

LPT News

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

March 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.

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CQC inspection report published

As you know, Leicestershire Partnership NHS Trust was inspected by the Care Quality Commission (CQC) during the week of 14 November 2016. The CQC published their findings last month. They rated our services as 'requires improvement' overall, however they have acknowledged the progress we have made over the last 18 months, and recognised the improvement journey we are on.

Our staff are our greatest asset, and we are proud that the inspectors have once again praised their care and compassion. The CQC identified many 'good' areas within our practice and services; we are particularly proud of the 'outstanding' rating we have received for the care we provide children, young people and families in the community. Their report highlights the progress and improvements we have made in many areas across our services since the previous inspection in March 2015, including a 'good' rating for our CAMHS inpatient ward, safety improvements in our adult mental health services, and improved ratings for end of life care.

Although disappointing, the CQC overall rating is a fair assessment of the improvement journey we are on as a Trust and we remain confident that we are moving in the right direction. We agree that there is more work to be done to reduce waiting times from assessment to treatment for our community child and adolescent mental health services (CAMHS), for which we are only part-way through our improvement strategy.

We have been reviewing our action plans and will be submitting an action plan to the CQC for 16 March. Highlights from the plan will be shared with stakeholders following our Trust Board meeting at the end of March.

[Read our summary of the findings here.](#)

New enhanced 'crisis house' provision

We have awarded the contract for future provision of our mental health 'crisis house' to Turning Point, a national social enterprise focused on improving lives and communities.

The service provides short-term intensive support for patients and service users who need extra help during times of mental health crisis, to avoid unnecessary hospital admissions.

Launched in January 2015, the existing service has featured facilities for short-stay supported residential care, an out-of-hours telephone support service and access to face-to-face support. The new contract, due to launch on 1 July 2017, will expand the support available with the addition of:

- No-appointment drop-in sessions at locations in Leicester city and county for people in need of face-to-face support in times of crisis.
- A structured, recovery-focused programme of activities for people using the short-stay six-bedroomed crisis house facilities throughout their stay
- Six-month follow-ups for people who have stayed at the crisis house
- Development of an online health portal offering structured support for people after they leave the crisis house
- A free urgent out-of-hours helpline available 24/7
- Increased access to support for people who are homeless in partnership with Leicestershire's 'Lightbulb project'
- Strengthened links with community-based groups and facilities
- Peer support for people during their crisis house stay

Samantha Wood business manager for adult mental health and learning disability services at LPT said: "The crisis house at Box Tree Farm, in Ratby was a completely new venture for our Trust when we launched it with Richmond Fellowship in January 2015.

"The service has achieved a great deal over the last two years and we have drawn on the work that has already been done to help shape the service enhancements in this new venture, to better support the needs of the people of Leicester, Leicestershire and Rutland.

"Turning Point is an established, national provider with a good track record in providing high quality and safe services. They know the local population and have a good infrastructure for sustainable delivery."

LPT will work closely with Richmond Fellowship and Turning Point to ensure the transition between the two services is as seamless as possible.

Showcasing the intensive community support service



We have produced a new video to explain our Intensive Community Support service. The service has been built up over the past four years, and now looks after up to 256 patients per day in their own homes who would previously have had to be cared for in hospital. Watch the film here: https://youtu.be/GCQ-TX_4_ic.

New 'Healthy Together' 0-19 service



LPT has successfully secured the contract to continue delivering the Healthy Child Programme in Leicester City from July 2017. This great news follows our previous successful bid to deliver this service from April 2017 for Leicestershire and Rutland.

The new service is going to be called 'Healthy Together', and as is the case for Leicestershire and Rutland, in

Leicester City we will build on the well-established relationships we have already developed in neighbourhoods. We will work with our commissioners to ensure local families access the care they need, including targeted support and early intervention where appropriate. In delivering Healthy Together, LPT will be working closely with sub-contracted voluntary sector partners.

More than 47,000 local children vaccinated against flu

LPT's community immunisations team has worked harder than ever this year to stop the flu virus in its tracks, administering the nasal flu vaccination to 1,044 children across Leicester, Leicestershire and Rutland primary schools each day of the ten-week programme which started in October. The nasal flu vaccination was offered to 78,602 healthy children across 375 schools and units. 47,464 (60.39 per cent) of those children went on to receive the vaccination, compared to 44,814 in 2016.

For the second year running, we worked closely with local pharmacies to make sure that children who did not receive their vaccination in school had a second opportunity to be protected. Parents and carers were provided with the details of local pharmacies which would administer the vaccine to their child without charge. This option was also made available to home-schooled children. 529 referrals were made to community pharmacies with 379 children going on to be vaccinated. Tejas Khatau, lead pharmacist for our families, young people and children's service said: "We were keen to explore the option of community pharmacy as its accessibility offers convenience and choice to parents. I'm looking forward to sharing our learning at a national conference in March as I think many other Trusts will want to consider working in this way in future."



New St Luke's treatment facility



NHS healthcare services provided by 'Leicester, Leicestershire and Rutland Alliance' and Leicestershire Partnership NHS Trust (LPT) have transferred to a new £7.5m St Luke's treatment facility from the nearby Market Harborough District Hospital, on Tuesday, 7 March.

Dr Noel O'Kelly, clinical director for Leicestershire Partnership NHS Trust, said: "We are very pleased to be moving into the Treatment Centre, which is a fantastic resource for the people of Harborough. This


will give us up-to-date, high quality accommodation for the range of services that we provide from LPT, working in conjunction with GPs and other NHS organisations.”

The St Luke’s Treatment Centre will offer much-needed modern healthcare accommodation. It will enable integrated service teams to be created by bringing together clinical services – including mental health clinics – that are currently dispersed throughout the area.

The ground floor includes a new X-ray suite and physiotherapy facilities. The first floor of the building features 20 consulting rooms that will be used for outpatient services provided by local NHS healthcare partnership, ‘Leicester, Leicestershire and Rutland Alliance’ and LPT, including specially equipped podiatry rooms and a base for the district nurse team. There will also be a separate reception and waiting area. The second floor of the building will provide office space for LPT and the Alliance with facilities including hot-desks and staff amenities.

New staff volunteering scheme to support local communities

Could LPT help your community?



Our new staff initiative, WeCitizen, enables our staff to use their time and skills as volunteers for local projects.

We hope this will help with those ideas and projects that would only be possible if you had extra support.

Come and talk to us about how our staff could help you on **Thursday 23 March 2017, 1.30pm to 3.30pm** (Registration: 1.30pm - event start time: 2pm)

Leicester Arena, 31 Charter Street, Leicester, LE1 3UD

Book your place now by emailing us: WeCitizen@leicspart.nhs.uk



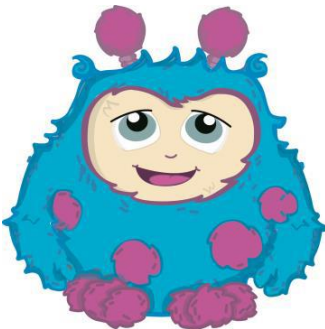
WeCitizen

FEATURE: Children and families community services rated 'outstanding' for caring

We are proud that the recent CQC inspection report highlighted our community services for children and young people as 'outstanding' for care. Here we highlight some of the reasons why.

Our community-based families, young people and children's service provides care in a range of settings, from care homes to community and neighbourhood centres, children's centres, health centres, hospitals, schools and nurseries as well as people's homes across Leicester, Leicestershire and Rutland. The service was commended for 'helping children and families understand their health and prepare for treatment using innovative tools and techniques'.

Central to this is ensuring that we really understand their health needs and the way in which the care they receive will be provided. Here are just some of tools which support the way we work.



Children's phlebotomy service

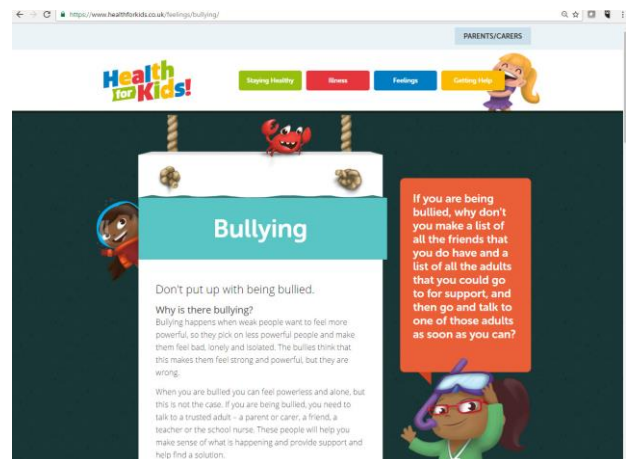
Working with children, we developed 'Splood', a colourful and friendly character who helps explain to children what to expect when they have a blood test, with the intention of making the process less intimidating. Splood features in a booklet which is sent out to families with their appointment letter.

Health visiting

Our health visitors use smartphones during their visits to new and expectant mums in order to signpost relevant online support, for example those which visually show a good latch position for breastfeeding, or which show the difference between gagging and choking when babies start solid foods. One of the key apps they show mums is 'Meals on Heels', developed by LPT to provide information about local breastfeeding support and breastfeeding friendly locations.

School nursing

Our school nursing team worked with local children, young people and families to develop the award winning Health for Kids (www.healthforkids.co.uk) and Health for Teens (www.healthforteens.co.uk) websites which provide age-appropriate information to support health and wellbeing. On Health for Kids, children of primary school age can take part in quizzes and games to help them learn about different aspects of their health, from having the flu vaccine to coping with difficult feelings. The site also features our summer physical health challenge for schools, Move it Boom. The Health for Teens website features interactive content and weekly webchats for young people on a range of topics, connecting with their peers and with health professionals to ask questions and raise concerns in a safe, secure and anonymous environment.



In addition, the **ChatHealth secure text messaging** service enables young people to access timely advice from a school nurse in response to concerns about their physical and emotional health. The school nursing team distributes a booklet 'your digital health' in secondary schools. It provides information for young people about how to get health advice both in and out of school.

LPT is now extending the ChatHealth service beyond school nursing, enabling parents and carers of young children to use it to contact our health visiting teams with questions about their child's health, wellbeing and development.

FEATURE: Mental health street triage scheme with Leicestershire Police – highlighted as outstanding practice by CQC



A pioneering LPT-police partnership that has led to a significant reduction in the numbers of people with mental ill health detained by police has been praised by CQC inspectors following their November visit.

The Leicestershire and Rutland mental health triage car service was launched in 2013 and is now part of LPT's wider Criminal Justice Liaison and Diversion service. Mental health nurses work alongside police officers to ensure that people who might otherwise be detained are instead assessed by mental health professionals and receive timely support or advice.

The Police can use their powers under section 136 Mental Health Act to detain people who they believe are in urgent need of care and control. They take the detained person to a Place of safety which can be a police station, a hospital or a specially designed place of safety unit.

In Leicestershire we have achieved a 66% fall in the number of people with mental ill health detained by police between 2013 and 2015. During 2016 we maintained and improved on this further consistently achieving better than a 75% reduction. Now the Police only detain an average of eight people a month and almost all of these people are then assessed in an appropriate health environment rather than Police Custody. No young people have been detained in Police custody this year. In 2012 the police detained an average of 38 people a month using section 136 of the mental Health Act.

Matthew Wakely, criminal liaison and diversion service manager, said: "Before the street triage scheme was launched around 80% of the people detained by police under Section 136 needed no intervention for mental health needs and were subsequently send home. We are better at responding to people in mental health crisis because we ensure they are assessed and supported appropriately. The close working between mental health staff and police also helps us to be more effective in reducing inappropriate demands on police and health resources."

FEATURE: Young onset dementia app praised by CQC



We have developed a Young Onset Dementia app to meet a need among around 800 people in Leicester, Leicestershire and Rutland who are younger than 65 and have dementia.

Clare Kozlowski, a community manager for LPT, said: "People with young onset dementia have very different needs from those who develop the condition in old age. They may have jobs, children at school, and a range of social activities which they are involved with. There is a lot of information for older people with dementia, but it is harder to find relevant information for those in

the younger age group. That is why we have developed this app, which keeps all of the information in one place."

The app is available free of charge from the Apple App Store and Google Play app store. You can watch a video about why the app was developed and what it contains here: <https://youtu.be/RkTmG-mCWms>