1. **Name of the service and what the service provides**

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<tr>
<th>Lancashire Care NHS Foundation Trust - Early Intervention Service (EIS)</th>
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<td>The Early Intervention Service (EIS) specialises in working with individuals aged 14 to 35 at risk of, or currently experiencing, first episode psychosis. The EIS delivers specialist interventions through a modular programme, which will provide new opportunities for clients and their carers, and promote optimism through to recovery. Young adults between 14 and 16 will ordinarily access the service via a Child and Adolescent Mental Health Team. There are specific workers within the Early Intervention Team who link with these services and the overall management of these people will involve a joint working approach to ensure that a holistic view of need is taken.</td>
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<td>In essence the service aims:</td>
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<td>- To promote adjustment and recovery from psychosis during the critical period by early therapeutic intervention and if clinically indicated, including the prescription of anti-psychotic medication.</td>
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<td>- Reduce the length of time psychosis in young people or adults remains undiagnosed and untreated.</td>
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<td>- Prevent admission to acute inpatient services.</td>
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<td>- Optimise the management of psychosis and any other co-morbidity problems.</td>
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<td>- Reduce re-admission rate or length of stay (LOS) for clients served by the EIP service.</td>
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<td>- Maintain or encourage access to employment or educational placements for all service users</td>
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The service provides a range of therapeutic approaches such as

- Psycho-social Interventions
- Cognitive behavioural therapy
- Family interventions
- Medication

The service aims to increase stability in the lives of service users and facilitate development and opportunities for personal fulfilment. This will often mean working in non-stigmatising locations in innovative ways that differ from most conventional secondary mental health services.

There is no limitation to the amount of intervention and support provided. This could range from one appointment to on-going support dependent on the presenting problem.

2. Address and contact details and area covered

The website can be accessed using: http://www.lancashirecare.nhs.uk/Services/Children-Families/EIS-Hope-Health-Recovery/hope-contact-us/EIS.php

There are three multi-disciplinary spoke teams and a hub team which provide the same offer throughout the whole of the Lancashire footprint.

- East: The Mount, Whalley Road, Accrington, BB5 1AR - Tel: 01254 226390
- Central: Euxton Lodge, 16 Euxton Lane, Chorley, PR7 1PS – Tel: 01772 645761
- North: Second Floor, Blackpool Football Stadium, Seaside Way, Blackpool, FY1 6JX – Tel: 01253 657470

Duty cover is available Monday – Friday until 8pm and partial duty cover is available over the weekend. Otherwise, the answerphone service can be used out of hours.

3. The service is for

The service supports young people and adults aged 14 – 35 as described above who meet
the all of the following eligibility criteria.

1. Age 14-35 (up to 36th birthday)

2. Registered with a Lancashire GP OR living in the Trust area without a local GP eg. attending a local university, in a local prison, or homeless

3. Psychotic symptoms that meet one of the following criteria
   a. first presentation with troubling psychotic symptoms, when these symptoms have been present continuously at this level for less than three years OR
   b. in the first three years of treatment for psychotic symptoms as defined in (a) OR
   c. assessed as having minor psychotic symptoms which may escalate to become troubling

Somebody with an identified severe learning disability would not normally be picked up by this service unless it was felt they were able to access the kinds of support that the service provides. The service would provide consultation and advice to help others who are working with them, as appropriate.

EIS is based within the Children and Families Network of Lancashire Care NHS Foundation Trust. The service enjoys close working links with a range of community and inpatient services for children and adults such as the Child and Adolescent Mental Health Service, learning disability services etc.

4. Accessing the Service

Access Teams or Community Teams will be the most frequent source of referral following an assessment against the agreed criteria. Due to the nature of the work and to reduce stigma, referral to secondary psychiatric services may not always be appropriate and direct referral from community agencies must be permitted. Examples of referrers are shown below, but this is not an exclusive list: GP’s, Connexions, Education, Youth Organisations, Social Services, Other Local Authority Services, Primary Care Mental Health Teams, General Practitioners, Local Voluntary Sector, Social enterprise Organisations and Job Centres.
In addition referrals may come from other secondary psychiatric services such as:

- Crisis Resolution/Home Treatment Teams
- In patient mental health units.
- Complex Care and Treatment Teams
- Enhanced Day Treatment/Day Services (now more commonly known as Social Inclusion/Well Being Services)
- Other Psychology Services
- Early Detection Intervention Teams (EDIT) (Ashton, Leigh and Wigan only at present)
- Child and Adolescent Mental Health Teams (CAMHS)
- Other professionals who work with children and young people

Those who are eligible to receive the service will do so free of charge. The team aim to see new referrals within a couple of weeks to begin the assessment.

The service aims are to increase stability in the lives of service users and facilitate development and opportunities for personal fulfilment.

5. Decision making processes used to determine who is eligible to receive a service.

The service aims to undertake a comprehensive assessment once it is clear that the referral meets the basic eligibility criteria. They can then decide how best to help them, either in a supportive way if the problems are not so bad, or in a more intensive way. The team are able to offer a range of therapeutic interventions to help address problems. Sometimes the service will need to suggest and help them access a service which may be better suited to meet their needs.

The decisions are made by the multi-disciplinary team, and they seek to actively involve the young person with those decisions, which are then followed by communication in writing.

Embedded within the service for children and young people is the ‘Common Assessment Framework’ (CAF) which is a shared assessment and planning tool for use across all children’s services. It helps in the early identification of needs of children, young people and
their families. The CAF promotes a co-ordinated approach on how these needs should be met by building and improving on multi-agency working reducing confusion for families by reducing the number of inappropriate and duplicate inter-agency requests of service.

6. **Methods of communication with service users/patients and how they are involved in decision making/planning.**

In order to overcome communication barriers, language line can be used to communicate with parents/carers whose first language is not English. Within the teams some staff are bilingual, there are also link workers and in certain scenarios specific interpreters are utilised, such as signing. Parents and carers may be involved in the sessions and interventions and will be informed of how their child is doing.

A leaflet has been developed in conjunction with service users to ensure that it provides the information that would be helpful in a way that is easier for them to understand.

The service has a website which provides a range of information about the Early Intervention Service, e.g. what it is, what it does and additional information about problems that people may encounter regarding early onset of psychosis.

There is also service user involvement development lead. As part of this group there is an active user group which aims to seek the views and opinions of active service users to improve the level of participation in service development.

7. **Service Accessibility.**

The Early Intervention Service provides appointments at patient homes and in clinical settings which have been designed and adapted to promote good access for service users who have additional needs as a result of a disability. Therefore the clinical areas are wheelchair accessible, provide disabled toilet facilities and additional support in waiting rooms where necessary.
8. Workforce Skills and Training

The team consists of a variety of specialist clinicians which include doctors (psychiatrists), nurses, social workers and STAR workers (Support Time and Recovery) who form a specialist team that work with a young person. Many of the staff have also undertaken additional training specific to meeting the needs of service users who present with, or early signs of psychosis,

The Early Intervention service have a robust development framework in place to assess staff competency and ensure that every member of staff is enabled and empowered to deliver safe and effective care which is person centred and gives children, young people and their families a positive experience of their involvement with our services.

9. Contacts for further information

The first point of contact for a parent/carer or young person to discuss something about their care would be the practitioner delivering the care. If the child/young person or parent/carer has any urgent worries and concerns contact should be made with the local team who can provide advice or support as necessary.

Duty cover is available Monday – Friday until 8pm and partial duty cover is available over the weekend. Otherwise, the answerphone service can be used out of hours and generic queries.

Once the service has received the referral they will be able to assess whether the child would benefit from the service. The referrer can also contact the service to address this. Other services such as; child and adolescent mental health service, school nurses, learning disability service and other professionals will provide support for interventions.

10. Feedback

Queries, compliments and complaints can be discussed with a member of staff, however if you wish to make a formal complaint or compliment we advise you to follow the Trust process detailed on the website: http://www.lancashirecare.nhs.uk/contact-
There is a dedicated service user involvement development lead within the service. As part of this role, a group has been formed to provide active user involvement, which aims to seek the views and opinions of service users to improve the level of participation in service development.