

LPT News

December 2019



Message from Angela Hillery and Cathy Ellis

Chief executive and Chair of Leicestershire
Partnership NHS Trust

Many of you will have seen that we have [renewed our vision and strategy](#) this year, to strengthen clarity around our key areas of focus. Our staff are working hard to make significant positive progress in these areas, with some really outstanding practice. We know we have more to do, but we are pleased to have achieved the majority of our CQC action plan, and plans are in place to address the remaining longer term solutions we would like to carry out. This includes an outline business case for a purpose-built mental health unit for adults and older people. Please look out for further engagement around this in the New Year.

Our Step Up to Great strategy has brought together feedback from staff, service users and stakeholders to focus our key priorities of quality and safety. It is about making a real and sustainable difference for our patients and supporting our staff to deliver high standards of care every day. We have introduced a robust governance framework to support this, and a sustained focus on quality improvement and culture.

Our new vision, codesigned by our staff, patients and volunteers, is keeping us on track: **creating high quality, compassionate care and wellbeing for all**. Our values of Compassion, Respect, Integrity, Trust remain at the centre of everything we do. Thank you for supporting us on this journey and we look forward to continuing to work with you in the New Year.

In this stakeholder newsletter you will find some of our highlights from the last few months.

Wishing you a merry Christmas and a Happy New Year.

Angela and Cathy

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Our Vision

Our Values

Our Strategy

“Creating high quality, compassionate care and wellbeing for all”

WeAreLPT
compassion respect integrity trust

STEP up to GREAT

For feedback or further information about anything in this newsletter please email feedback@leicspart.nhs.uk

The Beacon' is under construction!

We were proud to mark an important milestone in the build of our new mental health inpatient unit for young people in September. Construction is underway on the new 15-bed CAMHS (child and adolescent mental health) inpatient facility, due to be completed in August 2020. The unit will be called *The Beacon*, a name chosen by our young people to represent hope for a brighter future. *The Beacon* will make a significant difference to our local young people and their families, with new and improved facilities that will provide a safe, welcoming and positive environment for young people with acute mental health needs.



Our current, temporary 10-bedded inpatient unit does not meet modern standards. It is based at Coalville Hospital, which is several miles out of the city centre. The new unit will be more accessible, providing an improved environment for the delivery of safe, high quality care. Importantly, it will also enable us to offer specialised inpatient eating disorder care locally. The unit forms a significant part of our commitment to improving access to and support from our CAMHS services.

We developed the building design through engagement with staff, service users and families, and have produced a short film at www.leicspart.nhs.uk/CAMHSinpatient, in which current inpatients share the positive impact the new facility will have on them.

Also see our charitable appeal (#BeaconAppeal) to raise funds for additional sensory lighting and sports equipment for the unit, which will enhance the care given to young mental health inpatients. www.raisinghealth.org.uk/beaconappeal.

New nursing and therapy services launching

We are part of new Home First service launched across Leicester, Leicestershire and Rutland on 1 December, working as integrated community hubs arranged in eight geographical locations aligned to Primary Care Networks.

Each hub offers core community nursing, core community therapy and Integrated Home First.

Home First aims to prevent patients from being admitted to hospital, and supports timely discharge. It also offers rehabilitation and reablement for up to six weeks, delivered in partnership with social service departments from Leicester City, Leicestershire County and Rutland County Councils. Staff from LPT and social services are working alongside each other to triage and deliver care as an integrated response.

One of the most significant changes is the delivery of physiotherapy and occupational therapy to patients at weekends and on bank holidays. These changes are part of a more extensive Community Service Redesign (CSR) being led through Better Care Together, which also sees changes in how primary and social care are delivered.

LPT prepares for single electronic patient record

As part of a commitment to improve the quality of care we provide, and staff and patient experience, LPT will go live with a single electronic patient record system (Single EPR) by the summer of 2020.

The move will involve switching patient records in most of the Trust's mental health and learning disabilities services from RiO to SystemOne, which is already widely used in primary care and in the Trust's physical health services.

Medical director Sue Elcock is leading work that will see around 3,000 employed and 'bank' LPT staff undertake training in the new system. Due for launch in June, the Single EPR will support our work to integrate services, improve

efficiencies and the patient experience and support a 'whole family approach' to care.

Earlier this year our Trust completed the successful roll-out of electronic patient observations across 27 mental health and learning disabilities inpatient wards who had previously relied on paper record. This stand-alone system allows staff to records patients' physical observations in real time using hand-held Motorola devices and allows relevant ward staff to see up-to-date patient records and respond promptly and appropriately. The system will complement SystmOne when it goes live in June and plans are in hand to extend electronic observations to include mental health observations.

Dr Elcock commented: "The switch to SystmOne as our single EPR is part of a health system-wide commitment to improve patient care by having one record for all their healthcare needs. The fuller the picture we have of a patient and for the patient, the better the care we can provide.

"The system has been designed with LPT clinicians who are working closely with our IT specialists on data improvements and the safe transfer of information. "

National accolade for 'gold standard' Armed Forces support

We are proud to have been awarded 'gold standard' status by the Ministry of Defence's Employer Recognition Scheme (ERS) in recognition of our support for the Armed Forces community.

Trust's chair, Cathy Ellis, Armed Forces champion Brendan Daly (centre) and head of community development Rob Melling were presented with the coveted gold award at the National Army Museum by the Chief of Defence Staff, General Sir Nicholas Patrick Carter KCB CBE DSO ADC Gen.

LPT has worked closely with the Armed Forces community to improve the understanding of the needs and priorities of Forces families and service leavers across the region and is one of just two gold ERS award winners from Leicestershire this year.



LPT chair Cathy Ellis commented: "It was a great moment to see Brendan pick up the award and recognise the hard work that has gone into the last two and half years both within LPT and externally with local partners."

The gold standard award comes two years after the Trust, which provides mental health, learning disabilities and community health care, signed up to the Armed Forces Covenant – pledging to support military personnel past and present. LPT was awarded the ERS silver award in 2018.

For further information about the Armed Forces Covenant or the support available through LPT, please contact Brendan.Daly@leicspart.nhs.uk

Accreditation for eating disorders ward recognises high quality patient care

Our inpatient and day care unit which provides specialist support for adults with eating disorders has maintained its accreditation status in recognition of the high quality of patient care.

Langley Ward, situated within the Bennion Centre on the Glenfield Hospital site, provides hospital care and treatment to adults aged 18 or over who have anorexia nervosa. The ward offers inpatient services across the East Midlands region and is part of our Leicestershire Adult Eating Disorders Service, which works with people experiencing anorexia nervosa, bulimia nervosa, binge eating disorder and other diagnosable eating disorders.

The Royal College of Psychiatrists has an accreditation programme for inpatient eating disorder services. Every three years a full review of wards is carried out on its behalf by the Quality Network for Eating Disorders (QED), with an interim review after 18 months. LPT is delighted to have received confirmation from the QED that

the high standards of patient care identified during the previous full visit in 2015 continue to be maintained, and the ward accreditation will remain in place.



The Royal College's accreditation programme involves assessment against some 300 standards categorised into five sections, with themes including safety, timely and purposeful admission, the environment and facilities and therapies and activities on offer.

The Leicestershire Adult Eating Disorders Service is staffed by a number of highly skilled health professionals including psychiatrists, specialist nurses, health care support workers, occupational therapists, clinical psychologists, psychotherapists, administrative staff, researchers and a dietitian.

Sandra Marshall, inpatient team manager, said: "We are very proud of this acknowledgment that we continue to provide a high quality, effective and safe service with positive outcomes. Our service users have very specific and often complex needs, and the process of recovery from anorexia nervosa takes time and for some people, a lengthy hospital admission. We have a fantastic team of staff at Langley Ward who work incredibly hard every day to help the patients on the ward at particularly difficult moments in their lives."

Step up to Great Mental health

We are bringing together all our key pieces of work on adult and older people's mental health services into one clear plan, titled *Step up to Great Mental Health*.

Over the last two years we have been working together with service users, carers, staff and

partners on how best to improve mental health services to deliver better outcomes for the people of Leicester, Leicestershire and Rutland. This includes our All Age Transformation Programme.

Details of the plan itself will be shared with partners and the general public in the New Year. Gordon King, Director of Adult Mental Health, said: "We are committed to ensuring the changes made through this plan continue to involve and engage service users, carers and partners in early 2020."

Celebrations for the first class of mental health peer support worker trainees!

In November celebrations were held for the first class of mental health peer support worker trainees at their graduation event! The peer support graduation was a celebration of how far people have come along their recovery journey to complete the training.

Many of the trainees who applied for the course were alerted to the training by local community projects and organisations and thanks need to go to them for the high calibre of people who applied for the course.



Gordon King, Adult Mental Health Director said: "It's the power of being able to tell our stories that's really healing. The internal recovery the training offers as well as the recovery model we're working at is really powerful"

86 people applied for the 16 space course, 14 of those have graduated and 10 have been offered paid roles within LPT, across AMH and CAMHS.

Graduate Rukhsana Hussain said: “The training is the first time I’ve felt my lived experience is a celebration”

Step up to Great – Quality Improvement

In November, we launched our new Trust-wide Quality Improvement programme at a conference in DeMontfort University, for 300 staff, service users and stakeholders. Here is a [short film](#) that shares more about our approach.



Our aim is to build on our foundations, and Step up to Great so that we are continuously improving what we do for the people who use our services.

We want everyone to feel that they are a leader at LPT. Everyone has the power to make a difference and take responsibility for continuous improvement. We are already doing some fantastic quality improvement work across the Trust but WelmproveQ provides a co-ordinated approach for staff to learn and share, with skills, knowledge and resources to make a change.

We are committed to embedding continuous quality improvement, learning and action in the quality and safety of our services and to showing how this is making a difference for our Step up to Great strategy. We look forward to everyone getting involved and bringing their ideas for improvement to life!”

We have a ‘buddy’ - Northamptonshire Foundation Trust

As you may know, following our last CQC inspection in November 2018 and the subsequent ‘requires improvement’ rating, our Trust was offered some intensive support by NHS Improvement which included buddying us up with neighbouring outstanding Northamptonshire Healthcare NHS Foundation Trust. The aim of this buddy relationship is two-fold: to provide us with some dedicated support on improving our CQC rating, with focus on areas such as adult mental health inpatient flows, improving our Well-Led rating and our governance and assurance frameworks, and undertaking some external clinical reviews for fresh eyes across some of our areas. Secondly, the aim is to provide both Trusts with the opportunity to share good practice and learn from each other.

We are seeing some great benefits from this relationship already with many of our teams connecting across the two Trusts. Recent examples of sharing and exchanging good practice include a visit by LPT’s community inpatients team to NHFT’s community beds services which enabled a discussion around patient flow, DTOC’s, safer staffing, skill mix and team structures.

Our infection prevention and control teams have also met to share good practice with each other, and our teams have undertaken some quality improvement training together.

Our waiting list improvements in CAMHS were noted during an NHS Improvement team visit recently, telling us that we have one of the best waiting list management processes for CAMHS in the country in terms of how we are managing it – *“we shared the fact that the waiting list systems in CYP are really some of the most comprehensive we have seen on reviews nationally”*. We are sharing this learning with NHFT, benefiting patients across the region.