

EFFECTIVE INTERVENTIONS UNIT

FEEDBACK FROM THE INTEGRATED CARE SEMINARS

Oct-Nov 2002

Integrated Care for Drug Users - Principles and Practice

This document examines and presents research evidence and information about current practice and identifies key principles and elements of practice that should underpin the design and delivery of an effective integrated care approach. It draws on the developments within Joint Future and specifically on advances in partnership working in a wider context. The document sets out for Drug Action teams, service commissioners, managers and practitioners in the statutory and voluntary sectors

- the rationale for integrated care, its definitions and principles
- effective practice in planning, designing and delivering integrated services
- practical guides and tools (where possible)

The report was published in October 2002 and we conducted 4 multi-agency seminars around Scotland to disseminate the results and promote discussion and networking amongst potential local partners.

We undertook to let all participants have a digest of the main points raised in the workshops. In this brief feedback sheet, we give particular emphasis to points that were raised and that were common to all the discussions. We have grouped the views expressed by participants under the following headings:

- Key features of a person centred approach
- How agencies and service providers move towards an integrated approach

Key features of a person centred approach

Providing a person centred service means.....

- Knowing and understanding the issues for the client
- Providing a gateway to easily accessible multi-agency services
- Building trust between the client and the organisation
- Establishing the priorities for and with the client
- Ensuring that services move at the client's pace and do not follow some predetermined programme
- Seeking informed agreement to share information - ensure that the client understands to what he has given consent
- Appointing a care manager to ensure that
 - there is robust communication between the client, the agencies and the service providers
 - the client does progress through services and that relapse is dealt with quickly
 - there is effective targeting of services
- Planning effectively to ensure ongoing support for the client throughout treatment, care and support and throughout and following discharge
- Evaluation being built into the process at the outset and used throughout the process. It should not be 'tagged on' at the end of the process.

A number of barriers were identified and where they exist these need to be addressed before integration can be achieved. Issues to be addressed include:

- A culture change to reduce the feelings of "preciousness" which exists in some areas
- A more flexible approach to funding and centralised pooling of budgets
- Recognition that relapse is part of the process and build in mechanisms to prevent it being a route out of services
- Recognising the importance of the first point of contact with services - it needs to be non judgmental and welcome the individual into services.

How agencies and service providers move towards an integrated approach

Suggested Action Points for Service Planners are :

- More flexibility, "ring fenced" dedicated funds and long term funding would enhance integration
- Communicate and undertake wide consultations as part of the planning process to ensure transparency. Involve service users and ask them about types of services.

Suggested Action Points for Service Commissioners are :

- Ensure good communication and information systems
- Realistic filters to access appropriate service and direct clients more quickly to services - filters should not be used as barriers to access
- DAT role in commissioning is key to filling the gaps in services.

Suggested Action Points for Service **Providers** are :

- Empower clients to participate in consultations about service provision and evaluation
- Encourage clients to feel that they have ownership of their treatment, care and support
- Ensure equality of access to services for all potential clients.

Next Steps

As requested at the seminars, we also intend to produce:

- **A Digest of Tools which can be used as part of the assessment process for drug users**
- **A Guide to developing and implementing Integrated Care Pathways**
- **A Guide to Needs Assessment**
- **Ongoing advice and support to Drug Action Teams, Commissioners and Service providers as they seek to move towards an integrated service.**

All our publications are available on the EIU section of the Drug Misuse in Scotland web site: <http://www.drugmisuse.isdscotland.org/eiu>

Effective Interventions Unit
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