

Annual Report 2020/21 - summary



The full version of our 2020/21 annual report
can be found on our website.



Our performance report

Welcome from our chief executive and chair

The last year has been one of the most challenging years in the NHS's history, however, we are proud of our staff and the way they have continually stepped up to great in achieving our Trust's vision throughout the pandemic:

“creating high quality, compassionate care and wellbeing for all.”

From working together in new and different ways to support our service users, to being rapidly responsive to care for Covid-19 positive patients, they have worked alongside our system partners, as a key player in the local NHS crisis response. Our staff have been nothing short of phenomenal and we are grateful for this.

At Leicestershire Partnership NHS Trust (LPT) everybody is a leader. In January 2020 we launched our leadership behaviours – co-designed by staff across the Trust to empower people to take personal responsibility in valuing one another, valuing differences, working together and always learning and improving. We have embedded these within our appraisal systems and recruitment and induction processes. Although early days, we have seen them begin to be used throughout the pandemic in creating a supportive, inclusive and compassionate environment for all.

Our vision, values and strategy



Our LPT family has risen to the challenge during the pandemic. Read our Year in Review section for highlights of performance and achievements over this last year. Some of the highlights we wanted to draw your attention to include:

- Setting up a Trust-wide incident control centre to maintain quality of response with operational and clinical leaders across the Trust and with system partners seven days a week.
- Launching an enhanced mental health offer through an acute mental health care hub and a central access point telephone to support patients needing urgent and emergency care (operational 24/7).
- Rapid set up of new surge wards to increase system capacity for the Covid-19 response, including collaboration with private providers.
- Virtual consultations and telehealth innovations to provide continuity of care for our patients.
- Enhancing our innovative digital offer for children, young people and families, specifically with support during Covid-19.
- Continuing to enhance our patient involvement strategy, despite the restrictions, including the launch of our Peoples Council and work with our Youth Advisory Board to embed the patient voice into everything we do.
- Leading on workforce for the Covid-19 vaccination programme, with LPT supporting Covid-19 vaccination hospital hubs and the mass vaccination centre. This included specialised vaccination clinics for people with learning disabilities, which was held up as an example of good practice.
- Implementation of a single electronic patient record across our Trust - SystmOne. This means that we have the same patient record system as approximately 90% of GPs in Leicester, Leicestershire and Rutland.
- National recognition awards for our community nursing and Healthy Together teams. We have worked hard to improve workforce race equality and several of our clinicians have been selected to support national bodies.

We are pleased to share that the CQC Warning Notice served against LPT following its inspection in 2018 has been removed. Credit goes to all our staff on the ground together with our leadership in this significant improvement in the quality of our care and services. Throughout the year we have shared our improvement journey and achievements with the CQC, detailing our work to address ligature risks, improve our estates, medicines management processes, and the improvements we have achieved in staff experience. We know we have more to do but we are confident in the progress we've made and the plans we have in place to address our challenges. Thank you to our buddy Trust Northamptonshire Healthcare Foundation Trust for their support and mentorship in our improvement journey.

Our staff survey response rate of 52.4% is the highest we've had in five years, compared to a national average of 49%. The results are an important way for us to hear staff views on how it feels to work in LPT, what they think works well and what they think needs to improve. We are pleased that compared to last year, staff have reported a more positive experience of working in LPT across all the indicators, with significant improvements in staff engagement, morale and safety culture. The staff recommending LPT as a place to work increased from 54% to 63% (putting us in the top ten most improved Trusts for this indicator) and the number who would be happy with LPT's standard of care if a friend or relative needed treatment increased from 61% to 67%. We are committed to being an anti-racist Trust and our approach of Together Against Racism will be a key focus this year, building on the work we've done this last year alongside the health and wellbeing of our staff and supporting the recovery of the people who use our services.

We are also pleased that during this time we have been a leading partner in establishing the East Midlands Mental Health Alliance, which has enhanced our work around provider collaboratives. Notably, we are the regional lead for the adult eating disorders provider collaborative. We have also been successful in receiving funding for enhanced perinatal mental health services, and have launched our CAMHS Beacon Unit – ensuring care is provided closer to home for our young people. Our out of area placements for adult mental health services has reduced to being consistently at zero - a great success story we are proud of. We have also progressed our learning disability services quality improvement programme.

We welcome the news that NHS England has confirmed that Leicester, Leicestershire and Rutland Sustainability and Transformation Partnership's (STPs) application to become an Integrated Care System (ICS) has been approved, and the system will formally be designated as an ICS from 1st April 2021 - enabling it to move forward at pace to deliver its full ambitions. This is great news for LLR and we welcome the opportunities this brings for all of us at LPT to further build upon our work with partners to improve outcomes for our patients and services users and reduce health inequalities.

Finally, thank you to everyone who makes up our WeAreLPT family – our staff, volunteers, service users and partners. You have each played a significant part in responding to the pandemic in the last year. Working together, listening to and engaging with you will remain our focus as we look towards moving forwards on our road to recovery from Covid-19.

Our summary Financial Accounts for 2020/21 are presented with this Annual Report in Appendix A and we are pleased to confirm that we achieved all our statutory and planned financial duties. Considering the significant change to the financial regime in 2020/21 and the uncertainty this brought, we have continued to deliver safe services throughout the pandemic and not only achieved our financial duties but delivered a £9k surplus and we consider this an excellent achievement. We would like to thank all our staff.

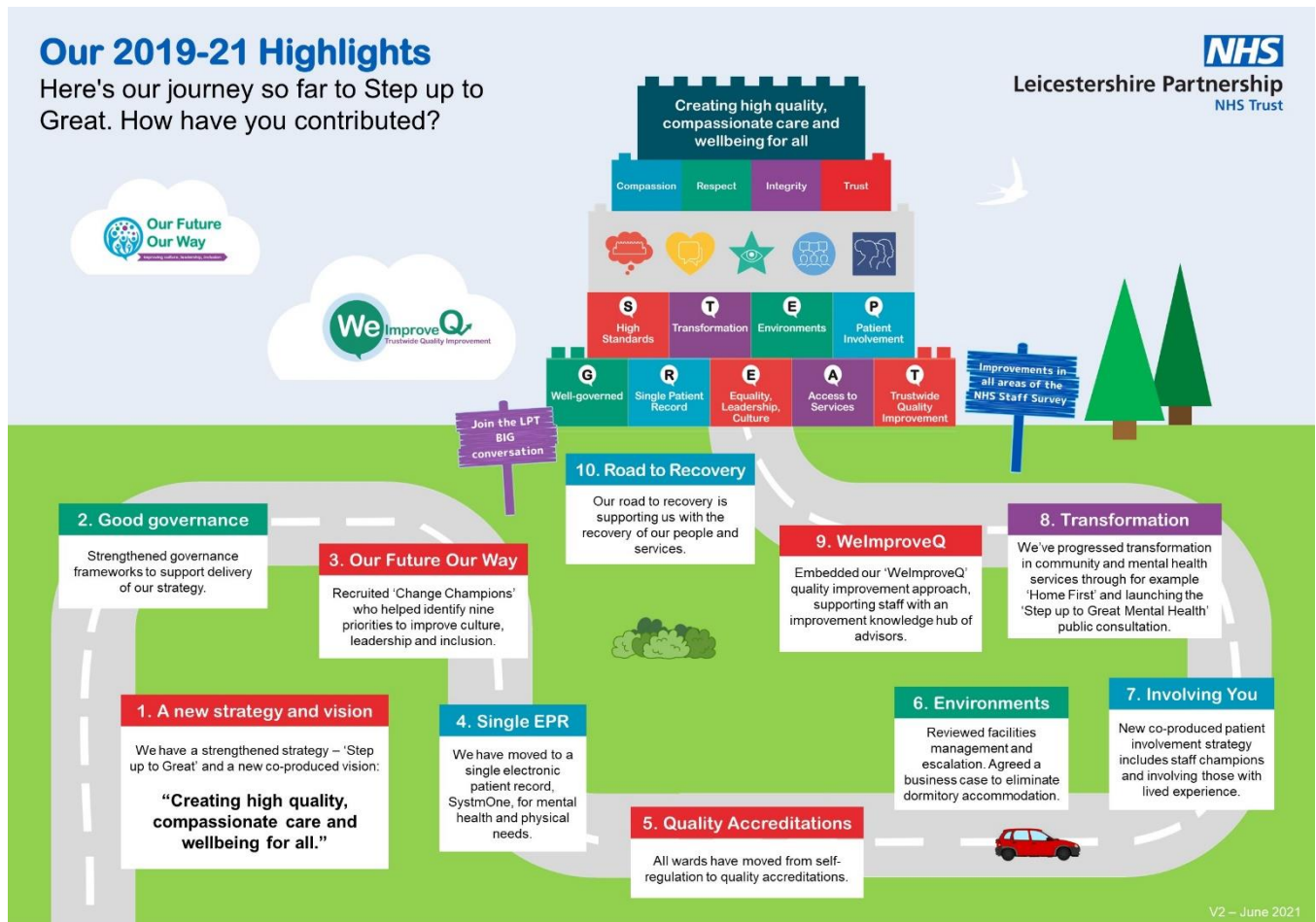
Cathy Ellis, Chair of LPT

Angela Hillery, CEO of LPT



LPT was the only East Midlands Trust to receive exclusive artwork, donated in October by internationally acclaimed contemporary artist Damien Hirst.

Our Step up to Great journey from 2019-21



About us

In April 2011, mental health and learning disability services in Leicester, Leicestershire and Rutland were brought together with local community services and families, children and young people's services to create Leicestershire Partnership NHS Trust as we know it today.

We provide community health and mental health support to over 1 million people living in Leicester, Leicestershire and Rutland. Our services touch the lives of all ages (from health visiting to end of life care), from head to foot (from mental health to podiatry) and everything in between. We have 6,500 staff (including bank staff) who provide this care through three clinical directorates:

- Adult mental health services
- Families, young people and children's services and adult learning disabilities services
- Community health services

Their work would not be possible without our enabling and corporate services staff, alongside our hosted service providers and around 500 volunteers.

During 2020-21 LPT provided and/or subcontracted 99 relevant health services. Mental health and learning disabilities account for 56 services and Community Health Services make up the remaining 43. It should be noted that at times not all services were operating at full capacity due to the Trust's response to Covid-19.

LPT in numbers



Our year in review – adult mental health

Swift action was taken to provide a 24-hour response for people with urgent mental health needs throughout the pandemic through a new 'mental health urgent care hub' for people of all ages.



24/7 Central Access Point
urgent NHS mental health support for
people of all ages living in Leicester,
Leicestershire and Rutland
0116 295 3060

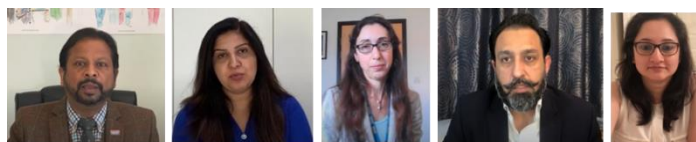
24-hour central access point launched for people with urgent mental health needs

Mum's Mind, our ground-breaking text message mental health support service for new and expectant mums, saw demand rise by around 60% in the first month of lockdown.



A Leicester grandfather who struggled with severe, treatment-resistant anxiety and depression for 30 years shared his story after becoming the first East Midlands patient fitted with a vagus nerve stimulation implant.

Five of our consultant psychiatrists were at the forefront of a national initiative to support people who are unable to speak English to maintain positive mental health through Covid-19.



A new mental health support resource pack was published to support Leicester residents facing extended shielding or self-isolation periods due to coronavirus.

We acted to help ensure all communities impacted are able to access the right help by launching a multi-lingual, multi-media resource pack, signposting people to local services that can be accessed directly by individuals, whatever their level of need.

Support for your mental health and emotional wellbeing

Leicestershire Partnership NHS Trust

Services for all ages:

- Central Access Point**
If you are in need of urgent NHS mental health support you can call our Central Access Point.
0800 800 3392 24/7
- Mum's Mind**
A text service providing advice and information to anyone concerned about a mum's mental health in pregnancy or baby's first year.
07507 330296 M-F 9.00 – 19.30

Services for children, young people and families:

- ChatHealth**
Confidential text messaging service for advice and information from a public health nurse (health visitor or school nurse).
For young people aged 11-19: 07506 615386 07506 615387
For parents and carers: 07506 615386 07506 615387
- Health for Under 16s, Health for Kids, and Health for Teens**
Online resources with age-appropriate resources. Search 'Health for Under 16s/ Kids/ Teens'.

visit www.leicestershire.nhs.uk/emotional-wellbeing for more



A loving portrait of her LPT 'super hero' mum by Remi Mulroy inspired a county-wide arts competition to support children in lockdown.

Our annual 'Let's Get Gardening' Awards were launched as a challenge to staff and patients at the Bradgate Unit to brighten ward garden spaces, bring a touch of home and provide rewarding, therapeutic activities for patients.



The 'Therapy Garden' at the Bradgate Mental Health Unit



LPT associate medical director and Consultant Psychiatrist Prof Mohammed Al-Uzri was appointed to the prestigious post of Presidential lead for international affairs with the Royal College of Psychiatrists.

With our buddy trust, Northamptonshire Healthcare NHS Foundation Trust (NHFT) we signed the Equally Well Charter for Equal Health, as our commitment to ensuring that patients with long-term mental health conditions have access to high quality help and support for their physical health.



Six ex-Armed Forces servicemen took part in a unique open water experience with rescue-trained dogs, to help them with post-traumatic stress disorder (PTSD).

Our Recovery College went 'virtual' to continue providing free courses to support mental wellbeing throughout the pandemic, launching it's new Spring prospectus In January.



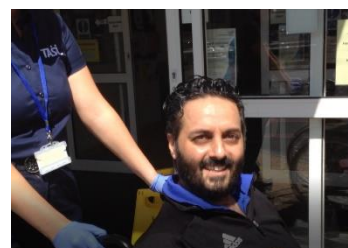
Our mental health and learning disabilities services went live with SystemOne as a single electronic patient record system across LPT in November.

Our year in review – community health services



CHS took on a frontline role in dealing with the Covid-19 pandemic, preparing mothballed wards for an expected initial surge at Coalville, Loughborough and the Evington Centre.

All our community hospitals at some time cared for patients who were either Covid-19 positive, or had been recently. National TV viewers saw how patient Kully Sidki was applauded out of Coalville Community Hospital by staff after completing his rehabilitation there.



Our phlebotomists also stepped up to help other parts of the system. They took on an additional 500 visits a month to shielding patients who were discouraged from visiting GP surgeries or clinics.

Loughborough Hospital has also been used as a vaccination centre, initially for healthcare and social care staff, and latterly for the public.



We used remote technology to look after former Covid-19 positive patients who were discharged from hospital while still using bottled oxygen.

The pandemic didn't stop awards rolling in. LPT won the "Best Use of a Solution" category in the Smarter Working Live 2020 awards. The entry was based on work to introduce new computer functionality for community nursing staff.



Smarter Working Live
Conference & Awards

INNOVATION THROUGH PLACES, PEOPLE,
PROCESSES & TECHNOLOGY



We have maintained work on the Ageing Well initiative. The Ageing Well urgent community response accelerator site work across Leicester, Leicestershire and Rutland is intended to develop a national model for urgent and emergency care.

Our year in review – families, young people's and children's services and learning disability services

Young people in Leicester launched a social media campaign to support the mental wellbeing of their peers during the Covid-19 lockdown.



Five of LPT's Healthy Together public health nurses (health visitors) were nominated by local mothers to receive Leicester Mammas Breastfeeding Champions Awards in recognition of the support and care they have provided.

Our community immunisations service teamed up with Leicester City Football Club (LCFC) to continue its secondary school vaccination programme over the summer, ensuring that pupils in the city did not miss out on important vaccinations, despite the constraints of the Coronavirus pandemic.



Our community immunisations team offered the nasal flu vaccine to pupils in Year 7 for the first time. As well as protecting children themselves, the vaccine helps stop the spread of the flu virus to friends, family and the wider community.

Two of our digital products designed to engage families and young people were in line for national awards, recognising the important role they have played in facilitating access to trusted health and wellbeing advice during the Covid-19 pandemic.



We are proud to be leading the implementation of the Mental Health Support Teams in Schools (MHSTs) programme for Leicester, Leicestershire and Rutland (LLR) in partnership with Relate Leicestershire.

Adult and Children's Speech and Language Therapy services at LPT have been successfully using video conferencing software to continue assessments and therapy appointments with patients.





We are delighted that our state-of-the-art, purpose-built £8m mental health facility for young people, 'The Beacon', welcomed its first inpatients in November 2020.

Five colleagues have received Cavell Star nursing awards for showing exceptional care both to their colleagues and to the families that they have worked with throughout the Covid-19 pandemic.



LPT Cavell Star Award winners (left to right) Sarah Papworth, Tina Braham, Shavika Pancholi, Rajinder Sanghera and Alison Barlow



Patients with acute learning disabilities and autism were invited to get their Covid-19 vaccinations at accessible and supportive clinics at the Peepul Centre in Leicester, as part of the LLR vaccination programme.

In April the learning disability quality improvement plan (LD QIP) hit it's first annual milestone. Despite the challenges and resource impact caused by Covid-19, the project team still managed to achieve key improvements.

In April 2020 we came together across Leicester, Leicestershire and Rutland to improve care for people with learning disabilities who were in hospital or likely to be admitted - and to ensure people with learning disabilities could live good fulfilling lives within their communities

Our year in review – enabling services

We welcomed our first group of student nurses and student physiotherapists, who have joined the workforce early as part of a fast-track training programme to support the Covid-19 response.



The new message to a loved one service was launched by our patient experience team, to help our patients keep in touch with the people they care about while they are in hospital during the Covid-19 pandemic

To support staff with their health and wellbeing during the demands of this unprecedented pandemic, 'Wobble Rooms' were set up in all areas. These dedicated rooms were set aside to enable staff to take a break, find a moment of calm away from their work environment, relax and reflect on what they were going through.



We issued 37 iPads to all inpatient wards (community hospitals, learning disability and mental health units) so that patients can enjoy 'virtual visiting' with their loved ones whilst visiting was suspended.

Spectrum, LPT's support network for lesbian, gay, bisexual and transgender (LGBT) colleagues, hosted an internal Virtual Pride celebration for the Trust on Thursday 25 June.



Alongside our buddy Trust - Northamptonshire Healthcare NHS Foundation Trust (NHFT) – we partnered up to celebrate the first ever South Asian Heritage Month (18 July – 17 August 2020).

Dolly Sud, a specialist mental health pharmacist at LPT and final year PhD student at Aston University, has joined the Equally Well Clinical Group UK to help lead the national agenda towards improving the physical health of those who have a diagnosis of mental health illness.



We were proud to make the shortlist for the NHS Workplace Race Equality Award, as part of the annual Health Service Journal (HSJ) 2020 Awards - the most esteemed accolade of healthcare service excellence in the UK.

We were also shortlisted for the HSJ Partnership of the Year Award for the implementation of Autoplanner within community nursing. We were also proud to see our Chief Executive, Angela Hillery, named by HSJ as one of the top 50 NHS CEOs in the country (shared role with NHFT).





In recognition of the immense work of our staff and volunteers during the Covid-19 pandemic, we invited patients, service users, carers and staff to nominate them for our new Covid Heroes awards.

Asha Day, clinical team leader and BAME staff network lead at LPT, received the British Empire Medal for “services to the NHS and minority ethnic equality during the Covid response.”



Over 70,000 patients have so far been vaccinated against Covid-19 at a mass vaccination centre set up and run by LPT staff at the Peepul Centre in Leicester.

Our year in review - fundraising



LeicesterShire and Rutland's
Community and Mental Health Charity

Our registered charity, Raising Health, plays an important part in improving the experience, care and wellbeing of our patients, service users and our staff. Our aim is to raise funds and spend them on the extras that are not covered by core NHS funding. If you would like to support or raise money for any of our current projects, please visit our website: www.raisinghealth.org.uk, email lpt.raisinghealth@nhs.net or call 0116 295 0889.

During the Covid-19 pandemic, we were fortunate to benefit from the kindness and generosity of the people of Leicester, Leicestershire and Rutland. Our supporters, which included individuals, community groups and businesses made sure that our patients, staff and volunteers were in their thoughts during such challenging times. We were also supported by the fantastic fundraising of Captain Sir Tom Moore, who we continue to honour, using his legacy to support the health and wellbeing of our patients and staff. Here are some of our achievements throughout the year.

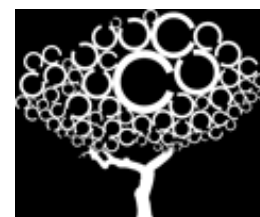
'The Beacon', our new 15-bed inpatient facility for young people, opened in the latter part of 2020. We received valued support from groups and individual supporters, most notably were significant donations from Leicester City Football Club, Lutterworth Inner Wheel and Glenfield Parish Council which funded an astro-turf outdoor sports area and sensory equipment.



**NHS CHARITIES
TOGETHER**

We applied for and were awarded almost £300,000 in grants from NHS Charities Together.

We continued to receive a grant from the Carlton Hayes Mental Health Charity. We delivered some amazing projects to support our patients with mental health conditions. Projects included photography sessions, cooking activities, arts and crafts, sensory equipment and books to help with recovery to name but a few.



We set up an appeal to raise money to provide Christmas presents for our inpatients called "Raising a Smile for Christmas". Many people supported this and we would like to express our thanks. We also had support from local Tesco Express stores who collected donations from their shoppers. We hope that it made Christmas Day that little bit more special and would like to add a note of thanks to our volunteer drivers who donated their time to distribute the presents.

Corporate partners both large and small rallied around to show their support for our hardworking staff throughout the Covid-19 pandemic. We had donations sometimes financially, but in other cases donations of goods or sponsorship.



Hina Anand, has raised more than £1000 in memory of her beloved mother, Madhuben Bhawsar by holding a three hour Facebook Live event where Hina sang prayers and Bollywood songs.

Dr Andy Green, a local scientist, decided that he wanted to help LPT raise money for their charity Raising Health and raised over £1000. Andy, a keen photographer, raised the money by taking photos of his local area, Sileby in Leicestershire.



Social responsibility and involvement

Placing patients, carers and their families at the centre of everything we do is key to ‘creating high quality, compassionate care and wellbeing for all’.



Our ambition for patient experience and involvement is to provide services with patients at the heart of them – services that listen to patient and family needs and then utilise the skills and expertise of both the clinician and patient to design the experience to meet these needs. That's what using patient experience information is all about. Ultimately by consistently asking people whether they are receiving the care they need and then improving things on the basis of what they tell us, will help patients feel more supported and better cared for.

Patient Experience and Involvement Covid-19 response

In March 2020 the impact of the Covid-19 pandemic meant that the way we worked changed. This meant that we had to adjust our ways of working and how we would deliver on our priorities for the year. The pandemic impacted on the way we managed our complaints, the implementation of our new Friends and Family system and how we undertook engagement with our service users and carers. However, we did continue to work to deliver our priorities, albeit in different ways, as outlined in our performance report.



What did we do and achieve?

As we enter the third year of our three-year delivery plan we have now laid down our foundations for high quality, sustainable and influential patient and carer involvement. This proactive patient experience and involvement delivery plan set out our approach to delivering our patient involvement priority and is designed to ensure we deliver continuous improvement in patient and carer involvement and experience of care delivered by our Trust.

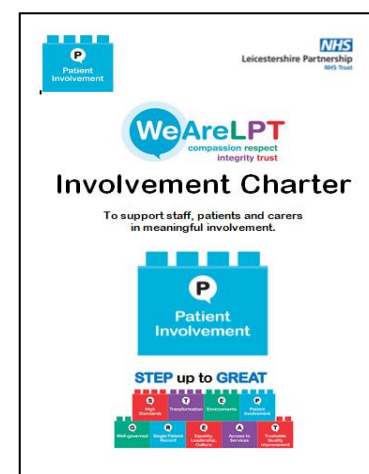
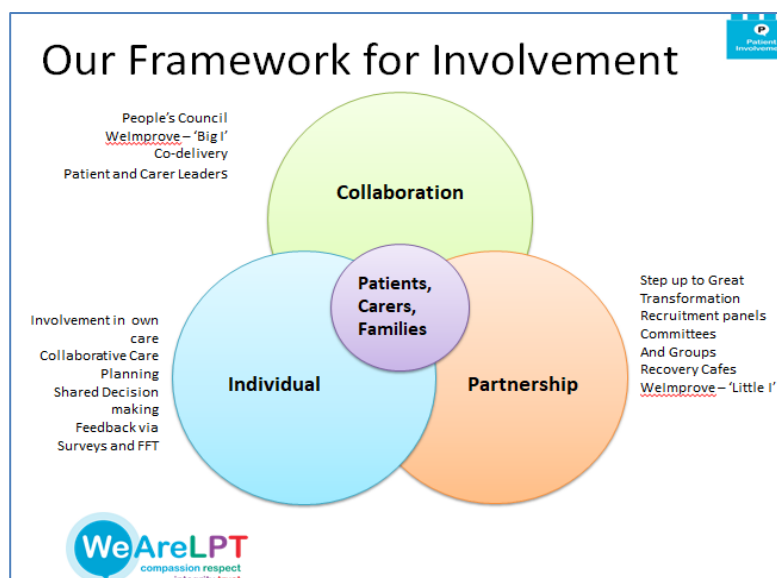
Our strategic ambitions for patient and carer involvement and experience are:



Our approach has been to work collaboratively with our patients, carers and staff, recognising the lived experience, knowledge and skills that individuals can offer. In order to build capacity and capability across the Trust we have developed our framework for involvement.

Examples of how we are developing our framework for involvement:

- Co-designed a pathway for service user/carers involvement, which includes an 'expression of interest' form, and 'skills audit' in order to match people to projects as well as enabling us to get to know people beyond their conditions.
- A registration process to sign up to our service user/carers network.
- Creation of a new Involvement leaflet to grow our network for involvement.
- Co-created a Trust Involvement Charter which encompasses how staff and service users/carers will work together, as well as a code of conduct which is underpinned by our values of compassion, respect, integrity, and trust.
- Co-creation of an 'Activity brief and agreement form'. A signed agreement between the service and individual involved, outlining the level of commitment, agreed role description, and type of reward/recognition offered.
- A working group establishing patient-led questions, value statements and scenarios to be used within recruitment processes. These questions will be based on our Trust's new leadership behaviours framework.
- Reward and recognition policy created from best practice and informed by active engagement and individual feedback is currently in consultation.
- Twelve patients and service users have taken part in our first patient and carer leadership programme. The aim of the programme is to support our patient and carer leaders to develop their skills and confidence in their involvement roles. Planning is now taking place for these individuals to work more collaboratively alongside staff.
- Co-designed our "Introduction to involvement" workshop. The workshop is offered to everyone who signs up for involvement with our Trust. The sessions which have been designed with our involvement network members include:



Introduction to Involvement	Strategic Workshop	Recruitment Training
Working together as equal partners	Setting out local and national context	Recruitment & selection process
LPT's Involvement Framework	An introduction to the NHS	Job description & person specification
LPT's Involvement Charter	How does the NHS in England work	Interview questions/presentation
Confidentiality agreement	Integrated care systems	Types of involvement in recruitment
Skills, Experience, Needs and Interests form	What is 'Step up to Great'	Confidentiality
Support and training we offer	Support LPT can give you	Do's and don'ts of interviewing
Reward and recognition policy		Recording/scoring the interview

Examples of involvement from across the Trust



Mental health and wellbeing workbook

A small group of people from the service user and carer network have worked collaboratively with staff to co-produce and design a Mental Health and Wellbeing Workbook. The workbook is aimed at those who maybe struggling throughout the Covid-19 pandemic including service users/carers, staff and the people of Leicester, Leicestershire and Rutland. The book is available in a range of languages.

Relaunch of the monthly virtual Recovery and Collaborative Care Planning Cafes

The cafes are a shared space for staff, service users, carers, and VCS groups to come together around the collaborative care planning, and the mental health recovery concept of CHIME (connectedness, hope, identity, meaning and empowerment), with each café being themed around a CHIME concept. You can find out about the history of the cafes via this link: <https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/What-are-the-Recovery-Cafes.pdf>



Learning disabilities talk and listen group

The talk and listen group comprises 15 people with learning disabilities who provide advice and consultation to services or individuals on the best ways to involve and provide services for people with learning disabilities. They meet monthly and are supported by the speech and language therapist team.

The eating disorder team have designed a moving on booklet

In collaboration with young people from the inpatient unit and those who accessed group work at Artemis House, to support young people when being discharged from the service. The booklet includes key information to support safe/smooth discharge, wellbeing and personalised helpful information to reflect on post CAMHS interventions and is currently being trialled across various teams in CAMHS before further adoption.



The Agnes Unit my voice project

It was identified that learning disability patients at the unit required a new format in order to share their views. This has included the implementation of the 'My Voice' document on all pods so that patients are able to organise their thoughts in preparation for meetings, whether weekly ward rounds, a review, or as an opportunity to provide general feedback to the service. Meetings now also start with the patients views at the core of the agenda, and supported by the family's views where

appropriate. Whereas previous meetings were organised for patients to join in at the end, they are now starting with the patients views at the beginning to ensure their involvement in decisions.



Virtual carer forums are in place in our mental health services for older people

For those who care for patients staying at the Bennion Centre. The service have also set up a group for grown-up children who have parents on our wards as it was identified that there was no support available for this group. This has been well received by those who attend and addresses a gap in support for those family members who are not direct carers but who have family members in our services.

LPT Youth Advisory Board (YAB)

The YAB was established as a partnership between Leicester City Council (rights and participation service) and Leicestershire Partnership NHS Trust in November 2019. The board was in response to a large scale enquiry into the mental health services for children and young people undertaken by the local authority youth council. The project report 'Generation select' held a public inquiry into mental health services for children and young people, amongst its numerous recommendations, it was identified by CAMHS senior leaders that participation of young people, including service users in service planning, delivery and evaluation was not consistent. The work of the YAB over the last year has included:



- Christmas treat/food parcel appeal has raised £520, to create 38 large packages made up of food and Christmas treats with bespoke parcels for eating disorder patients, distributed to Valentines, Westcotes, Rothsay and Mawson House bases in December. Clinicians feedback has been positive in relation to the impact on families.
- Scoring pre-interview question submissions for the FYPC.LD lead nurse post, sharing a discussion with the director of FYPC.LD.
- A YAB member was on the virtual interview panel for a band 6/7 mental health support worker.
- The CAMHS occupational therapy team involved YAB in a play project, through two sessions to support the planning of the project within the service.
- Involvement in the design of the new CAMHS Beacon Unit logo along with children and young people on the ward



Providing an independent voice to
make LPT services great for all

People's Council

In September 2020 we launched our People's Council. The aim of the People's Council is to act as an advisory body for the Trust. The diverse membership is made up of individuals with a lived experience of receiving healthcare services from LPT, through our patient and carer leaders and voluntary and community sector organisations and groups who work with different communities across Leicester, Leicestershire and Rutland. The Council is chaired by Mark Farmer from Healthwatch.

The Council have created their vision:

“To be an independent voice to ensure that LPT services are great for all”

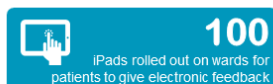
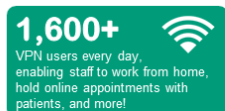
For the first three months the Council have focused on building relationships and getting to know each other. This has taken time due to the way the members have to meet virtually in response to the ongoing pandemic. Through an approach of true co-production, the Council and its members have been making changes along the way in response to discussion and feedback and jointly deciding on how it will operate, its values and vision.

LPT Covid-19 response

In March 2020, LPT established major incident procedures to best coordinate our response to issues relating to the COVID-19 pandemic. We responded to the incident in various ways:

- setting up new services and wards when needed to best meet expected surges in demand
- altering the way we deliver services to minimise face-to-face contact and group-based activities
- adjusting our approach to patient contact in line with guidance on isolation and protective approaches

Our response to Covid-19 so far...



Our volunteers' support in response to Covid-19 so far...



Infographics accurate as of July 2020

Volunteering

Since the outbreak of the pandemic, most of the volunteering activities were either stood down or reconfigured to support services. The number of volunteers has significantly reduced since the pandemic. The volunteering team are supporting active volunteers who are carrying out roles differently, currently looking at recovering roles, bringing volunteers back and recruiting more volunteers.



A groundbreaking mental health project, run by volunteers at LPT, has won a national patient experience award. The 'Knead to chat' project, which uses the art of bread-making to help patients tackle mental health challenges, was announced as the winner of the Environment of Care Award at a virtual ceremony held by the Patient Experience Network on 14 September 2020.

Rich Wallis, LPT volunteer from Leicester, was one of 200 people nominated to become a Leicester City Football Club Champion 'Our LCFC Champion'



The infant feeding team, together with the volunteer breastfeeding peer supporters, have continued to offer their support to mums and their families throughout the pandemic. Having lost the ability to carry out the face to face group meetings, they have offered virtual meetings instead.

The volunteering team supported the call for volunteers to help with the roll out of the vaccine across LLR. They worked with NHS England and the vaccination centres, to make sure volunteers were "on boarded" appropriately. LPT volunteers continue to support the programme through VAL

Other achievements over the year:

- Volunteers engaged with the delivery of over 600 Christmas presents to various LPT locations.
- Volunteers were involved in hundreds of Easter eggs being delivered to patients and staff in LPT.
- Two volunteers have secured employment as a result of their volunteering for LPT.
- In February 2021, volunteer drivers supported with the delivery of an average of 27 uniforms per day to LPT sites.

Volunteering secured just under £17,000 from the Winter Volunteering Fund which was used to provide a medication delivery service.

To find out more about our volunteering opportunities visit our website: www.leicspart.nhs.uk/volunteering



Contact us

We welcome your questions or comments on this report or our services.

Comments should be sent to:

**Chief Executive
Leicestershire Partnership NHS Trust
Unit 2, Bridge Park Plaza
Bridge Park Road
Thurmaston
Leicester LE4 8BL**

Telephone: 0116 295 0030

Fax: 0116 225 3684

Email:

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Website www.leicspart.nhs.uk

Quality Account

You may also be interested to read our Quality Account for 2020-21, which complements this Annual Report and Summary Accounts. Copies of the Quality Account, and extra copies of this document are available from the communications team at the above address.

These documents, alongside the full annual report, are also available on our website at www.leicspart.nhs.uk

Want to become a member?

Membership is all about local people being able to have greater input into how the services provided by the NHS are developed and delivered. Here at Leicestershire Partnership NHS Trust (LPT), we are dedicated to ensuring that our members are a real community of influence and can be as involved as they would like to be. To find out more and become a member please head to:

www.leicspart.nhs.uk/involving-you/membership