Healthcare Improvement Scotland

Flash Report

ADP and Homeless Programme: Reducing Harm Improving Care

Virtual Launch

27 October 2021

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Programme Overview:

Healthcare Improvement Scotland (HIS) was commissioned by the Scottish Government to deliver an improvement programme which engages specialist Alcohol, Drug and Homeless Services and statutory homeless functions, alongside the people who use them, to improve access, reduce harm and achieve better outcomes for people with multiple and complex needs.

Innovative Approach:

We used a blended multidisciplinary approach in which we combined peer research with people with lived experience, quality improvement methods applied to local service delivery across four sites, all underpinned by current best practice from published evidence. The project was managed using the Scottish Approach to Service Design.c

Programme Launch Event and Attendance

The programme had a virtual launch event where we heard from representatives from the Scottish Government, COSLA, our 3rd sector partners from Scottish Drugs Forum and Homeless Network Scotland as well as an overview of the programme from the HIS project team. The event was attended by over 100 people a diverse range of backgrounds.

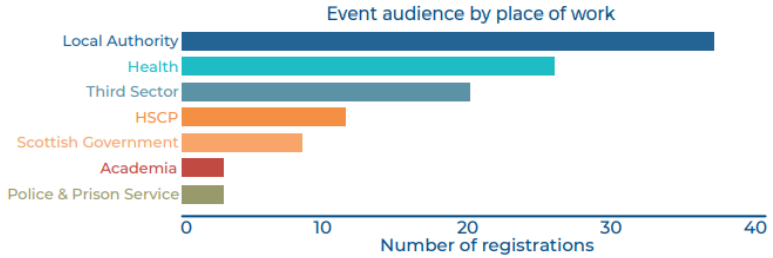
Programme Deliverable and Aims:

Understand: Report on insights into "Understanding integration of Homeless Services, Alcohol and Drugs Services"

Tests of Change: Guiding principles for service development for an integrated model of care.

Prototype: Workshops, coaching sessions and resources to support capability building in local systems.

Embed and Sustain: A Learning System for sharing key insights and good practices.



Host:



Ruth Robin
Portfolio Lead for Healthcare Improvement Scotland

Presenters and Panel Members



Angela Constance
Minister for Drugs Policy, Scottish Government



Councillor Stuart Currie COSLA Spokesperson for Health & Social Care



David Kidd, Change Lead for Homeless Network Scotland



Samantha Stewart, User Involvement Officer for Scottish Drugs Forum



Lawrence Pavia, Senior Improvement Advisor for Healthcare Improvement Scotland



Ruth Glassborow
Director of Improvement for Healthcare Improvement Scotland

Key talking points from the launch session

Scottish Government

Angela Constance, Minister for Drugs Policy spoke about the drugs mission and national commitments to supporting people with multiple and complex needs.
“We are committed to developing a person centred approach. This has been spoken about for many years, but we really do need to be moving into an implementation phase. To achieve person centred approaches we need to listen to people with lived and living experience.”

The Reducing Harm Improving Care (RHIC) programme worked with people experiencing multiple and complex needs (homelessness, alcohol and drugs use, mental health issues) to understand their needs, and also engaged service providers in order to better understand how people in this cohort are supported at present.

Convention of Scottish Local Authorities

Stuart Currie, COSLA spokesperson for Health & Social Care talked about the need for joined up services.

“The pandemic shone a light on existing inequalities. People facing poverty and other social harms felt the impact of the pandemic far greatly. However, it has also shown what's possible: communities rallied and organised and services broke down silos to respond to challenges presented by the pandemic. We also need to shift the response from categorising people based on a single issue”

The RHIC team carried out a demand analysis across health, social care, housing and 3rd sector, and also developed an interconnected systems map in order to understand how services work together to meet people’s needs. These approaches will identify areas for improvement in providing greater service integration.

3rd Sector Partners: Scottish Drugs Forum and Homelessness Network Scotland

Our partners at SDF/HNS produced a video of people’s experiences when accessing services and the importance of involving people with lived experience in the design and delivery of services. We worked in partnership with our peer researchers to develop a semi-structured interview approach, which was then used to gather feedback from 60 individuals with multiple and complex needs living in one of our four target areas.
Key Insights:

It is crucial in involve people with lived experience because “people on the street know what works”

Homelessness, drugs and alcohol services should work more closely together. “While you have a person already looking for help, it’s an ideal opportunity to give them all the support they need on all fronts”

We also heard examples of what is useful. One of our peer researchers noted that “people (trying to access services) get a boost when they find someone that understands what they are going through and won't judge them”.

There is also an acute need to address mental health issues in conjuction with housing and addiction.

Key talking points from the launch session

Healthcare Improvement Scotland Programme Overview

Lawrence Pavia, Senior Improvement Advisor at HIS gave an overview of the programme and shared details of a national survey that will be undertaken to identify innovative approaches to meeting people's needs that have been developed as part of the COVID-19 response:

"There was some fantastic work happening during COVID-19, with great examples of multi-disciplinary approaches being developed to meet people's needs. It's important that we capitalise on these innovative approaches to drive future improvements to service delivery. To do this we will issue a survey to all Local Authority's and Health & Social Care Partnerships to capture the learning from the COVID-19 response."

Reducing Harm and Improving Care Learning System

As a legacy of the RHIC programme, HIS will establish a national learning system to share learning about "what works" Scotland-wide. Lawrence Pavia gave further details and extended an open invite for interested parties to be part of the learning system.

"This platform will give people working in housing, homelessness and health and social care an opportunity to collaborate to share learning and design solutions that match the complex issues experienced by people."