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.
The role of gendered and age specific groups and spaces was highlighted.

Drop-in services were discussed as a key resource for people, with the emphasis on the role of an open, friendly and non-judgmental space.

This includes word of mouth recommendations and other advice.
Peer support is seen as an important element of support.

Offer specific mentoring services and links to substance services

Including services such as DVA’s Chit Chat service
Through care supports a care coordination approach.

Drop-in services were discussed as a key resource for people, with the emphasis on the role of an open, friendly and non-judgmental space.

Services with strong trauma informed practice noted as very important.

Examples of providers include criminal justice and Tayside Council on Alcohol.
Heath and Social Care System – Tayside Mental Health and Substance Use Services

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

Processes

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

Support in the community
- Food banks
- Men’s Shed
- Occupational Therapy
- Community Justice Services
- General Practice
- Community Hubs
- Welfare Rights & Money Advice
- Employability Services
- Social Work Services
- Injecting Equipment Provision
- Friends and family
- Faith groups
- Community Alarms
- Women’s Aid and WRASAC
- Sexual health services
- DDARS

Care away from home
- Prison healthcare
- Residential rehab
- Forensic MH services
- Respite / short breaks
- Women’s Aid / refuge
- Temporary accommodation

Unplanned care

Also offers planned stays away from home.
Heath and Social Care System – Tayside Mental Health and Substance Use Services

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

Processes

**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
- Social Work Services
- Assertive Outreach
- Hillcrest MH Support
- Occupational Therapy
- Community Nursing
- Community Justice Services
- Third Sector family support services
- CMHTs
- Medical Advisory Service
- Positive Steps housing support
- Mentoring Services
- Community Alarms
- Women’s Aid and WRASAC

**Support in the community**
- Food banks
- NHS 24
- Occupational Therapy
- Community Justice Services
- Personal development
- Health visiting
- Community Alarms

**Care away from home**
- Prison
- Forensic MH
- Community Health and Homelessness
- Positive Steps
- Community Alarms
- Women’s Aid and WRASAC
- Sexual health services
- DDARS

**Unplanned care**
- Mental Health Inpatients
- MH Inpatients

**Acute Hospital**
- 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

**Flow of demand**

Often very little option but to take to A&E

There is a peer navigator service at Ninewells
Includes support by health and homeless outreach nurses
This has an impact on the role of the carer and the type of support they may need

20/09/20
Heath and Social Care System – Tayside Mental Health and Substance Use Services

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

Processes

Direct support to live at home
- Food banks
- NHS 24
- Occupational Therapy
- Community Nursing
- Community Justice Services
- Third Sector family support services
- Positive Steps housing support
- Community Alarms
- Women’s Aid and WRASAC

Support in the community
- Community Health Visiting
- Community Alarms
- Third Sector family support services
- Positive Steps
- Community
- NHS Near Me
- Community Nursing
- Third Sector
- Assertive Outreach
- Mental Health
- Community Justice Services
- Personal development programmes
- MH Inpatients

Care away from home
- NHS 24
- Occupational Therapy
- Community Justice Services
- Prison healthcare
- MH Inpatients
- Assertive Outreach
- Community Nursing
- Community Health Visiting
- Community Alarms
- Third Sector
- Positive Steps
- Community
- NHS Near Me
- Community Justice Services
- Personal development programmes
- MH Inpatients

Other Boards or HSCPs
- Acute Hospital
  - Urgent Care
  - Emergency Department
  - Acute Assessment Unit
  - Hospital Social Work
  - MH Inpatients
  - Alcohol detox
  - Maternity Services
  - Hospital liaison
  - Drug detox

Home
- Mainstream Housing
- Supported Living
- Temporary Accommodation
- Fostering and kinship care
- Secure Care
- NHS 24
- Online resources
- NHS Inform
- Friends and family
- Parks and open spaces
- Faith groups
- Libraries

Informations/self management
- Recovery Communities
- Phone / online support
- NHS 24
- Online resources
- Community
- Assertive Outreach
- Mental Health
- Community Justice Services
- Personal development programmes
- MH Inpatients

Other statutory bodies
- Prison healthcare
- Prison healthcare
- Women’s Aid / refuge
- Secure Care
- Women’s Aid / refuge
- Friends and family
- NHS 24
- General Practice
- Phone / online support
- MH Inpatients

Acute Hospital
- Liaison services in acute settings to provide advice and support to non-substance use specialist staff
- Nicotine replacement services available on admission, with support to continue post-discharge

Flow of demand
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.

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

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.