

Interconnected Systems Mapping

The Integrated Mental Health and Substance Use Pathfinder programme aims to **support changes** in the way mental health and substance use support and services work together.

This work aims to improve **quality of care and health outcomes** for people with mental health and substance use support needs.

For more information and to hear about upcoming events, please email:
his.transformationalredesign@nhs.scot

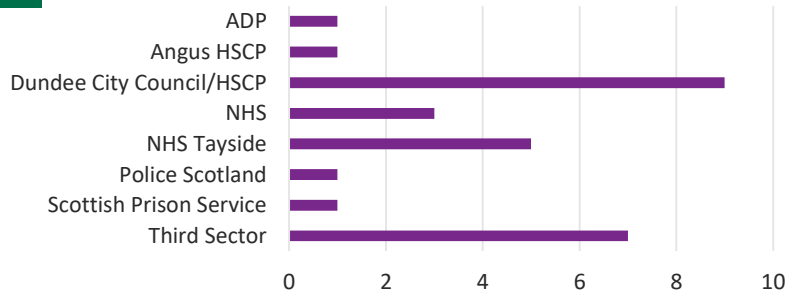
Across the two sessions we heard from a range of people:

We held two Interconnected Systems Mapping sessions on:

- 20 April
- 5 May

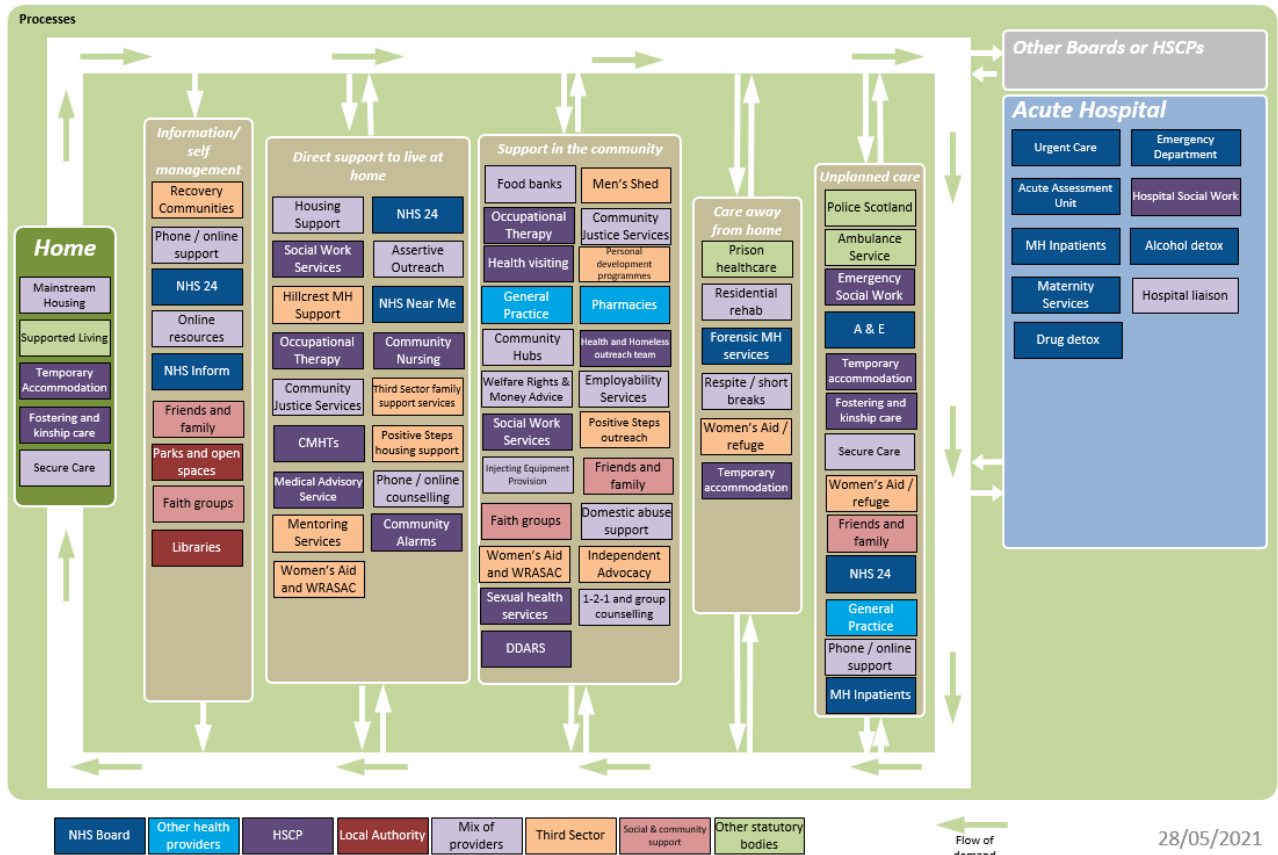
The aim of these sessions was to develop a high level understanding of the service landscape in Dundee. This will support conversations and thinking around opportunities for improvement and redesign.

This report provides an overview of the Interconnected Systems Map, offers reflections and suggests areas for further exploration highlighted by the mapping exercise.



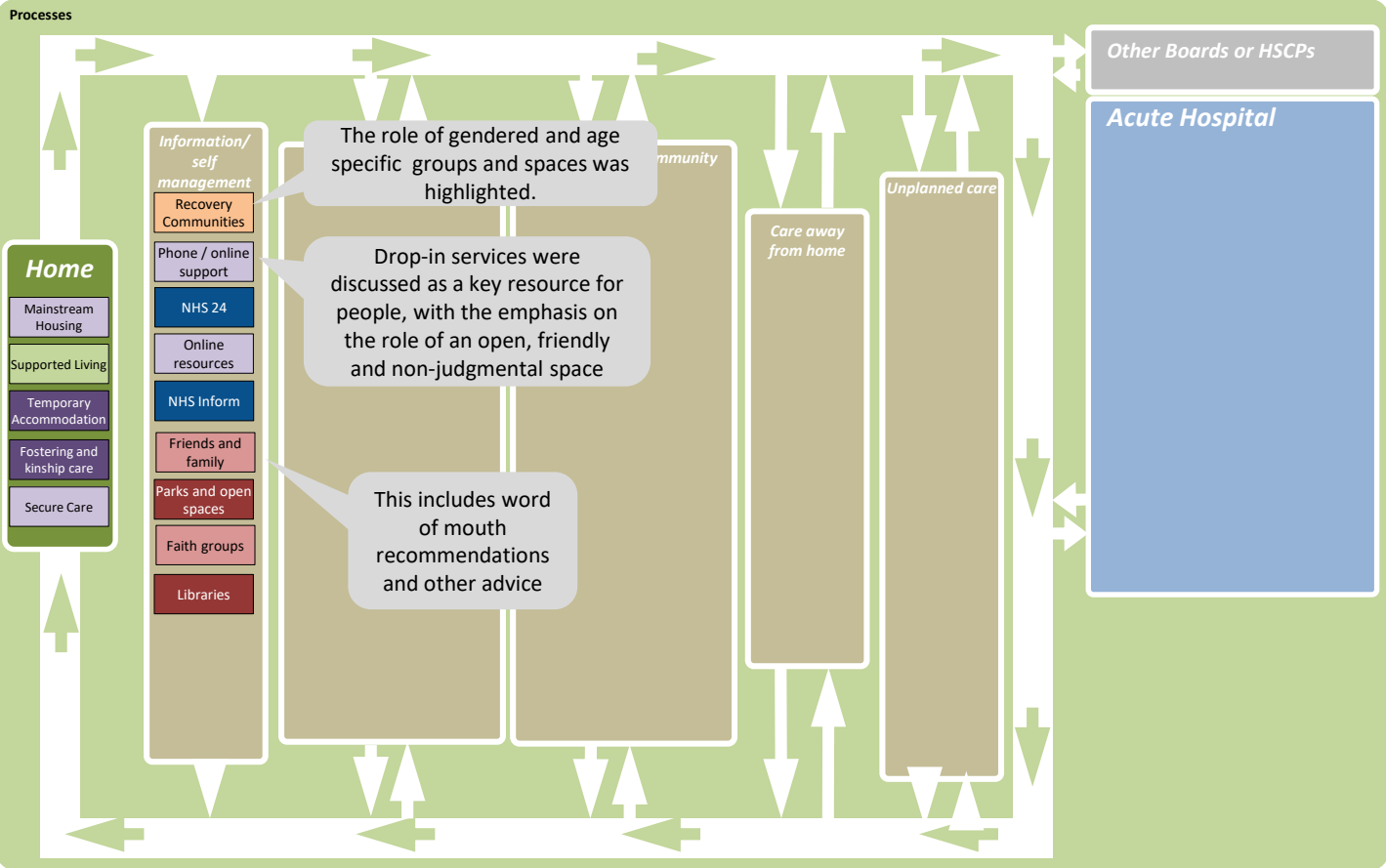
Interconnected Systems Map

The final map of the system that was developed as a part of these sessions.



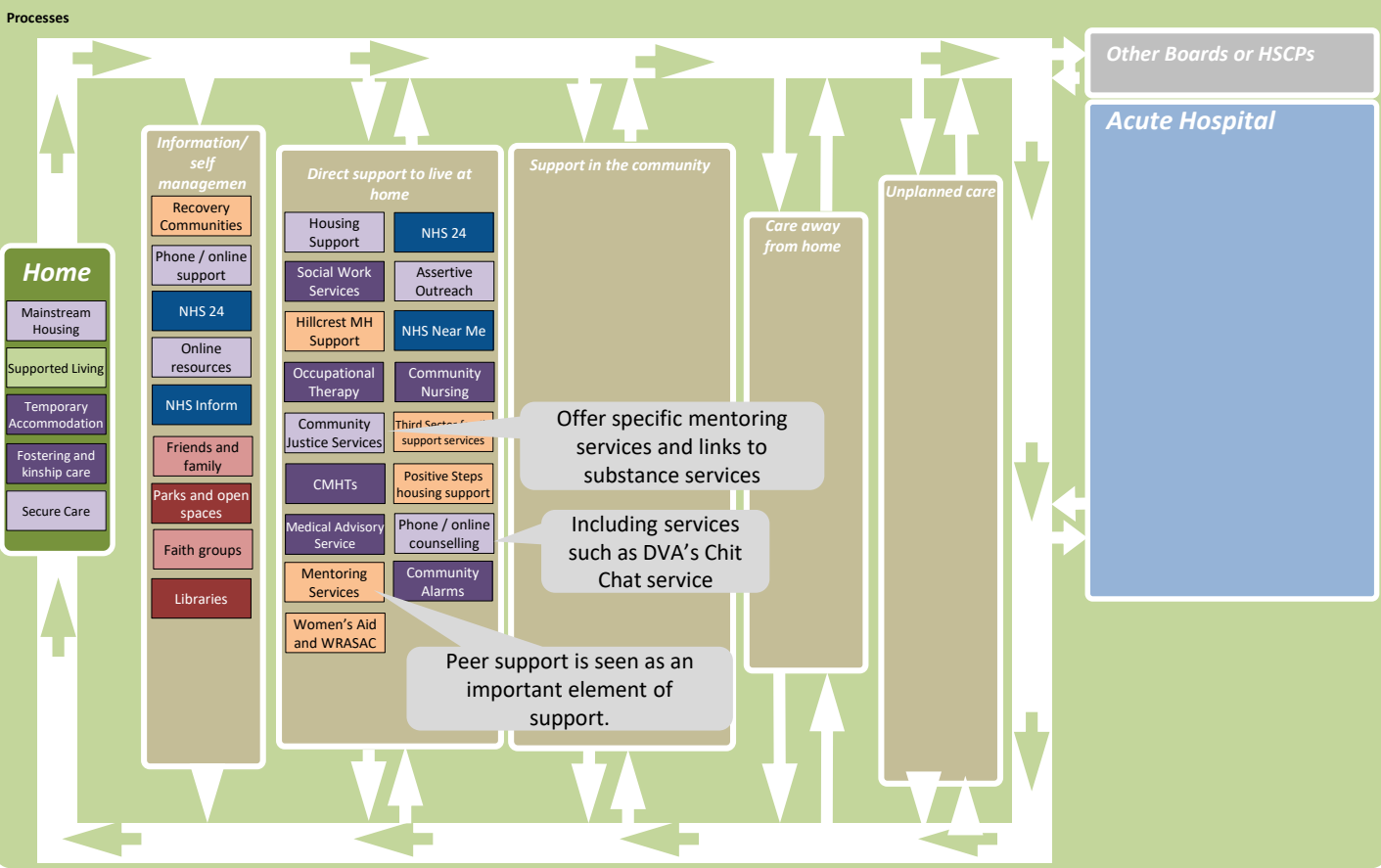
Health and Social Care System – Tayside Mental Health and Substance Use Services

Created by Strategic Planning Portfolio, ihub, Healthcare Improvement Scotland.



Health and Social Care System – Tayside Mental Health and Substance Use Services

Created by Strategic Planning Portfolio, ihub, Healthcare Improvement Scotland.



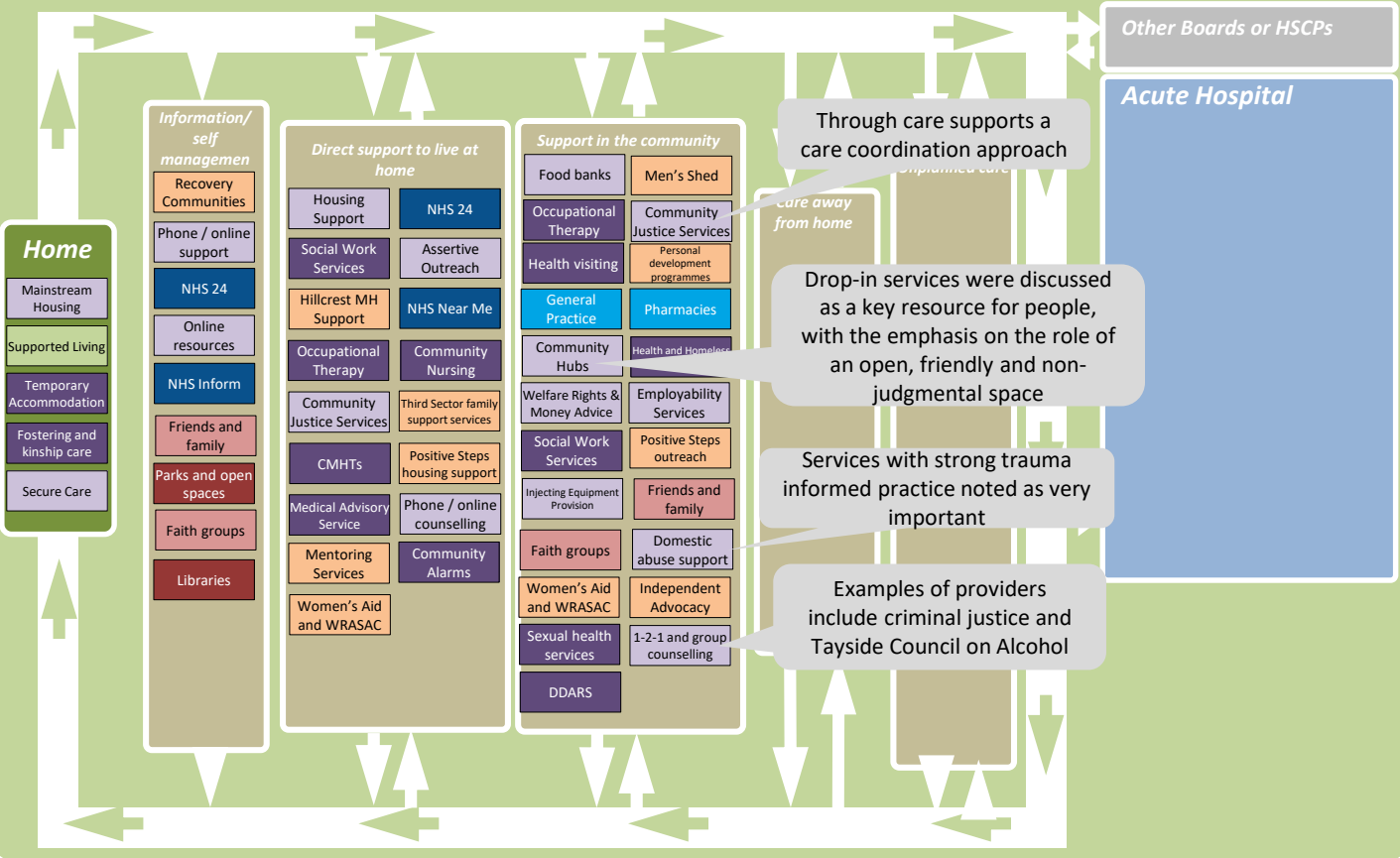
- NHS Board
- Other health providers
- HSCP
- Local Authority
- Mix of providers
- Third Sector
- Social & community support
- Other statutory bodies



Health and Social Care System – Tayside Mental Health and Substance Use Services

Created by Strategic Planning Portfolio, ihub, Healthcare Improvement Scotland.

Processes

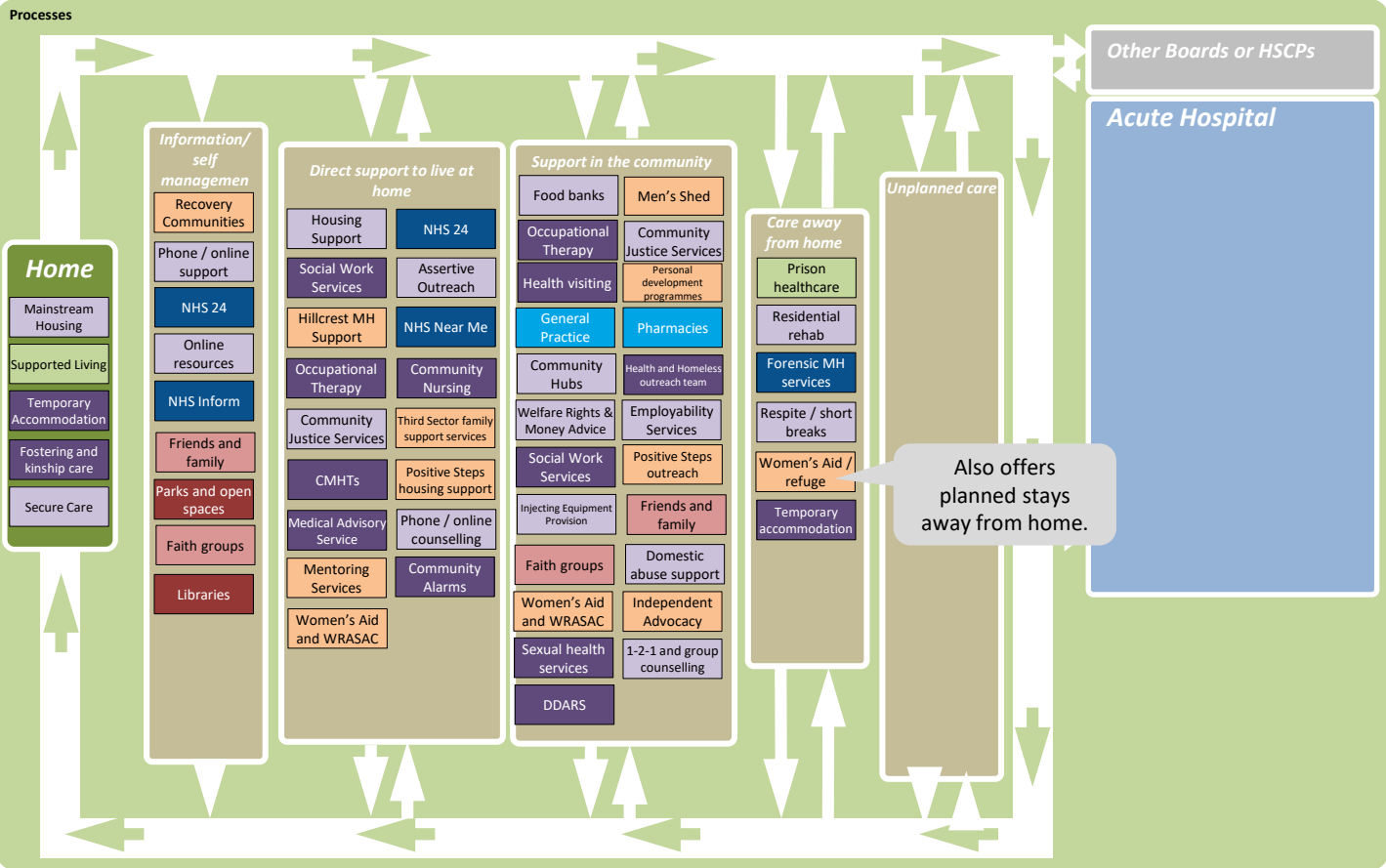


- NHS Board
- Other health providers
- HSCP
- Local Authority
- Mix of providers
- Third Sector
- Social & community support
- Other statutory bodies



Health and Social Care System – Tayside Mental Health and Substance Use Services

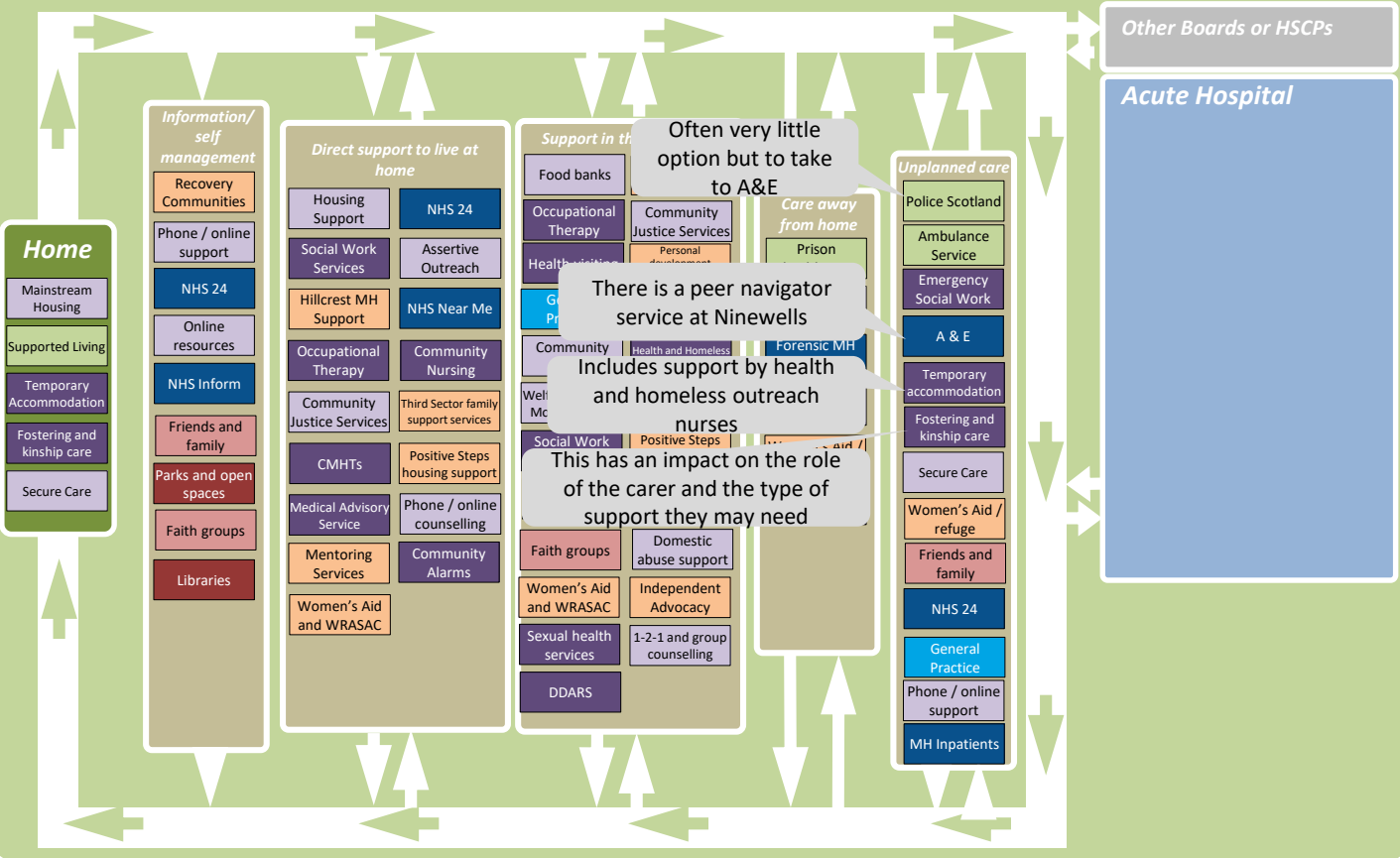
Created by Strategic Planning Portfolio, ihub, Healthcare Improvement Scotland.



Health and Social Care System – Tayside Mental Health and Substance Use Services

Created by Strategic Planning Portfolio, ihub, Healthcare Improvement Scotland.

Processes



Other Boards or HSCPs
Acute Hospital

- Home**
- Mainstream Housing
 - Supported Living
 - Temporary Accommodation
 - Fostering and kinship care
 - Secure Care

- Information/self management**
- Recovery Communities
 - Phone / online support
 - NHS 24
 - Online resources
 - NHS Inform
 - Friends and family
 - Parks and open spaces
 - Faith groups
 - Libraries

- Direct support to live at home**
- Housing Support
 - NHS 24
 - Social Work Services
 - Assertive Outreach
 - Hillcrest MH Support
 - NHS Near Me
 - Occupational Therapy
 - Community Nursing
 - Community Justice Services
 - Third Sector family support services
 - CMHTs
 - Positive Steps housing support
 - Medical Advisory Service
 - Phone / online counselling
 - Mentoring Services
 - Community Alarms
 - Women's Aid and WRASAC

- Support in the community**
- Food banks
 - Occupational Therapy
 - Community Justice Services
 - Personal development
 - Prison
 - Community Health and Homeless Forensic MH
 - Wellbeing
 - Social Work
 - Positive Steps
 - Faith groups
 - Domestic abuse support
 - Women's Aid and WRASAC
 - Independent Advocacy
 - Sexual health services
 - 1-2-1 and group counselling
 - DDARS

- Unplanned care**
- Police Scotland
 - Ambulance Service
 - Emergency Social Work
 - A & E
 - Temporary accommodation
 - Fostering and kinship care
 - Secure Care
 - Women's Aid / refuge
 - Friends and family
 - NHS 24
 - General Practice
 - Phone / online support
 - MH Inpatients

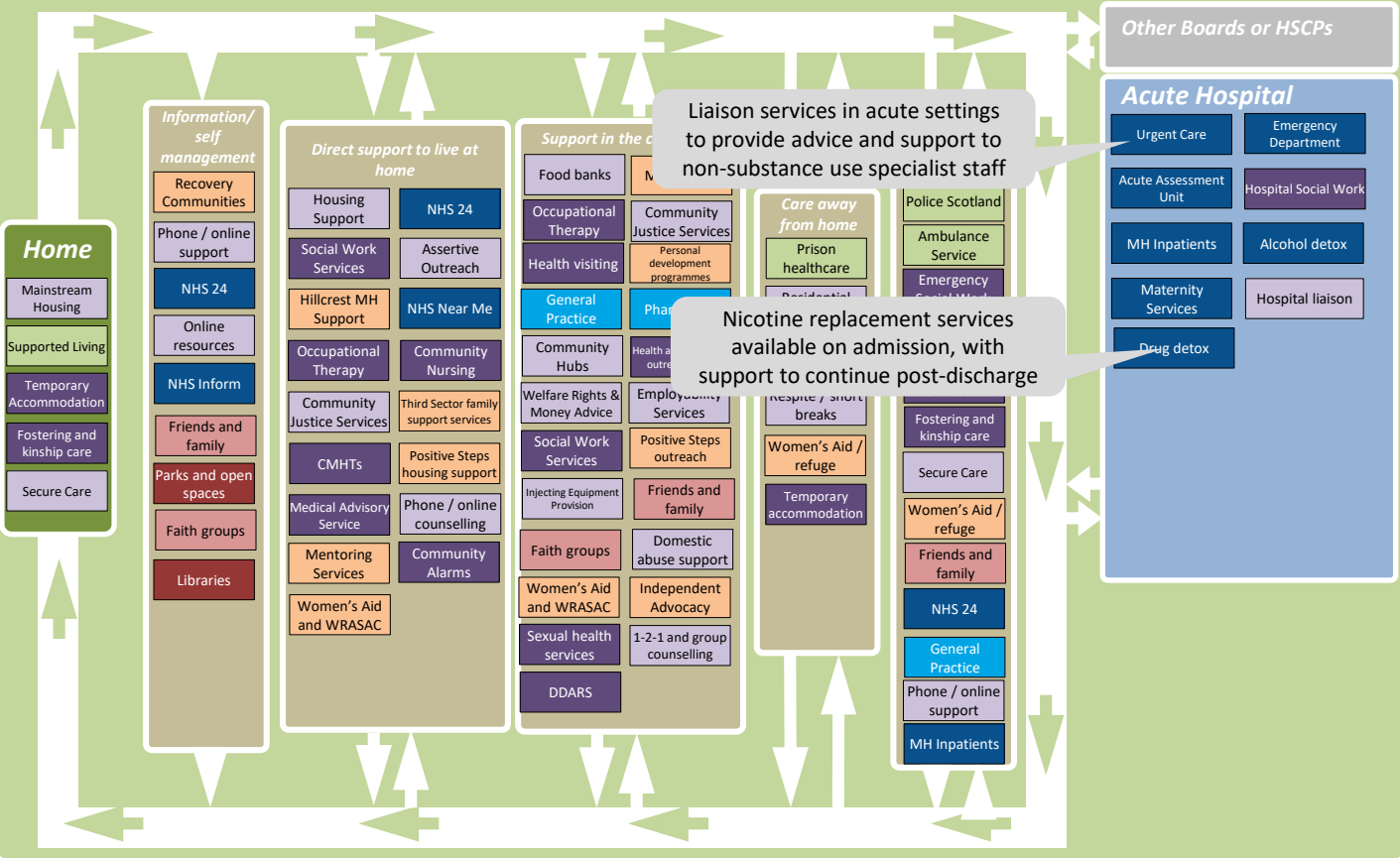
- NHS Board
- Other health providers
- HSCP
- Local Authority
- Mix of providers
- Third Sector
- Social & community support
- Other statutory bodies

Flow of demand

Health and Social Care System – Tayside Mental Health and Substance Use Services

Created by Strategic Planning Portfolio, ihub, Healthcare Improvement Scotland.

Processes



Interconnected Systems Mapping: Quick analysis

Initial reflections

An interconnected systems map can help quickly identify settings that have a good range of services along with seeing where there might be gaps or areas for development.

These initial reflections are here to help stimulate conversations about what else we might want to explore and start thinking about potential areas of focus.

Where it looks like there are well developed services:

- The 'Unplanned care' section contains a good number of services
 - There is a good mix of service providers and types of support available

Areas for development:

- The sections on 'Direct support to live at home' and 'Care away from home' are potential areas to take a closer look at
 - This could be due to not digging into the details of services raised
 - Lack of awareness of support
 - Gaps in provision

Limitations:

- The map does not go into detail regarding prison healthcare
- Some of the services noted cut across categories, for example out of hours and police triage services sit across acute and community, and community hubs are delivered by HSCP and third sector.

Interconnected Systems Mapping: Additional intelligence

Starting point:

This map is just snapshot of two conversations to provoke questions for deeper understanding. It would be beneficial to further explore:

- What are the conditions of access to the different services?
 - Do you need a referral (if so, from who)?
 - Are there financial conditions?
 - Do you need a specific diagnosis? And are there excluding diagnosis (we heard that in some cases there are...)?
- How is the system connected?
 - Both the Independent Inquiry and Dundee Drugs Commission described a disjointed system
 - Where might there be better connections?
 - How do might we bridge gaps?
- What is the lived experience of the pathways?
 - How do people 'travel' around this map? People are likely to have different journeys across this map and this will be impacted by their needs but also the reality of different services having different providers and commissioners
 - How do people find out about services?
 - How do people find the transitions?
 - Where are there coordinators?
 - How does information flow around the services highlighted on the map?

Along with these questions, this map is one element of a wider process of exploring the current context of services in Tayside. In parallel to this we are looking at:

- Data
- Staff experience
- Lived and living experience

Interconnected Systems Mapping

The session supported understanding around the role and uses of Interconnected Systems Maps.

Something I learned today

What ISM is and is not

What the purpose of an ISM is.

With people agreeing that such a tool will be useful throughout this process.

Something I will take away from today

How useful it is to use visuals like this.

The service map will look great when it's done and looks pretty simple to understand.

This will be an evolving map and people suggested ways to expand the map.

Even better if...

More Mental Health colleagues from Statutory and Third Sector

Input from independent contractors, such as GP's, Community Pharmacist.