



Dear colleague,

## Join LPT's all-age mental health and learning disabilities transformation

***'Everyone has mental health. It is important that we all get the right support when we need it'***. This is our pledge as part of the recent 'Healthier in Mind' conversation. Today, I introduce the next chapter for LPT: building a more resilient future for all of us.

Over the last two years you have helped to make significant improvements and changes in our services. Through our dedicated staff we have seen notable quality improvements: reductions in the number of patients having to be sent far away from where they live for inpatient care, better joint working between physical and mental health services, and significant reductions in waiting times for some areas like memory services and CAMHS. We have developed new and improved services like the enhanced all-age crisis liaison service, a CAMHS crisis and home treatment service, a reconfigured CMHT for older people, an LD intensive support outreach service, and an expanding recovery network, to mention a few.

However, the mental health and learning disabilities system as a whole is fractured. You 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. With your insightful involvement, alongside patients and carers who use our services, I believe we can redesign our system to work well for all.

**I am writing to invite you to join me on the next chapter of our improvement journey: to work together to co-design an all-age mental health and learning disabilities transformation – across children's, adults and older people's services.**

Clinicians from across the organisation have visited and been inspired by Northumberland, Tyne and Wear Foundation Trust (NTW), who have transformed their all age mental health and learning disabilities services to work better together and move from a CQC rating of 'requires improvement' to an impressive 'outstanding'.

NTW's radical redesign brought together their working age adult, older peoples, learning disabilities and other specialty services into a model that worked better as an overall system for their service users. They are now helping us to apply their transformation approach to develop our own local model, one that suits our population, our culture and our health and social care system.

I am not expecting changes overnight. I know that to truly embed change takes time. This is a 5-year programme. It will focus on developing a strong approach to small local changes, using continuous improvement within teams (Fundamentals), alongside a large scale engagement and data/evidence-based redesign of our system (System Transformation).

Use everyone's expertise throughout will be key: codesigning solutions with staff, patients, carers and stakeholders to add the most value to a patient/carer's experience, and delivering within our means.

### What will the all-age mental health transformation programme involve?

**The fundamentals:** we have begun testing the new 'Fundamentals' approach within early adopter teams. This will be rolled out to all teams, giving them the support and skills to undertake local improvements.

**System Transformation:** You will soon receive an invitation to complete a survey and attend a big conversation on 'what does excellent look like?' This is an important step in understanding the kind of new system we want to redesign. Please complete the survey as a team or an individual and make your views known.

### Please get involved

I recognise that big changes can be both unnerving and exciting. I see hardworking and skilled staff wherever I go, working under immense pressures; this transformation will look to create the best experience, not only for our patients, but also for staff. Please look out for the regular communication accompanying the programme and take up the opportunities to engage.

I look forward to hearing your thoughts as we move forward.

Regards

Pete

Dr Peter Miller  
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