

Quality issue / initial problem

- high correlation between homelessness and substance use
- SDMD - 90% of assessments cite experience of homelessness (Scottish Government 2018)
- “Seek, Keep and Treat” - needs of people who are homeless and use substances are complex and care approaches should be flexible, innovative and person centred to those individuals who are most vulnerable.

Specific aim

To improve access to treatment for people who use substances and are homeless, placed in supported accommodation in Midlothian.

Measurement of improvement

- Improved referral to treatment rates
- Better continued engagement rates
- Improved satisfaction and experience for patients and support providers (using emotional touchpoints)

It feels like the elephant in the room – we are trying to help people budget but we don’t know how to stop them using drugs

I worry about being judged

I like talking to ***, she get’s it – but most of the other staff don’t really know what’s going on

Tests of change

- Test 1 – identifying 2 supported accommodations to have regular link nurse outreach clinics
- Test 2 – engage peer workers to look at ‘light touch’ outreach in accommodations with hard to reach clients e.g. Young people’s units

Tools

- Driver diagram
- Emotional touchpoints
- Pareto chart
- Process map

Effects of change

Immediate feedback from housing providers and staff is that they feel better supported to meet the needs of this patient group and feel more confident in contacting the service for further advice.
Staff have utilised the outreach clinics to identify residents who are not currently in treatment, for motivational interventions, signposting and referral to services.
Patients already in service are using outreach clinics to engage with keyworker more frequently.

Lessons learned and message for others

Keep it simple!!! There’s a temptation to want to push forward and try putting lots of ideas into practice – especially when you feel passionate. However, keeping it simple, doing a PDSA and test for change for 1 idea or 1 change means you can focus more on using the QI skills and tools and evaluate better. Get your team involved!!!!