

ADP and Homeless Programme: Reducing Harm Improving Care

Experience Map: illustrating example experience for a male (Mark age 48) leaving prison and accessing alcohol, drug and homeless services, based on our engagement

For guidance: the inner green circle highlights services Mark can access on his own, the purple circle shows where Mark requires support to access services and the arrows show where services link and refer into one another. The wider blue circle is feedback we heard from men who access alcohol, drug and homeless services.

What we heard

Cycle of

addiction/homelessness/prison:

"I've been in a cycle for, since I was 16, I've been in prison more than I've been in a house"

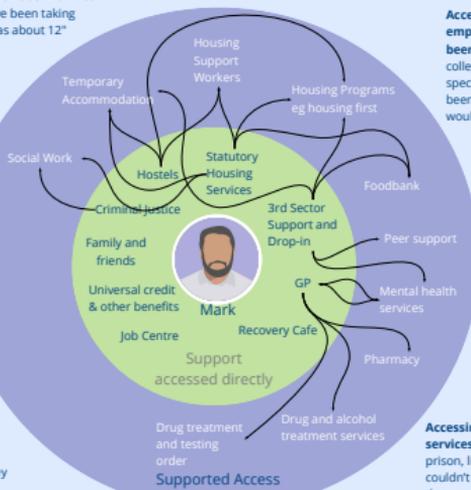
Stigma: "I didn't like prison, I didn't like how it all went, but it was the only place that I wasn't judged on my mental health"

Alcohol and drug use can lead to prison: "... the root cause of everything, alcohol or drugs were the, if I hadn't took alcohol or drugs, I wouldn't be known to the police.....I've been taking drugs from I was about 12"

Prison can be the cause of homelessness: "I got the jail."

Access to training and employment when you've been in prison: "I went to [...] college to see about [training in specific role], and because I've been in prison, they said that it would be difficult for me"

After years in prison, there may be a need for long term range of support: "... a temp flat that's got everything sorted... and maybe a support worker that could help me do the things that I need to do, like get my benefits up and running, take me shopping for the things that I need, see I'm,I've done years in the jail and I'm, and I'm out the jail now, and it's like, I don't know how to cook myself dinner....."



Impact of addiction: "drugs cause everything, you fall out with your family, you end up homeless, you'll end up everything, no job, no nothing, your appearance goes, everything goes mate, you just, it's a mugs game, you lose your teeth, just don't care about yourself, do you know what I mean, you just care about that fix....."

Stigma in accessing healthcare services: "they just give you your script and tell you to get out"

Accessing mental health services in prison: "It was in prison, like it's like, you just couldn't get to see them.....you'd put in referrals, and.....you'd wait for ages."

Barriers to maintaining recovery when released from prison: "in jail, I wanted to make sure all my things were sorted for getting out...medicine, somewhere to stay, they day I was getting out they said we've no got you a prescriber"

Access to harm reduction:

"I've no, all these years I've been on a script, I haven't had a doctor once say to me, how do you feel about getting clean"

Interesting findings from this user experience map are

- The cycle of referral between housing programmes and support
- The cycle of referral between the GP and mental health services
- The role of the third sector in providing support to access services
- family and friends being stand alone