



Retreat@Birchwood

3 beds for Children & Young people
who are experiencing a Mental
Health Crisis

Organisation Name

Lancashire and South Cumbria Foundation Trust
CYPMH Lead Provider Collaborative

Category Shortlisted In

Commissioning for Patient Experience

Commissioning for Patient Experience

Some Children and Young People not having a good experience or achieving good outcomes due to lack of a suitable service for them

Frustration in the system about a lack of a suitable service for CYP who would not gain any benefits from an inpatient admission

Wanted to commission a non-medical, residential model where CYP could interact with peers, access therapy and receive person centred care

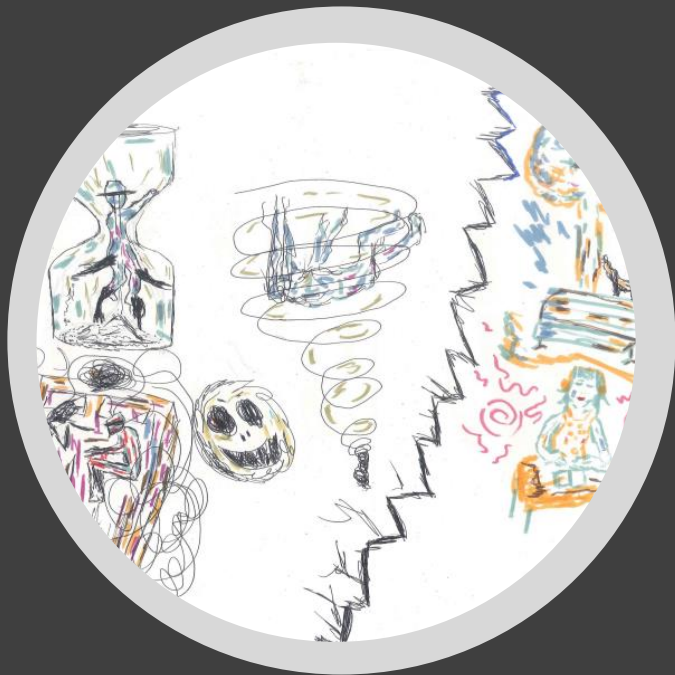
Co-created with CYP with lived experience who named the service
Co-created with partners across the local system

Two year pilot

- 16 and 17 year olds
- Non clinical residential stay for up to 10 days
- Access to therapy, sensory room, activities, support with life skills (e.g. cooking and laundry), positive peer support

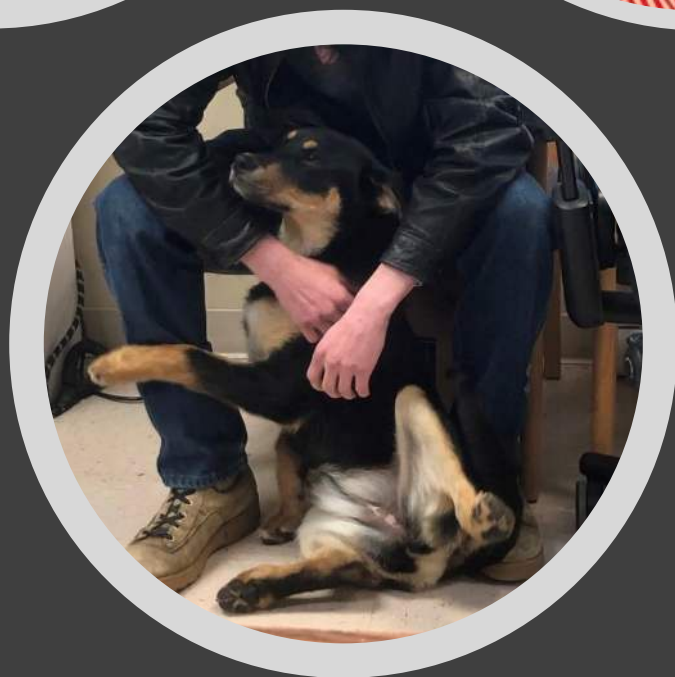
'I benefitted so much from my short admission to the Retreat, I never want to go into hospital again. I will ask to go to the Retreat if I ever become poorly again - they even provided support to my whole family.'





Summary of Offer

- Family support
- Non-clinical
- Residential
- Peer support
- Wide Range of therapies
- Unique way of supporting young people and their families



Planning & Delivery

The model is truly innovative. It was developed with Young People who told us what they needed for themselves and their families, and we have worked with innumerable system partners to ensure we achieved it.

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- Feedback sessions with community CAMHS
- Data review with system partners
- Face to face session to develop model with system partners and young people representatives
- Follow up sessions with young people
- Open Day attended by LSCFT senior leadership, NHSE Quality, CYPH inpatient colleagues and colleagues from Greater Manchester Mental Health
- Socialised at numerous events and meeting





Awareness & Involvement

- 6 CAMHs teams from Lancashire
- 3 different CYP providers – LSCFT, East Lancashire, Blackpool
- Cove inpatient team
- 3 local Authorities, Lancashire, Blackpool, Blackburn with Darwen
- Lancashire Police
- NWS
- The Crew – Young people's support group
- Youth Voices
- Commissioning and Integration Team

*Hi Tania,
As promised, please find Youth
Voices' name suggestions
attached.
I hope these will be useful; we are
more than happy to be involved
with any further work.
Best Wishes,
Ben
Youth Board Member – NHS England and
Improvement CYP Transformation Programme
Chairperson – Lancashire & South Cumbria NHS
FT Youth Voices*

Relevance to other groups

'The staff member in charge tonight liaised with the Retreat manager and I cannot praise them enough for their support and understanding in accepting the young person at the retreat.

It was so refreshing that we could admit her quickly and safely without the bureaucracy'.

Senior Mental Health Practitioner RAIS

"As Programme manager for the ICB It was great working in collaboration with so many people whilst developing the Retreat@Birchwood model.

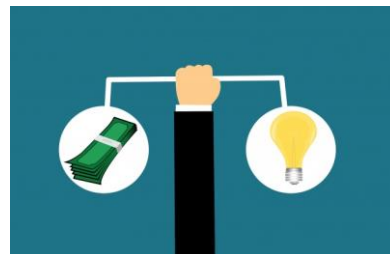
Truly amazing that the model was developed and implemented so quickly considering our system had been discussing the need for a young person's crisis facility for several years!!

Well done to everyone involved"

'Retreat@Birchwood means that Police spend time at hospital, reduces 136 detentions but most importantly provides the young person with a more appropriate place to attend'

Lancashire Constabulary

Programme Manager, CYP Mental Health, LSC ICB



Parent Feedback

Good afternoon,

Firstly, I wish to **thank you and your amazing team** for looking after my son after the loss of his dad and struggling with identity and suicidal ideology. Please see below the points I wish to convey:

- **Communication** - I have never had a call unanswered and the feedback has been **open and honest**.
- **Access** - My son and I were made to feel welcome and the communal **environment was warm and welcoming**.
- **Accommodation** - The accommodation was extremely **clean and "Homely"**.
- **Welcome** - **All members of staff** have been able to afford me the information required.
- **Meetings** (Virtual + face to face) – staff member is an advocate for all. I have worked within the Children's Safeguarding sector, but I wish to convey that staff member is a true advocate for all, staff member listens, makes a professional and responsible opinion and eloquently conveys this to other professionals.

Birchwood is a place of excellence. I have been able to rest at night knowing that **my son is safe** in the hands of the amazing Birchwood team. Thank you!

Young Person Feedback

Dear All Staff:

Just wanted to say a massive Thank you to you all, for all the support and reassurance you have all given me! Birchwood is an amazing, safe place and you all deserve everything!!

The residents were lovely to me, and we all got really close.

Thank you to staff member A, for looking after for me since I joined, even with your funny personality you've been amazing with me and made sure I was safe and well. You always knew how to put a smile on my face.

And Thank you to all the other staff members who I've missed out, you are all wonderful, you really are... look after yourself guys.. wish you the best of luck 🙌 ❤️

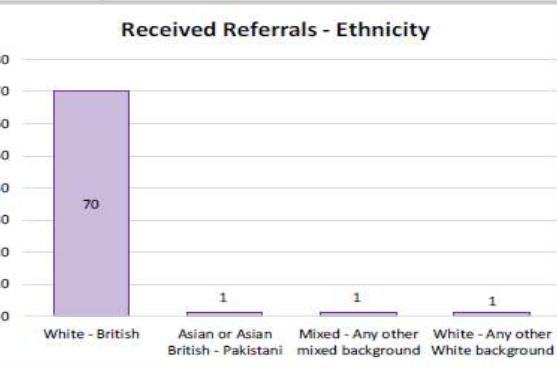
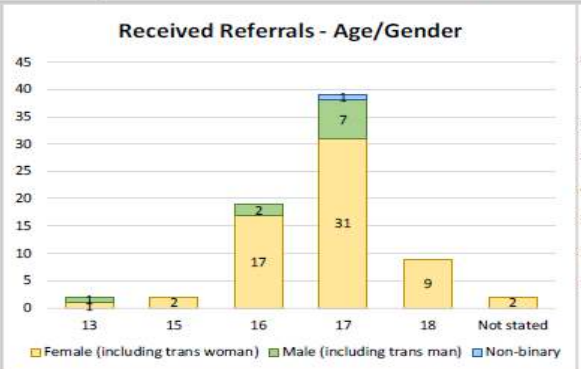
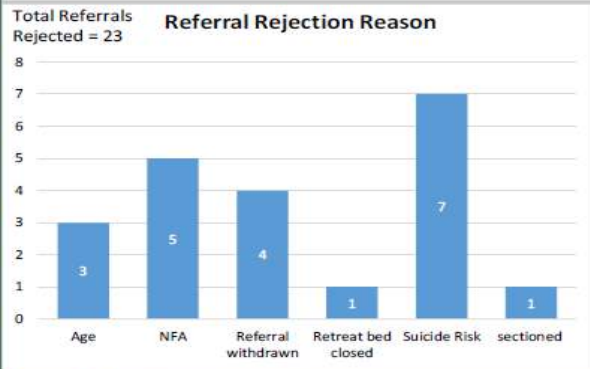
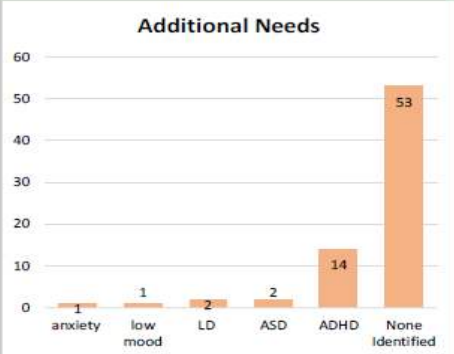
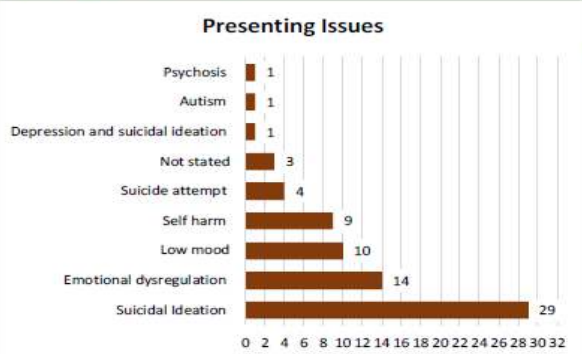
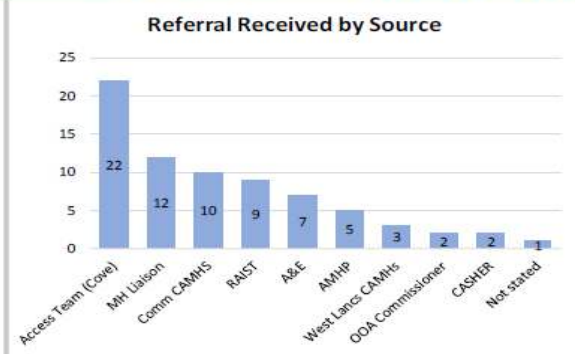
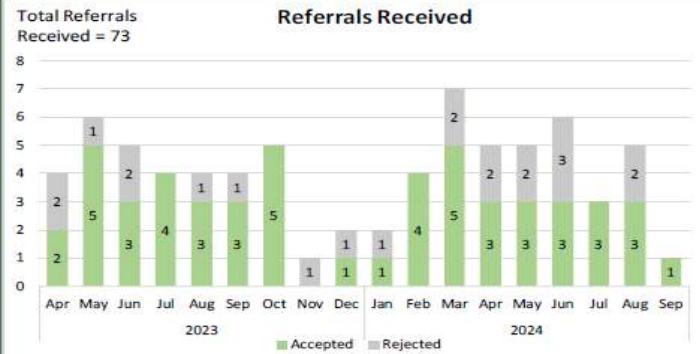
Lots of love – xx

Activity

Lancashire & South Cumbria SPMH Lead Provider Collaborative

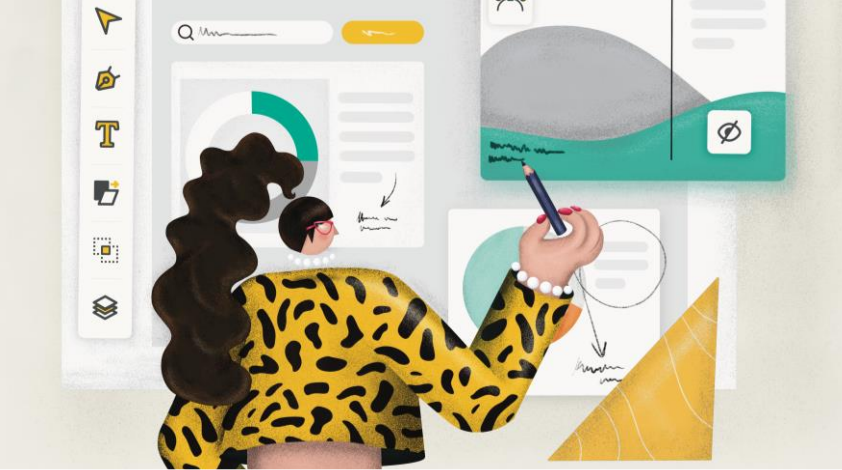
Retreat@Birchwood Dashboard: Referrals

Reporting Period: Snapshot Tuesday 3rd September 24



Exception Narrative

'Not stated' is due to incomplete information from referrer, whom then abandoned the referral.



Learning



Regularly review, analyse and discuss data
Seek feedback
Host open day and encourage visits
Continuous learning (PDSA)
Evaluate
~~Phased approach and introduce change slowly~~



I have been reflecting on how we worked together designing the Retreat@Birchwood and I can honestly say it was one of the best processes and example of collaborative working I have been involved in. As an organisation we felt completely involved and respected from the beginning. In particular the events that we attended, along with our service user gave us the opportunity to work with your senior team, stakeholders, and share our expertise and examples of what really happens in practice. I feel we were listened to and valued throughout and as a result we designed a brilliant model.

I will use this experience when I am working with other organisations as I have now seen how it should be done

Stella Connell, Chief Executive, Birchwood.



I have been really impressed with how the Trust and Birchwood have developed such a fantastic model in such a short period of time.

I am hearing really positive things about the service, and I know that it will make such a big difference to many young people's lives. It's a unique model, and I know that other Trusts around the country are now looking to replicate it themselves.

It's heartening to see how LSCFT, the Birchwood charity and the wider system have worked so closely together and developed a service we can be proud of

Chris Oliver, Chief Executive, LSCFT.