

Report to:	ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE
Relevant Officer:	Andrew Williams, Director of Operations for the Fylde Coast Lancashire and South Cumbria NHS Foundation Trust
Date of Meeting :	6 July 2023

FYLDE COAST INITIAL RESPONSE SERVICE (IRS)

1.0 Purpose of the report:

1.1 Following the update to the Committee on 19 October 2022, this report provides an update on the development of the Initial Response Service for the Fylde Coast, detailing the background to the project, key challenges and progress to date. It outlines the next steps and the provision of a launch date.

2.0 Recommendation(s):

2.1 The Committee is asked to consider and note the progress in services and the continued improvements being made

3.0 Reasons for recommendation(s):

3.1 To ensure that the Committee is sighted upon this key development for Blackpool.

3.2 Is the recommendation contrary to a plan or strategy adopted or approved by the Council? **No**

3.3 Is the recommendation in accordance with the Council's approved budget? **Yes**

4.0 Other alternative options to be considered:

4.1 No other options are provided as part of this paper.

5.0 Council priority:

5.1 The relevant Council priority is

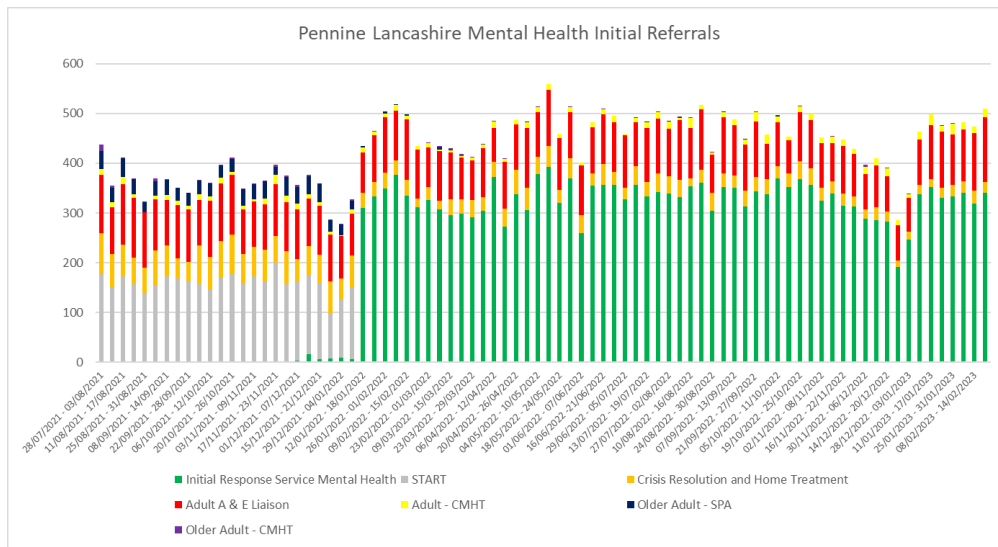
- "The economy: Maximising growth and opportunity across Blackpool"
- "Communities: Creating stronger communities and increasing resilience"

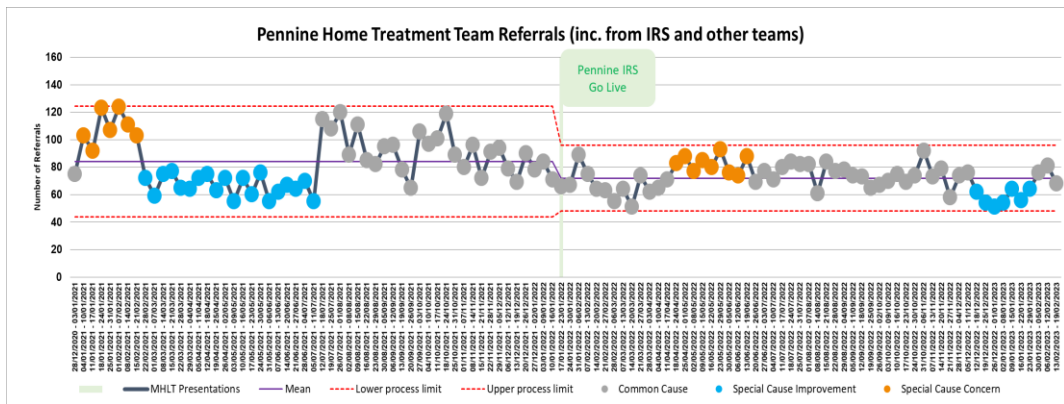
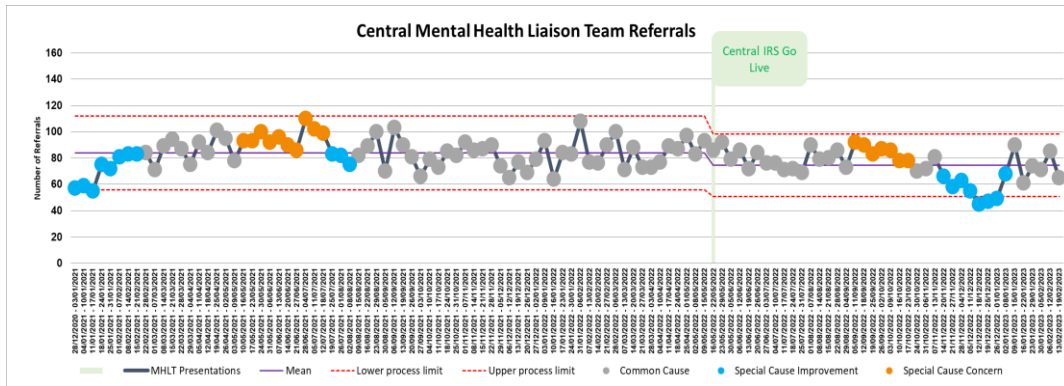
6.0 Background information

6.1 The Initial Response Service (IRS) is a new 24/7 model of access for people of all ages in Lancashire and South Cumbria, to enable access to urgent and routine mental health support and advice through a single triage, based on trusted transfer. Through this, people can access the mental health pathway, including signposting to relevant services within and outside of LSCFT, including voluntary, community, faith and social enterprise organisations, as well as health and social care services.

Currently, three IRS are operational in the Pennine, Central & West, and The Bay localities, with the Fylde Coast working towards launch this year. Fylde IRS is more complex as Blackpool Teaching Hospitals currently provide Mental Health services, including the single point of access. The IRS have to ensure, therefore, that there have been robust discussions across LSCFT and Blackpool Teaching Hospitals, to ensure pathways are appropriate.

We have started to see significant impact of IRS across other localities where it has been launched. For example, both Pennine & Central saw increases in total referrals since the launch of IRS, Pennine 25.4% and Central 15.7% with a concomitant reduction in referrals to MHLT (Pennine 11.2%, Central 11.1%) and Home Treatment Teams (Pennine 14.4% and Central 38.5%). Similar benefits are expected in Fylde Network. Graphs show examples of this below.





6.2 Due to the lack of suitable estate and following learning regarding the model post implementation, the Committee were apprised in June 2022 that the Trust would explore alternative delivery models, utilizing the learning from the two pilot programmes in Central & West and Pennine Networks and ensuring that there would be an IRS service delivered for the Fylde Coast.

Fylde’s call handling function will be delivered by Central & West, while embedding the clinical team at The Harbour in Blackpool. This will ensure that there is an experienced call handling function, which is already in situ, and that the clinical function will be delivered locally in Fylde.

6.3 IRS will take calls for the Primary Intermediate Mental Health Team (PIMHT) delivered by Blackpool Teaching Hospitals NHS Foundation Trust (BTH). The PIMHT team are a key stakeholder in the task & finish group and a standard operating procedure has been developed to outline how referrals will be managed between the two services. This will be tested over the summer to ensure it is robust.

6.4 IRS will replace the current START service in Fylde Coast and prior to launch, plans have been made to reduce service user waiting times in START (medical and practitioner) so that IRS has an optimum launch and the risk of adverse outcomes for service users is prevented. The plan is on track to reduce waiting times prior to launch so that no service user will be waiting longer than 1 week to see a practitioner ahead of the IRS going live. This is also to prepare for an increase in demand,

which would be expected to see as with other IRS launches across the Trust.

- 6.5 Recruitment to the clinical team at The Harbour has provided significant challenges and has been a key factor in delaying the launch, until it is safe to do so. 11.8 of the 16 have now appointed core team members required to deliver the service and have confidence that the remaining vacancies to be recruited over the autumn.
- 6.6 Fylde Coast currently operates the Psynergy Service, a collaboration between LSCft, the Police and NWAS providing a street triage service, and this will continue while the Street Triage model is further explored, with the aim to ensure consistency in how the street triage service is provided across the LSCft footprint.

The Street Triage Team brings together the knowledge, experience and training of a Police Officer and a Senior Mental Health Nurse. Working together they are able to triage a patient in situ and work out the best next steps for the patient, avoiding an unnecessary trip to A&E, or a Section 136 suite.

Also, **NHS111 First** is a national programme that aims to integrate mental health into the NHS111 service. The North West region is working to establish a comprehensive mental health crisis service by integrating the existing crisis lines across the three Integrated Care Systems by 31st March 2024, giving users the ability to press '2' for Mental Health.

- 6.7 Given the continued progress, it is anticipated that the Fylde Coast IRS will launch in October 2023. The developments are reported to the Accident & Emergency Delivery Board monthly and progress tracked through the IRS Mobilization Group and regular Gateway Meetings with the Executive Team at LSCft.
- 6.8 Does the information submitted include any exempt information? **No**

7.0 List of Appendices:

- 7.1 None

8.0 Financial considerations:

- 8.1 No relevant financial considerations for this Committee.

9.0 Legal considerations:

- 9.1 No relevant legal considerations for this Committee.

10.0 Risk management considerations:

- 10.1 No immediate risk issues for consideration by this committee. Risks to launch, including

staffing are considered and mitigated as part of the task & finish group.

11.0 Equalities considerations:

11.1 No issues for consideration by this committee.

12.0 Sustainability, climate change and environmental considerations:

12.1 The teams have been housed within existing LSCft estate.

13.0 Internal/external consultation undertaken:

13.1 No issues for consideration specifically by this committee. Paper for information and noting.

14.0 Background papers:

14.1 N/A