis helpline, outreach services at locations across Leicestershire and Rutland, volunteers and peers supporters offering additional help and support for people staying at the crisis house.



Karen Russell Haines, Operations Manager at Turning Point, said: “The crisis service supports people to build resilience, empower long-term recovery and provides people with the tools to manage future crises, rather than just giving people a short-term fix. One way in which we do this is through Open Voice, a forum for ex-service users to receive ongoing support and provide feedback on the service.”

Dr Pete Miller, chief executive at Leicestershire Partnership NHS Trust, said: “The crisis house provides a great addition to the pathway of acute mental health care for the people of Leicester, Leicestershire and Rutland, providing sanctuary and support for people who need it for short periods. The new location will make access to the crisis house even easier. This, combined with the other innovations introduced by Turning Point, including crisis cafes, online support, peer supporters and a 24-hour helpline, will help in our shared vision for timely, personalised care focusing on recovery and resilience for the future.”

CQC inspection update

A number of our core services were inspected by the CQC under the new targeted inspection regime between 9 -12 October 2017. Over November we also received a separate ‘Well-Led’ review as part of the inspection. The aim of this review was to assess whether our leadership, management and governance of the organisation makes sure we provide high-quality care that’s based around individual needs, that learning and innovation is encouraged, and that we promote an open and fair culture.

We outlined a number of improvements we have made since our last inspection in [October’s stakeholder newsletter](#) and welcomed the opportunity to share these with the inspection team during their visit.

During their initial briefing, the inspectors thanked our staff for their hospitality and openness, and shared that they have heard of some real positives and improvements. We shared our vision and strategy, and how this runs through how we deliver our services. They commended how we have been ‘brave enough’ to go back to the fundamentals with our transformation programmes, to strengthen what we offer. They also outlined a number of further improvements.

The inspection report will be published in mid-January, at which point we will be able to share details of the full report and their findings.

The Raising Health Vest appeal smashes £18k target



Two intrepid cyclists from local company Giant Crushing Ltd took on a gruelling nine-day challenge in September, riding 969 miles from Land’s End to John O’Groats, to raise £6,000 for our ‘Vest Appeal’ to support children with life-limiting respiratory conditions.

Nick Taylor and Ian English had heard about Raising Health, LPT’s charity, through the Diana Children’s Community Nursing service, and were keen to do what they could to support the Raising Health Vest Appeal

The Hill Rom vest is a high frequency chest wall oscillator used by LPT’s community children’s respiratory physiotherapists. It assists with chest clearance in children with weakened chest muscles, helping to keep them out of hospital and improving the quality of life, both for them and for their families.

[Read about Nick and Ian’s grueling battle](#) against rain and winds to complete their target from Lands’ End to John O’Groats.

Earlier this year, more than 100 members of staff from LPT, along with friends and family members took part in a 24-hour charity challenge, walking, running and cycling the length of the Leicestershire border. This Leicestershire Round Challenge had already raised enough for two vests, but thanks to Nick, Ian and

others who have taken part so far in other fundraising challenges, the current Vest Appeal total stands at £22,753, which means there will be three additional respiratory vests ready for local children to use this winter.

Make a nomination to thank our staff or volunteers

Our Celebrating Excellence Awards are an opportunity to recognise our staff and volunteers who strive to deliver excellent care and innovation across our services.

You are invited to make nominations for a range of categories, and the winners will be announced at our special awards evening on 27 April 2018. Categories include:

- **Delivering Exceptional Care Award**
- **Excellence in Innovation or Research Award**
- **Excellence in Partnerships Award**
- **Excellence in Inclusion Award**
- **Volunteer of the Year Award**
- **Unsung Hero of the Year Award**



Staff, patients, service users, carers and members of the public are invited to make

Please visit www.leicspart.nhs.uk/awards to make your nomination by 2 February 2018.