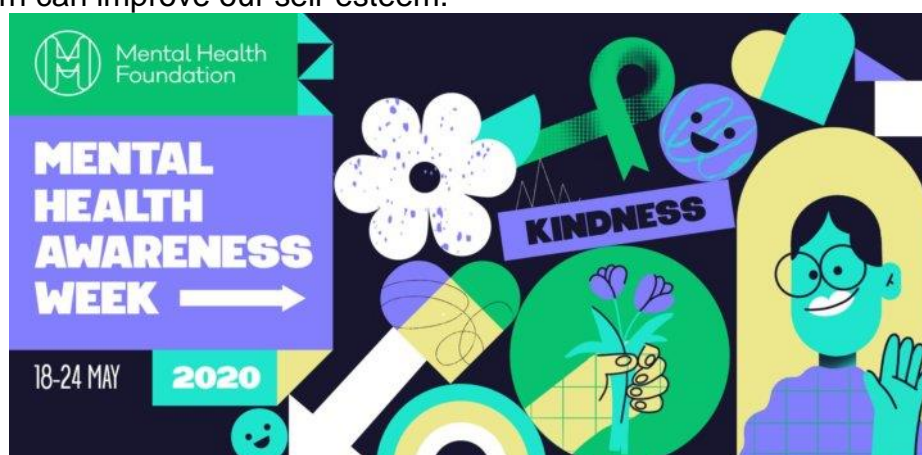


Patient Experience & Involvement Newsletter

Monday 25.05.2020

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

This is the third edition of Leicestershire Partnership NHS Trust's (LPT) new and revised Patient Experience and Involvement Newsletter filled with opportunities and activities which we hope you will find useful. Mental Health Awareness Week is 18th - 24th May and this year's theme is Kindness. During the current pandemic, it is important that we display kindness, as well as being kind to ourselves. Studies have shown that acts of kindness are linked to increased feelings of wellbeing, and helping others can also improve our support network and encourage us to become active. This in turn can improve our self-esteem.



Weekly Virtual Catch up's

We are holding weekly virtual catch up sessions through Skype and Microsoft Teams for you to be able to connect with others. These are informal sessions and although there is no agenda, you are welcome to suggest ideas and we can try and arrange for you. For example, we are currently looking at a virtual quiz. These weekly catch ups also provide you with the opportunity to test out the technology, meet and connect with 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.

Please note the link to access Skype and Microsoft Teams are the same each week. Please contact the Patient Experience & Involvement Team with any queries or for joining instructions. Do also let us know if you have any connection issues and we will try and support you with these.

Upcoming Virtual Involvement Opportunities

Although all face to face involvement at LPT 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 well welcome the distraction. Opportunities will be advertised through our Patient and Carer Network, and also through these Patient Experience and Involvement Newsletters. There are a range of projects you can get involved in from providing feedback on documents to larger scale service improvements which we can do through:

- Virtual video calls – Skype and Microsoft Teams
- Email
- Telephone calls
- Post (freepost address provided)

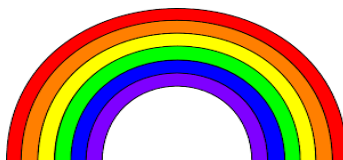
Sign up and stay connected!

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. This 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.



Supporting information for patients, service users and their carers

Let's Talk wellbeing



Let's Talk – Wellbeing provides mental health support for people aged 16 and over who are suffering with anxiety, depression and other similar difficulties across Leicester, Leicestershire and Rutland. Due to the

current Coronavirus pandemic, many more people are now experiencing mental health difficulties and the Let's Talk - Wellbeing service is available to help people across the City and Counties to manage their conditions.

The Let's Talk - Wellbeing service offers free talking therapies for common mental health problems, including depression, anxiety, panic, phobias, obsessive compulsive disorder (OCD), trauma and stress all of which can be accessed online.

Support is on offer with one to one sessions via telephone or video conferencing with a therapist, and by accessing online support through their dedicated digital platform Silvercloud which enables service users to access a range of online programmes that can be used at any time on any device, it also allows service users to work at their own pace with regular reviews from a therapist.

Anyone can access the Let's Talk – Wellbeing service by registering online here:

<https://www.nottinghamshirehealthcare.nhs.uk/letstalkwellbeing> and selecting the area you live in.

Alternatively you can register by calling the service directly:

If you're registered with a GP practice in Leicester City call **0116 292 7010** or

If you're registered with a GP practice in Leicestershire or Rutland call **01509 561100**.



Mum's Mind

Mum's Mind is LPT's ground breaking text message mental health support service for new and expectant mums. This service has seen demand rise by around 60% over the last month.

The confidential service offers expert advice and information to support mothers across Leicester, Leicestershire and Rutland who struggle with mental health issues during pregnancy and baby's first year. The perinatal service offers specialist mental health care close to home for mothers referred to them with moderate to severe mental illness, and support and advice for their families.

Support is provided via a dedicated text line – 07507 330 026 open between 9am and 4pm on weekdays

The Mum's Mind service is not a crisis service and does not provide general advice on baby care – advice on baby care is available through LPT's original ChatHealth service on 07520 615381 (Leicester City) or 07520 615382 (Leicestershire and Rutland).

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/>

Activities

Distraction Packs

NHS England & Improvement have worked with Recoop (part of a Housing Association) to make distraction packs available for people experiencing social isolation during the Covid pandemic. These packs were previously created for older prisoners, and now adapted for people experiencing isolation at home and in the hospital setting. The packs include a template for people to share their experiences through a story/poem or picture with the aim to add into future editions.

Editions will be published every two weeks and will be uploaded and available by visiting our "Involving You" web page;

https://www.leicspart.nhs.uk/wp-content/uploads/2020/05/NHS_Distraction_Pack_Issue_1-1.pdf

Show and Tell

Lots of you have been sharing with us what you have been doing to keep busy. It's been great to see your pictures, so please keep them coming so we can share in future editions.



One of our readers is getting creative with colouring.



It's been great seeing your VE day celebrations.



Look at this amazing home-made bread...looks yummy!



Updates from LPT's Recovery College

Leicestershire Recovery College is an NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived mental health experience, along with their friends, family and Leicestershire Partnership NHS Trust staff.

The Recovery College Summer term prospectus (April – Sept) is now available and can be found on their web page along with other useful resources:

<https://www.leicspart.nhs.uk/service/leicestershire-recovery-college/>

The Recovery College staff are still available to enrol new students and to take bookings for all courses found in the summer term brochure via the usual telephone number 01162951196.

The college hope to be back running sessions in the classroom in the not too distant future but in the meantime they are offering courses via an online platform. So far the college have delivered 2 courses via Skype with more scheduled to take place over the next month. Enrolled students can sign up to these courses by contacting the college on the telephone number above or emailing recoverycollege@leicspart.nhs.uk

The Recovery College also have their free online course 'Introduction to Mindfulness' which can be found on their web page and is available to absolutely everyone!

The college have also developed their own wellbeing pack which includes information about the online Mindfulness course and other resources: Mindfulness, Nature for Mental Health, Indoor

nourishing activities, Coping calendar, and mindful colouring sheets. Students can request these packs via their Facebook page or by contacting the college.

Students can also stay in touch with the college and connect with other Recovery College students and tutors via their closed **Facebook page @LPT Leicestershire Recovery College** where they will be posting regular updates along with well-being tips and resources.

Useful Contacts



LPT downloadable support for your mental health

Please take a look on LPT's website by visiting: <https://www.leicspart.nhs.uk/latest/covid-19-latest-information/covid-19-support-for-your-emotional-wellbeing/>

We hope you find the wellbeing guidance and downloadable local and national support materials helpful during this difficult time.

Mental Health awareness Week 18th – 24th May 2020

We feel privileged to have received the following narrative from a service user which we feel needs no introduction:

As #mentalhealthawarenessweek begins I have been reflecting on my mental health journey. 10 years ago I became unwell and very rapidly descended into a place so dark that I didn't know if I would ever get out. It was a place devoid of colours and meaning, like being behind a sheet of glass, I could see life going on around me but I was not part of that life anymore. The only things my mind allowed through were shame, guilt, worthlessness, despair. I thought my family would be better off without me. Diagnosed with major depressive disorder, anxiety and PTSD I spent the next 4 years in and out of hospital as the next suicidal crisis hit. Finally in 2014 things culminated in me being admitted into hospital under the mental health act with psychotic depression and I stayed there for a year. I've had numerous medications, Electroconvulsive therapy (ECT) and over 2 years of therapy and I now consider myself to be in recovery, something I used to believe would never happen but I am not complacent. Life is different for me now but life is good.

Without the unending love and support of my fantastic family and some amazing friends and also the huge input from professionals I truly wouldn't be here now.

So please speak up and speak out, start conversations, check in on your friends and family.

Mental health problems affect 1:4 people, it doesn't distinguish, it can be anyone. Be aware of mental health every day, not just for one week.

Talk about it.

Break the stigma.



Your Voices/Feedback!

Your feedback on this newsletter

We have had some wonderful feedback and ideas for content from you so far. 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 CAP 24/7 Mental health Crisis service, however following the launch of the service and use of the new logo (Option 2) we have now received feedback from members of our deaf community that the use of the ear symbol in the branding is being seen as confusing to some of this community as this indicates that the service is fully accessible to people that are hard of hearing or deaf, where at present this service it is not accessible apart from online.

Work is now underway to address this access issue within the service however it has also been suggested that the ear symbol is removed from the logo to stop any further confusion.

This is an important piece of feedback and learning for us in terms of understanding the needs of all of our population and we are in discussions with the deaf community on how to ensure we are able to discuss such things with them moving forward. We will of course keep you updated on progress.

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 having to access services differently? How are you finding virtual appointments?

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

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