

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: South Lanarkshire				
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Name of good practice: CARES: Community Additions Recovery Service				
Select (x) all areas that apply to your good practice (select more than one if applicable)				
CLIENT GROUP	Children and young people		Older adults	x
	Younger adults	x		
SETTING	City		Remote & rural (incl islands)	x
	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		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	x
	Fully integrated community teams	x	Teams aligned with general practice	
Other – please specify				
ENABLERS	Agile working		Information sharing	
	Aligned plans	x	Infrastructure	
	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	
	Fit for purpose premises		Well-developed lead professional roles	
	Improvement capacity		Well-developed relationships	x
	Other – please specify			

South Lanarkshire HSCP

CAReS: Community Addictions Recovery Service

SITUATION

South Lanarkshire's single-agency NHS and social work drug and alcohol services came together in April 2018 to create the integrated partnership service of CAReS: Community Addictions Recovery Service.

CAReS is a south-Lanarkshire wide service, with a presence in each of the four localities. The workforce consists: social workers, nurses, substance misuse workers and occupational therapists.

Over the last three years, significant efforts have gone into addressing previous siloed working, and broadening out workforce development consistent with achieving the holistic outcomes intended with integration. Service users accessing CAReS can therefore access a holistic range of services and supports regardless of which profession lead on their care and treatment. Outcomes Star, an outcomes measurement tool, is a unified approach used by all in the service to ensure that the health, social and community needs of all service users are recognised and addressed where appropriate.

As an example: Community Addictions Recovery Service (CAReS) working with a young man in his early twenties who had experienced significant trauma as a child: both parents used drugs, and both died before the child was ten. As a teen, he displayed anti-social and pro-criminal behaviours, and started using an escalating range of substances. His mental health declined during this period, and self-harming became his routinised way of managing stress. As a young adult, this man presented to the service with chaotic levels of drug and alcohol use, and continued self-harming behaviours. His engagement was inconsistent, and he dropped out of treatment on a number of occasions. Alongside, he regularly presented at A&E: at one stage he presented over 25 occasions over a five months period.

ACTIONS TAKEN

Given the complexity of his medical needs, a nurse within CAReS was allocated to assess and support this young man. She appropriately assessed the complex and multi-faceted nature of his difficulties, and ensured he was quickly re-started on opiate-replacement therapy and provided harm reduction inputs in relation to his alcohol use. In light of previous episodes where he dropped out of treatment, the nurse provided assertive outreach and ensured engagement opportunities in a time and place of his choosing.

Consistent with the principles of integrated services, the nurse remained case manager of the young man, but capitalised on the knowledge and experience of the wider team for advice and guidance on how to achieve better outcomes in relation to accommodation, lifestyle and his use of time identified through use of Outcomes Star.

Benefiting from multi-disciplinary support, the nurse was able to continue her therapeutic relationship with the service user to address the following areas:

- Address accommodation issues: By linking this man with statutory housing, he was then referred to Blue Triangle for intensive housing support. The man is engaging with the support offered.
- Support positive improvements in relation to routine: The nurse linked the man with a Salvation Army project who provide structured activities for people with mental health issues and alcohol and drugs issues. The man is engaging well and is having contact with the service several times each week. In turn, Salvation Army have now referred to an

	<p>employability agency, Routes to Work, and the man is working with them to look at training opportunities.</p> <ul style="list-style-type: none"> Address chronic health issues: The nurse referred the man to the liver clinic, and he is now engaged with Hepatitis C treatment.
OUTCOME / IMPACT	<p>Over the course of the last challenging year, this young man has significantly shifted the trajectory of his life, supported by a range of services.</p> <ul style="list-style-type: none"> Reduced drug and alcohol use Stable accommodation Engaging with physical health treatments Focus on routine and getting work-ready Improved mental health Confidence in workers and services that supported that change
MEASURES/ INDICATORS OF SUCCESS	<ul style="list-style-type: none"> Reduced drug and alcohol use Stable accommodation Engaging with physical health treatments Engaged in employability services Improved mental health Significant reduction in A&E presentations Excellent statutory/third sector partnership working
<p>Even better if ... (enablers to further the principles of integration and result in even better outcomes if ...)</p> <p>Constraints in relation to fully facilitated multi-disciplinary working relate to:</p> <ul style="list-style-type: none"> Separate information systems for NHS and Social Work Services, whereby information access is hindered. The nurse was reliant on social work colleagues accessing information about past supports provided to this man by Social Work Services. <p>This particular CARES team remain located along professional lines: separate office-space for NHS and social work colleagues. Sharing an office space cements a one-team identity, and automatically facilitated communication around services and referral pathways. Co-location is on the agenda for all separately located teams but this has been challenged further by the constraints of the pandemic.</p> <p>Challenges for the nurse related to the time-commitment necessary to intensively engage with this young man. This level of complexity relatively common amongst people who engage with alcohol and drug services, and providing this level of support can have a significant impact on workload.</p>	
<p>NATIONAL HEALTH AND WELLBEING OUTCOMES</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.	x
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.	
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	
3. Establishing a new focus on mental health	
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.	
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