

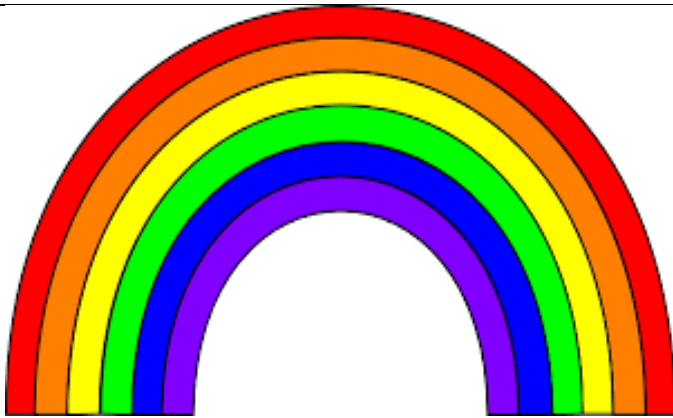


Patient Experience & Involvement Newsletter

Monday 11.05.2020

Virtual opportunities and supporting information for service users, patients and carers

This is the second edition of Leicestershire Partnership NHS Trust's (LPT) new and revised Patient Experience and Involvement Newsletter. We hope you are finding the newsletter informative and useful. We received some great feedback and content after the last newsletter went out which we have included in this edition, so please do send us your thoughts or anything you would like to see included in the next one. Please also feel free to share these newsletters with anyone you think may find them useful.



The rainbow has become a symbol of support for people wanting to show solidarity with NHS Workers on the front line. Our NHS Heroes!

Sign up and stay connected!

You can join our Service User/Carer Network which is open to service users, carers and family members where you can share your lived experiences with us, which will help to inform how we shape our services to fit the changing needs of our local communities.

Please visit our "involving you" page <https://www.leicspart.nhs.uk/involving-you> which provides additional information and access to our on line Expression Of Interest form.

Upcoming Virtual Involvement Opportunities

Although all face to face involvement has been put on hold due to Covid-19 we are still wanting to involve you in decision making and changes where we can. We completely understand if this isn't for you at the moment, alternatively you may welcome the distraction. Current virtual opportunities include;

- Commenting/feedback on various patient facing documents and forms
- Creating patient/carer Values Based Questions to be used when recruiting new staff
- Help us to transform mental health services for all ages; 'Step Up To Great Mental Health'
- Help us to create a Health and Wellbeing workbook for patients and carers of Leicester, Leicestershire and Rutland in response to Covid-19, with tips, guides and local support information
- Weekly virtual cafés in order to connect with others

Please let us know if you would like to get involved with any of these projects, along with your preferred method; telephone, email, post, Skype, Microsoft Teams.

Virtual Catch up over Coffee

We are holding weekly virtual catch up sessions through Skype and Microsoft Teams for you to be able to connect with others. There will be no agendas set for these sessions but we will be there to say hello, so come and have a cuppa and natter with us. This also gives you a chance to test out the technology, meet and connect with other people and to ask any questions.



When; Every Wednesday

- Skype 10:30am-11:30am
- Microsoft Teams 2:30pm-3:30pm

Please note you do not need to have a camera or have the camera turned on in order to access these virtual cafes.

Contact the Patient Experience & Involvement Team for further details and joining instructions.

Supporting information for patients, service users and their carers

Leicester Ageing Together

The following initiative has been set up by Leicester Ageing together. The #DistantSocialising infoline has officially opened and is available on 0116 249 8850. The web address is www.leicesterageingtogether.org.uk

This might be of interest to anyone who is at a loss for things to do at the moment. It is an ideas and chat line for people who are isolated and may be feeling lonely. There will be someone on hand to talk through ideas of something to do or just to talk to someone if they are alone.

LAMP

Are operating a weekly virtual group for carers of people with mental health difficulties every Wednesday at 11.00am. There is a phone support service available too. Please contact Rowena Bland on 01162556286 for further details.

Stay Connected with the RAD Corona Mercy Project

Much of what we do at RECOVERY Assistance Dogs (RAD) places a strong emphasis on building social connections as the foundation for increased confidence, skills, voice and aspiration. Social connections can reduce isolation, combat loneliness and reduce stress, as well as contributing to a sense of meaning and purpose in life. RAD Members, Staff and Volunteers have risen to the challenge, and are finding new ways to connect, reach out, and deliver vital services to their local communities.

RAD Dog Training and Meetings are moving online with Zoom whilst physical distancing and self-isolation is recommended, in order to follow government advice and protect their members, many of whom are within the vulnerable criteria.

Although the virus has meant many physical meet-ups and get-togethers have had to be cancelled, the necessity for social connections remains unchanged, and the RAD Corona Mercy Project is committed to filling this vital need. Technology today means that we can remain social, and address health inequalities, even whilst we physically distance.

Zoom Online Meetings:

- STRAD (Survivors Training RECOVERY Assistance Dogs) Training on Fridays at 2.30-4.30pm.
- Centering Therapy Groups on Tuesdays at 4pm.

- Monthly RAD Management Meetings on Second Monday of the Month at 12.30pm-2.30pm.

RAD would love to hear from you as they have some Funding for a month (possible extension for 6 months) for people in Leicestershire who could do with some support during this period. Are you jamming it (Just About Managing) or would you like some extra help? If so then they can:

Help you feel connected with weekly Person-Centred Guidance with a RECOVERY Support Worker on Skype:

1. Visit you weekly on your doorstep and drop off a free box of ambient food (Bread, pastries, fruit, veg, eggs &/or flowers).
2. Tuesday or Saturday morning visits in the Hinckley Area.
3. Monday or Thursday afternoons in the Leicester Area.
4. If you need help with cleaning, shopping, cooking or anything else please let us know.
5. RECOVERY Support Workers usually visit with their RAD Dog (or RAD Dog in training) so can help with your Dog Training queries about how Dogs can help us feel loved during lockdown.
6. Help you get some funding up to £300 for something to help you survive these challenging times (like a magi-mix for making cakes!).
7. Also we can walk your dog if you are self-isolating.

Please visit info@RECOVERYAssistanceDogs.org.uk for more details.



24 hour phone support launched for all urgent mental health needs

LPT has launched a dedicated phone line (0116 295 3060) so that people of all ages in Leicester, Leicestershire and Rutland can access urgent NHS mental health support directly.

Our new mental health Central Access Point (CAP) links callers with call handlers and clinicians who can assess their needs and advise, support, signpost or refer directly to the appropriate service.

As well as helping to provide assessments and early interventions where needed, it aims to help reduce the pressure on other services, particularly emergency services.

The CAP was developed in response to feedback from service user's, NHS staff and stakeholders county-wide as part of LPT's ambitious programme of all-age mental health service improvements.

The CAP phone service is not an emergency service. Where people have immediate, serious and life-threatening emergency mental and/or physical health needs, for example if an individual has taken an overdose or is in imminent danger of physical harm, they should attend A & E or call 999 for the appropriate emergency service.

You can also connect on line for national, local and online non-urgent mental health support on our website <https://www.leicspart.nhs.uk/latest/covid-19-support-for-your-emotional-wellbeing/>

Some of you have kindly fed back your thoughts and ideas on the name and logo for this new service. We will be feeding back the outcome in due course, and hoping to be able to include in the next newsletter edition.

Thank you to those who have given your feedback 😊

Activities

Mindfulness for beginners

(These sessions are being run by Leicester carers support service and Age UK)



We know that the current situation with Coronavirus is putting even more pressure on you in your caring role, so we would like to offer you the opportunity to learn mindfulness skills to help you through this period.

Our Mindfulness teachers will tailor the telephone sessions to suit your own personal needs and guide you to develop mindfulness skills which you can use in your everyday life and your caring role.

Mindfulness is about paying attention, on purpose in the present moment rather than past experiences or the future.

If you are an informal carer, aged 18 or over, and live in Leicester City or the person you care for lives in Leicester City please get in touch to book a session:

(Please note there is no charge for the session)

Nicky Drew
07715960164

nicky.drew@ageukleics.org.uk
(Tuesdays & Wednesdays)

Ray Gandhi
07715960175

ray.gandhi@ageukleics.org
(Tuesdays & Thursdays)
Gujarati Speaker

If you would like to know more about mindfulness please go to

<https://www.headspace.com/mindfulness>



Friday 8 May 2020 marks 75 years since VE (Victory in Europe) Day when the Second World War

came to an end in Europe. The long anticipated news resulted in spontaneous celebrations breaking out across the nation. A national holiday was declared and people from all walks of life came together to mark the moment.

HM Lord-Lieutenant of Leicestershire, Mike Kapur OBE, talks here about VE Day 75 in Leicestershire: https://youtu.be/hO7V_LW1zsQ

To find out how you can celebrate VE day “virtually” please visit: <https://www.leicestershire.gov.uk/about-the-council/how-the-council-works/civic-and-ceremonial/ve-day-75> for more information/ideas.

Useful Contacts

NEVER ALONE

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5or8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270

Your Voices/Feedback!

Your feedback on this newsletter

We have had some wonderful feedback from you so far, and many of you found the newsletter useful which is great. Please keep your feedback coming, if you have any ideas for content please let us know and feel free to share this newsletter with anyone you feel may find it useful.

Feedback outcomes Thank you to those of you who provided valuable feedback on the PPE Photos, please find the outcome as follows:

PPE/Photos: We received six pieces of feedback. All feedback was as expected extremely positive. The feedback was provided to the clinical cell for consideration and after discussion and costings on implementation, it was agreed that due to the amount of times that staff would need to change/replace their PPE having the photo's printed on them, it was going to be very hard for staff to implement. Based on the feedback in terms of the "hello my name is" suggestion, this again was looked at with consideration for the creation of stickers for staff to self-complete, however these would have needed to be replaced again with each change of PPE equipment. After further investigation and looking at what other Trust's actioned with similar services to us, it was agreed that staff would be provided with marker pens so that they could write their name on their PPE equipment every time this was used with patients. This would ensure that patients could see the name of the person treating them. The clinical cell would like to pass on their thanks to you and acknowledge your support with this work.

Recruitment Question Bank

We have started a project to create a bank of interview questions that can be used when recruiting new members of staff. These questions will be from a service user/carer perspective and will help us draw out the values and behaviours of candidates. We are currently working with a small group of service users in order to co produce this work – however if you would like to find out more or to get involved, please let us know. More updates to follow.

Health and Wellbeing Workbook

We are working with service users and carers in creating a workbook in response to Covid to address health and wellbeing needs, with signposting to local and national resources and support. The idea is for the workbook to be interactive and handed to all patients/service users when discharged, it could also be useful for some patients on our wards. We have received some fabulous content so far with the workbook really taking shape, however there is still time for you to get involved with this project.

We would also love to hear about your personal journey during this time:

Are you happy to share your story with us during this time?

Are you using resources that may be useful to others so we can include in the next newsletter?

How have you found the resources contained in this newsletter?

It would be great to continue to have your feedback/if you have found the information useful so we can let others know in the next edition.

Please contact us if you have any questions/suggestions

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LPTPatientExp