


Embedded and emerging good practice in health and social care

Aligned to the [Framework for Community Health and Social Care Integrated Services](#)

Health and Social Care Partnership: Fife			
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Name of good practice: SAMH Sam's Café			
<i>Select (x) all areas that apply to your good practice (select more than one if applicable)</i>			
CLIENT GROUP	Children and young people		Older adults
	Younger adults	x	
SETTING	City		Remote & rural (incl islands)
	Corporate		Urban
SERVICE AREA	Addictions		Management team
	Admission avoidance		Mental health
	Community care services incl care at home/care homes		Physical disabilities
	Day services		Physical health
	Housing incl Homelessness		Primary care
	Intermediate Care incl Hospital at Home		Rehabilitation
	Justice services		Social care services
	Learning disabilities		Supported discharge
	Other – please specify		
ELEMENTS of FRAMEWORK	Anticipatory care planning		Live independently at home or in a homely setting
	Assets based approach		Manage own care
	Connect with communities	x	Reablement
	First point of contact	x	Seamless working with acute
	Enhanced care in care homes / supported accom		Short term targeted interv to meet more complex needs
	Fully integrated community teams		Teams aligned with general practice
	Other – please specify		
ENABLERS	Agile working	x	Information sharing
	Aligned plans		Infrastructure
	Clarity of vision	x	Management information
	Clinical and care governance		Shared accountability
	Collaborative leadership		Strong team ethos
	Culture and values	x	Technology
	Fit for purpose premises		Well-developed lead professional roles
	Improvement capacity		Well-developed relationships
	Other – please specify		No appointment, referral, waiting lists or criteria – people are able to access immediate support for their mental wellbeing

Fife HSCP	
SAMH Sam's Café	
SITUATION	<p>SAMS Café is a SAMH run crisis support service for individuals to access when they are struggling with their wellbeing. No referral /appointments /criteria for accessing – a person simply drops in will be supported by peer practitioner. All practitioners have lived experience of mental health issues and will use a range of tools /resources to support attendees to better self-manage their mental wellbeing.</p> <p>Service was open:</p> <ul style="list-style-type: none"> • Thursday – Sunday, 2pm-10pm, in Kirkcaldy and Dunfermline • Friday and Saturday, 8pm-4am in the emergency department of Victoria Hospital Kirkcaldy <p>During COVID-19 restrictions SAMS was not able to provide face to face drop in service.</p>
ACTIONS TAKEN	<p>We started to provide telephone support at the same operating times as the face to face.</p> <p>We created a website with peer support and advice, information leaflets and a monthly magazine.</p>
OUTCOME / IMPACT	<p>People continued to access peer support via telephone although many expressed preferences for in-person support. We would talk through strategies / tools / resources and if necessary post out resources to individuals for them to utilise with regards to self-management of their mental wellbeing.</p> <p>Website recorded over 35,000 page requests between Jan 2020 – June 2021.</p> <p>Care study:</p>  <p>SAMH Sams Cafe case study.pdf</p>
MEASURES/ INDICATORS OF SUCCESS	<p>People used the telephone service.</p> <p>People who had previously attended in person, as well as via the new arrangements, utilised peer support via telephone.</p> <p>People were able to access support in situations where they wouldn't have been able to meet in person such as shielding individuals / positive COVID-19 cases.</p> <p>SAMS is now available in person as well as via telephone.</p> <p>The website continues to be updated with peer support information.</p>
<p>Even better if ... (enablers to further the principles of integration and result in even better outcomes if ...)</p> <p>Increased capacity in order to deliver more SAMS throughout Fife and/or longer opening times to enable more support for more people.</p>	
<u>NATIONAL HEALTH AND WELLBEING OUTCOMES</u>	
1. People are able to look after and improve their own health and wellbeing and live in good health for longer.	x

2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.	
3. People who use health and social care services have positive experiences of those services, and have their dignity respected.	x
4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	x
5. Health and social care services contribute to reducing health inequalities.	x
6. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.	
7. People who use health and social care services are safe from harm.	x
8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	x
9. Resources are used effectively and efficiently in the provision of health and social care services.	x
Health and Social Care Scotland's 5 Essential Elements (click link to listen to statement of intent)	
1. Transforming the approach to improving health, wellbeing and independence	x
2. Building stronger community care systems and primary care services	x
3. Establishing a new focus on mental health	x
4. Securing a sustainable acute hospital service and specialist care service	
5. Strengthening future partnerships to ensure a modern sustainable workforce	x
Links to any published reviews/evaluations	
Before submitting this example of good practice please ensure approval and sign-off by your head of service / chief officer.	
<i>Approved for online publication (signature and position)</i>	Fiona McKay, Head of Strategic Planning, Performance and Commissioning
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