

# Embedded and emerging good practice in health and social care

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

<b>Health and Social Care Partnership: Renfrewshire</b>				
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<b>Name of good practice: Renfrewshire Mental Health and Addictions Recovery Hub</b>				
<i>Select (x) all areas that apply to your good practice (select more than one if applicable)</i>				
CLIENT GROUP	Children and young people	x	Older adults	x
	Younger adults	x		
SETTING	City		Remote & rural (incl islands)	
	Corporate		Urban	x
SERVICE AREA	Addictions	x	Management team	
	Admission avoidance		Mental health	x
	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	x	Manage own care	x
	Connect with communities	x	Reablement	
	First point of contact		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	x
	Aligned plans	x	Infrastructure	x
	Clarity of vision	x	Management information	
	Clinical and care governance		Shared accountability	x
	Collaborative leadership	x	Strong team ethos	x
	Culture and values	x	Technology	x
	Fit for purpose premises	x	Well-developed lead professional roles	
	Improvement capacity		Well-developed relationships	x
	Other – please specify			

# Renfrewshire HSCP

## Renfrewshire Mental Health and Addictions Recovery Hub

<b>SITUATION</b>	<p>RHSCP is currently developing a Mental Health and Addictions Recovery Hub, which will provide a unique recovery support service to both people with mental health and people with addictions. The recovery hub will:</p> <ul style="list-style-type: none"><li>• Support a recovery orientated system of care and further encourage, develop and embed a culture of recovery. Building on the significant recovery activity already in place within Renfrewshire.</li><li>• Provide people with improved recovery opportunities and increased pathways to and from core services, meaning that they feel sufficiently supported and directed throughout their journey.</li><li>• Act as a central point, with recovery activity strategically delivered within other local community locations and venues.</li><li>• Encourage collaborative working across internal services with a focus on improving pathways, communication, and information sharing.</li><li>• Support close working with partner organisations within the community to develop key aspects of the service. Culture and art activities, volunteering opportunities, community based physical activity, wellbeing and mindfulness, tackling stigma and low-level intervention are just some of the areas identified.</li></ul> <p>However, the development of the recovery hub has not been without challenges:</p> <ul style="list-style-type: none"><li>• Action 15 funding proved difficult to secure as the criteria for applications is strictly mental health focussed, and therefore the addictions aspect was a complication and potential barrier.</li><li>• Some aspects of the building and service preparations have been more time consuming than anticipated due to the need to follow both council social care and NHS health processes.</li><li>• As a shared mental health and addictions service it is essential to ensure that people receive the most appropriate care and support relevant to their circumstances.</li><li>• There is a great deal of interest in the hub and people are keen to get involved. Unfortunately, the hub itself is not large enough to cater for everything so we need to manage expectations and be realistic about what can be achieved.</li></ul>
<b>ACTIONS TAKEN</b>	<ul style="list-style-type: none"><li>• The service has been shaped by people within our community, people within our services and people with lived and living experience. The service is designed to be fluid with opportunity for innovation, participation and continuous improvement.</li><li>• Robust criteria and pathways are currently being developed to ensure a seamless journey for service users regardless of the entry point, service(s) involved or circumstances. This will help to improve existing processes in place across mental health and addictions.</li><li>• A joint health and safety risk assessment template and process is currently in development. Once implemented this should make the process much slicker and easier to complete.</li><li>• Required roles for the recovery hub were identified and structured to ensure that they adequately support and improve mental health provision within Renfrewshire, thus meeting the criteria set out by Action 15.</li></ul>

	Additional funding opportunities have been identified to fund roles which do not meet the Action 15 criteria.
OUTCOME / IMPACT	<p>Renfrewshire Recovery Hub aims to offer a service that:</p> <ol style="list-style-type: none"> <li>1. Is accessible and inclusive; that clearly communicates its aims and ambitions for recovery in Renfrewshire.</li> <li>2. Is transparent and accountable in recruitment, delivery of service and outcome reporting.</li> <li>3. Promotes opportunity and choice for service users; to empower people to be in control of their own recovery.</li> <li>4. Values lived and living experience – to influence and inform service planning and delivery.</li> <li>5. Identifies and communicates the pathways and community supports to promote life-long recovery.</li> <li>6. Listens to the feedback from clients and responds to support needs in a flexible way.</li> </ol> <p>Although very much in its infancy, the service and related recovery work has already had a significantly positive impact:</p> <ul style="list-style-type: none"> <li>• Gaps in current service provision and support services have been identified.</li> <li>• The development and preparation work has generated a great deal of interest. Talking about the service has raised awareness of recovery amongst core service staff members. They have a better understanding of what recovery means and how they can get involved.</li> <li>• Local community involvement. We want the hub to look and feel different, and to provide a resource that local people are proud of.</li> <li>• The hub will support a more community focussed model, helping to reach outlying areas and provide services in locations that are convenient and comfortable to the people using them.</li> </ul>
Measures/ indicators of success	<p>We will measure the success of the recovery hub through a number of soft and hard outcomes. We will monitor the impact that recovery is having on people's lives including:</p> <ul style="list-style-type: none"> <li>• Building, maintaining and improving relationships</li> <li>• Improved physical and mental health and wellbeing</li> <li>• Improved financial knowledge, awareness and confidence</li> <li>• Improved recognition of the value of lived experience and recovery</li> <li>• Qualitatively evaluate people's experiences of the recovery hub and recovery in general – where can we improve, what works well?</li> </ul> <p>We will measure performance and success through various indicators including:</p> <ul style="list-style-type: none"> <li>• Employment opportunities and successful routes to education</li> <li>• Delivery of training</li> <li>• Volunteering opportunities</li> <li>• Onward referrals to other agencies</li> <li>• Successful links to other support services including GPs – successfully attending appointments</li> <li>• Number of people using the service</li> <li>• Number of people discharged positively</li> <li>• Increased pathways from core services – reduced volumes within core services as a result</li> </ul>

	<ul style="list-style-type: none"> <li>Use of the Recovery Outcomes Web indicator tool – allow people to identify the support that they need and map their journey through recovery.</li> </ul>
<p><b>Even better if ...</b> (enablers to further the principles of integration and result in even better outcomes if ...)</p> <ul style="list-style-type: none"> <li>More fluid funding streams for posts related to integrated services making it an easier process to develop innovative roles and to recruit timeously i.e. Action 15 criteria.</li> <li>Agreed/shared processes across NHS and council relating to health and safety, IT, recruitment, digital system integration, HR systems.</li> <li>Improved communication/engagement between mental health and addictions at a senior/strategic level, with consideration to the strong links between both and the opportunities for collaboration and integrated services.</li> </ul>	
<p><b><u>NATIONAL HEALTH AND WELLBEING OUTCOMES</u></b></p>	
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
<p><b><u>Health and Social Care Scotland's 5 Essential Elements</u></b> (<a href="#">click link to listen to statement of intent</a>)</p>	
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	
<p>Before submitting this example of good practice please ensure approval and sign-off by your head of service / chief officer.</p>	
<p><i>Approved for online publication</i> (signature and position)</p>	Christine Laverty, Interim Chief Officer
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