



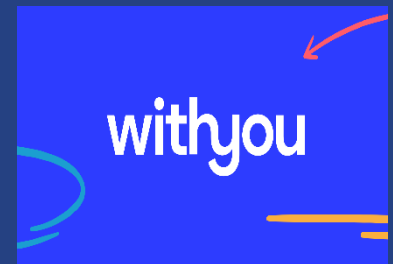
Central and
North West London
NHS Foundation Trust

ARC-MK & VCN Partnership Working

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ARC Milton Keynes
CNWL in partnership with
We Are With You



Wellbeing for life



OBJECTIVES



- Who We Are & What We Do
- Our Partnership Working
- Development For New Ways Of Working
- Case Study
- Veterans Leads
- We Are With You Veterans Programme



Who we are & What we do

- Central and North West London NHS Foundation Trust working in partnership with We Are With You
- Variety of tailored, evidence-based interventions and support to over 18's
- Normally resident in or registered with an MK GP
- Drugs, Alcohol & Gambling support
- Full assessment, care plan and risk assessment
- Allocated key worker
- Multi-disciplinary team
- Groups and 1-1 support





Who we are & What we do

- Psychosocial & Pharmacological interventions
- Free, Confidential and Non-judgemental
- Detoxification & Rehabilitation
- Support for as long as needed
- Alcohol and Drug ordered treatment
- Family Drug & Alcohol Court
- Recovery Day Programme
- Onwards Referrals / Signposting
- Service User forums / You Said We Did





Who we are & What we do

- Volunteers
- Working closely with partner agencies incl:
 - SAMAS
 - P3
 - Adult Social Care
 - Adult Mental Health
 - Probation
 - Police Custody
 - GP Surgeries
 - Prisons
- Health & Wellbeing Checks
- Blood-borne virus testing and vaccination/treatment
- SystemOne shared system





Outreach & Mental Health support

- Strong working relationship with Mental Health (SPA, IAPT, EIP and HLT)
- REST (Rapid Engagement & Support Team) working with CRHTT (Crisis Resolution Home Treatment Team) and the Campbell Centre
- Rough Sleepers team working from hostels, hotels, Unity Park, Crisis Café, Supported Accommodation and other venues





Referral Process

REFERRAL RECEIVED



REFERRAL REVIEW



ADMIN

THE REFERRAL IS PASSED TO ADMIN, WHO WILL SEND OUT A WELCOME PACK (INCLUDING CRISIS NUMBERS). AN APPOINTMENT FOR OPEN ACCESS OR BOOKED ASSESSMENT WILL BE MADE, BY BOOKING ONTO THE LEDGER. SU WILL BE ADVISED OF THE APPOINTMENT IN WELCOME PACK. C

THE REFERRAL IS ALLOCATED TO THE DUTY TEAM LEADER TO BE REVIEWED FOR A PRE-BOOKED ASSESSMENT OR OPEN ACCESS ASSESSMENT BASE ON CLIENT RISK AND NEED



OPEN ACCESS ASSESSMENT



PRE-BOOKED ASSESSMENT

OPEN ACCESS APPOINTMENTS TUESDAY 1 – 2PM AND THURSDAY 3 – 6PM

PRE-BOOKED SLOTS TUESDAYS 10 – 11AM, WEDNESDAYS 1-3PM (LADIES ONLY) THURSDAYS 2 – 3PM

DNA REVIEW

DNA APPOINTMENTS WILL BE RE-BOOKED, DURING THE NEXT ACCESS SHIFT, OR TO COMMENCE THE DNA PROCESS





How we adapt our referral process

- Fast track face to face, booked assessment
- Offered a full Health & Wellbeing Assessment with a Mental Health Nurse
- Liaison with GP other community health services
- Veterans Leads notified
- Discussed in VCN/ARC-MK MDT
- VCN liaised with to support access to appointments / follow up on additional needs identified
- Joint care planning to ensure no unmet needs
- Advise of additional support and offer from ext. agencies





Multi-Disciplinary Team Meeting

- Once per month, protected time
- Review clients open to either/both service
- Consider ways to engage people in each others service
- Provide advice where no consent identified
- Identify those assessed as high risk or disengaging
- Joint care planning
- Book appointments
- VCN facilitate access to service
- Ease of communication
- Discuss and access Veteran specific services
- Next steps:
 - more active involvement from key workers
 - better joint care planning/joint assessment of needs
 - reflection of what's working/not working and identify solutions/next steps





New Ways of Working

- Identified gap to assess and support veterans with service related PTSD / harmful alcohol consumption
- VCN worked with alcohol lead nurse and veteran lead nurse to develop an addendum assessment
- All veterans offered a fast-track full Health & Wellbeing Check (incl. BBV, Vaccination/Treatment, Physical Health, Mental Health, Medications, Family History)
- Support provision of a report for VCN/MOD Compensation Scheme





Addendum Assessment Areas

- Assessing key areas to support the reports, including:
 - Experiences of traumatic events
 - Former mental health diagnoses/treatment
 - Alcohol consumption past/present
 - Alcohol assessment tools (CIWA, SAD-Q, AUDIT)
 - Treatment offered previously (detox/rehab/hospital)
 - Onward referral to NMP/Doctor for formal alcohol diagnosis
 - Impact past/present on all areas of life (ETE, health, relationships, housing, legal)
- Recognising impact and any support required
- Joint working and care planning



A decorative graphic in the top left corner consisting of overlapping shapes in blue, green, and orange.

Case Study – Client A

Client A was referred to ARC MK in April 2021 via probation, following being released from prison custody, to complete alcohol treatment. *The first weeks following release from prison are deemed higher risk or relapse or overdose.*

At assessment it was identified that Client A was a veteran and a referral was made to VCN for veterans support. Client A was allocated to our Veteran lead recovery worker to complete psychosocial interventions.

Client A was homeless and finding it difficult to access the service due to his location, VCN were able to support Client A to attend the service. He was then moved out of Milton Keynes and had to travel on 2 buses to access the service, VCN stepped in and again supported Client A to attend his appointments

VCN were also able to link in with our Outreach team, allowing joint appointments at the hotel that Client A was located in, this enabled Client A to still be able to engage in 1-1 keywork and health and well being assessments.

Case Study – Client A

Client A's keyworker and VCN maintained regular contact throughout his treatment. This meant that any concerns have been raised immediately and support offered to Client A in a holistic way. Safeguarding concerns are also shared ensuring we can work jointly to provide a joint safeguarding approach.

Client A was also discussed during the MDT meetings. This enabled us to share any concerns and discuss management plans using the services available to both ARC and VCN.

Onward referrals and contact/support to access the mental health services were also facilitated and discussed.

The overall benefits of joint working were –

- Client A was able to access the service to engage in his treatment plan with the support of VCN
- Safeguarding concerns were shared and managed to support Client A
- Joint care planning was completed allowing Client A to access support in all areas and using the resources available to both services.





Veterans Leads

- 2 leads within ARC with care and passion for supporting veterans
 - Highly experienced recovery worker (16+ years)
 - Qualified mental health nurse (undertaken Armed Forces MH First Aid)
- Recognise the importance of joint working with VCN
- Maintain consistent approach to supporting veterans
- Understand the pathway and offer for veterans within ARC and from other agencies
- Able to advocate for veterans
- Champion understanding across the wider team



We Are With You additional offer



Central and
North West London

NHS Foundation Trust

- Free, confidential support to members of the armed forces community around drugs/alcohol.
- Work on your own goals, whether that's stopping your alcohol or drug use or just cutting down.
- Help you with a range of other issues, such as mental health and housing, by partnering with other veterans' networks to provide wraparound support.
- We're also here to support friends and family members who are affected by someone else's drinking or drug use.
- Internal meetings to share updates and support available to members of the armed forces community
- We offer free, confidential support both in our local services and online. You can:

1. Talk to us online

Talk confidentially to a member of our dedicated armed forces team on our webchat **every Tuesday from 2 – 4pm.**

As well as supporting you with drugs or alcohol, they can help you to access support with housing, mental health, jobs, money advice and more. Our wider webchat team are all experienced drug and alcohol workers and most are trained to support people who are serving or are veterans.

You can also talk to someone:

Monday to Friday - 9am to 9pm

Saturday and Sunday - 10am to 4pm

3. Join our online support group

We run a national online group for veterans and affected family members **every Thursday from 11am – midday.** It's a chance for you to share your experiences with others who understand what you're going through.





Relationship Building

The benefits have included:

- New, strong working relationship with highly knowledgeable and friendly local team who care for veterans
- A better understanding of how best to support veterans
- Adapting pathways to ensure the service is accessible and fit for purpose
- An opportunity to learn and reflect
- Excellent working relationship
- Ease of communication





Any Questions?