

SEVERE AND MULTIPLE DISADVANTAGE (SMD) LEARNING SERIES



Embedded Practitioners as a Vehicle for System Change

Delivered in partnership with:



Wednesday 19th February



2pm - 3:15pm

WELCOME TO TODAY'S WEBINAR



This series of webinars is focused on sharing latest research and learning in the field of severe and multiple disadvantage (SMD). It draws on insights gained from the Changing Futures Programme as well as innovation and insights from a range of organisations and services across our systems.

Our webinar series will:

-  Showcase new and innovative practice in the field of SMD
-  Present evaluation and insights from the Changing Futures Programme
-  Share findings from latest research projects/pilots
-  Highlight areas of positive system change that have improved outcomes for people who experience SMD



HOUSEKEEPING



QA

?

The first part of the session will be a presentation, there will then be the opportunity to ask questions via the Q&A box at the end.

**COMMENT
BELOW**

During the session please feel free to type in the chat box any reflections or comments you have.

PPT

The slides will be available after the session.

At the end of the session there will be a QR code to offer feedback, which we would be grateful if you would complete as it helps us shape future sessions.





Believing in people. Inspiring change.

EMBEDDING SMD SPECIALIST PRACTITIONERS AS A VEHICLE FOR SYSTEM CHANGE IN NOTTINGHAM CITY

changing FUTURES
Believing in people. Inspiring change.

NTU Nottingham Trent University

EMBEDDING SMD SPECIALIST PRACTITIONERS AS A VEHICLE FOR SYSTEM CHANGE IN NOTTINGHAM CITY

by
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June 2024

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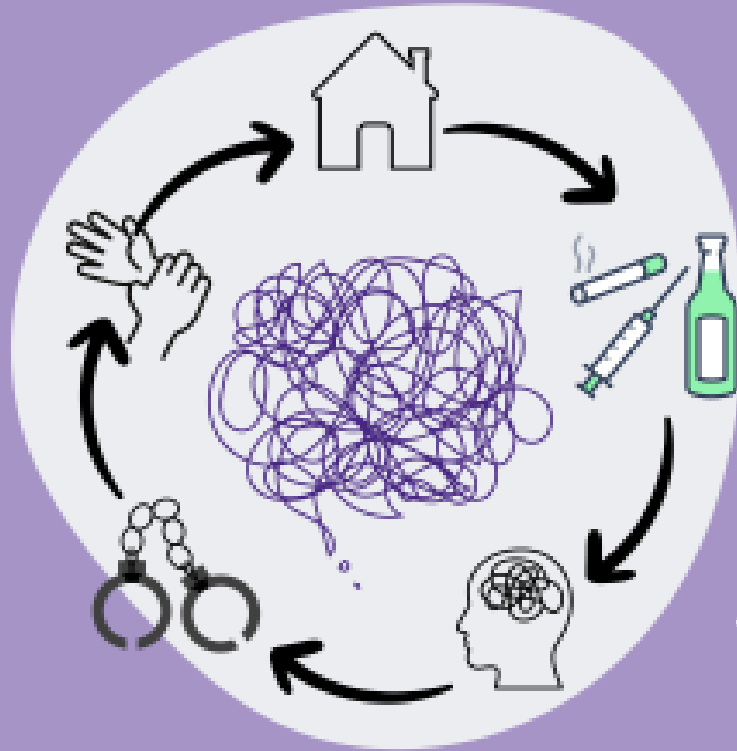
1 Embedding SMD Specialist Practitioners as a Vehicle for
System Change in Nottingham City Aug 2024

SCAN ME





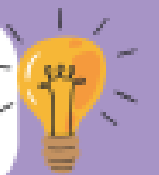
What is Severe and Multiple Disadvantage?



Severe and Multiple disadvantage (SMD) refers to people who experience a combination of 3 or more of the following issues:

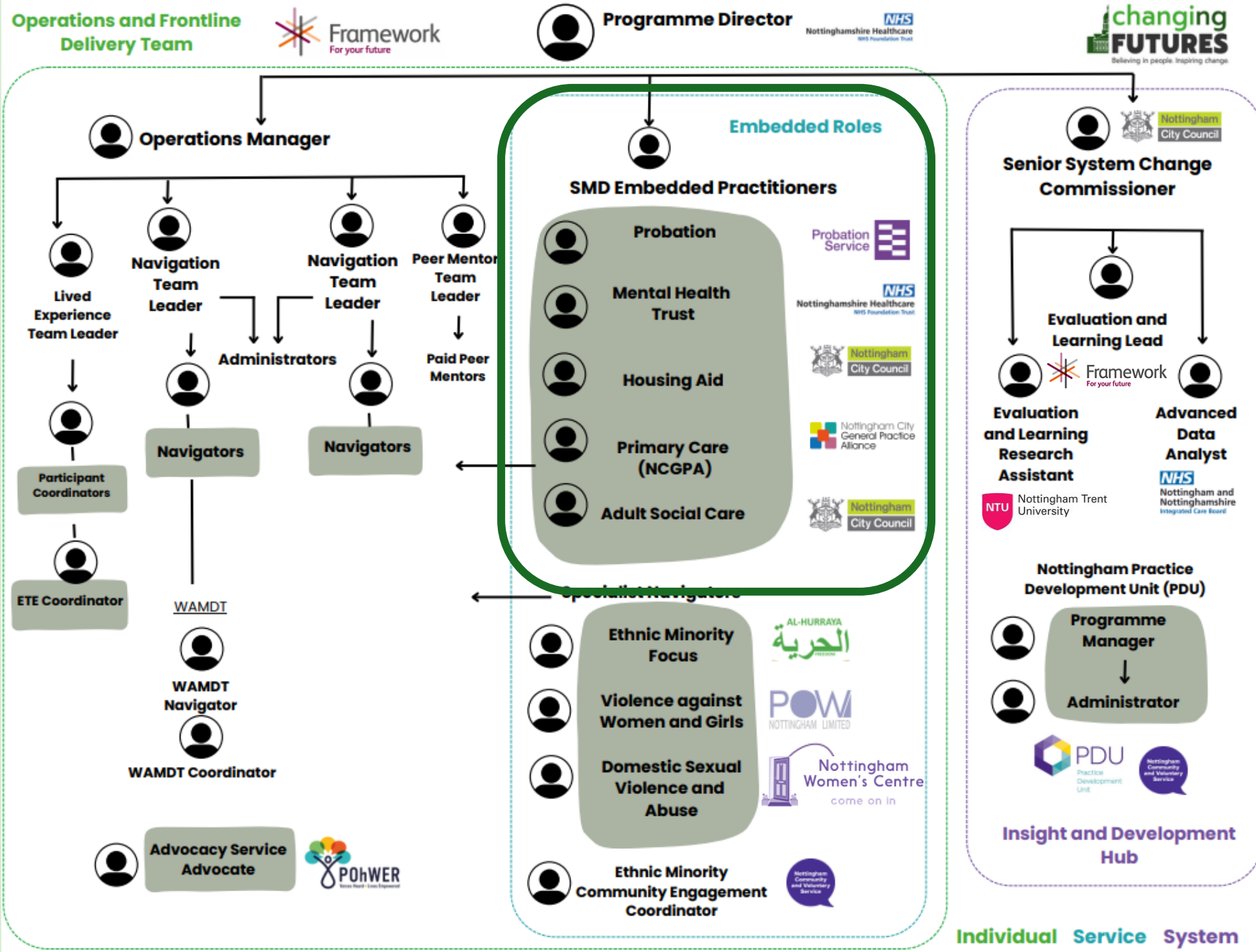
- Homelessness
- Poor Mental Health
- Substance use/ Addiction
- Contact with the Criminal Justice System
- Domestic and sexual violence and abuse

People may also face other sources of disadvantage, such as **health inequalities**, **poverty** and community **isolation**



Changing Futures Nottingham is a collaborative multi-agency partnership, established in Feb 2022.

Its goal is to improve the situation of people experiencing Severe and Multiple Disadvantage, through one to one person centred support, and system change initiatives including Embedded Practitioners, a wrap-around MDT meeting, and an insight and development hub.





System Change Goals

SYSTEM-CHANGE GOALS OF CHANGING FUTURES NOTTINGHAM:

1. Services that are accessible, trauma informed, and do not ask people to tell their story repeatedly.
2. Flexible services that are actively inclusive, engaging and not excluding people by rigidly adhering to eligibility criteria.
3. Workforce development, supporting services to participate in learning opportunities and plan for future need.
4. Services where staff understand SMD, responding to the needs of all in a positive way, with SMD clearly included in strategic priorities.
5. Services working well together, learning and supporting continual improvement.
6. Services where staff know what to do if they are worried about someone or need additional support.
7. A system that supports joint working (underpinned by shared governance / decision making and budgets) to plan/deliver the right support)

Common barriers to System Change

- Structural Challenges
- Lack of SMD awareness
- Lack of Communication and Collaboration between Services
- Lack of SMD specific training and resources

→ embedding five SMD specialist practitioners in key services to work towards system change: Local Mental Health Teams, Adult Social Care, Primary Care, Local Housing Authority and Probation.

Evaluating the five specialist roles

- *Interactive workshop* → gaining an overview of the position and host organisations
- *Baseline narrative interviews* with each practitioners and at least one person in a senior or management position at the organization → investigating experiences, opportunities, and perceived impact of roles
- *Monitoring sheets* → capturing projects, informal conversations, and trainings
- *One group discussion with senior management staff at Changing Futures* → understanding challenges in recruitment and retention
- *Survey* by two junior doctors from Royal Derby Hospital → exploring SMD awareness

What it means to be an 'Embedded Practitioner'

Supporting organisations as an...

- Advisor or “SMD champion” within host organisations
- Collaborator
- Mediator
- Skills and Knowledge Developer
- System Change Advocate

Local Mental Health Teams

For teams:

- Attendance at MDTs
- Advice and signposting, linking in with other services
- SMD awareness raising
- Help to locate
- Linking with other Embedded Practitioners
- Training

Organisationally:

- Plan of work linking in with organisational priorities
- Training and SMD awareness
- County and City overlap
- Lived Experience involvement

Mental Health: Key pieces of work

- SMD monitoring to inform practice:

The screenshot displays a clinical portal interface for a patient named Jones, Selwyn (Ms). The patient's details include a date of birth of 23 Feb 1981 (43 years), gender Female, and NHS number 333 333 3333. A prominent alert states: "Patient is experiencing Severe Multiple Disadvantage (SMD) as they have 2 or more coexisting needs in addition to their Mental Health." The interface features a navigation menu with options like Summary, Upload/View Documents, Important Dates/Information, Contacts, Family/Carer Comms and Info, Notts Care Record, and Care Planning Portal (WR Only). A table of alerts is visible, with one alert for "Allergy / Adverse Reactions" dated 12 Sep 2022. A navigation pane on the right lists various clinical areas such as Case Record, Progress Notes, and Assessment Forms.

Alert Type	Alert Date	Entered By	Alert Priority	Comment	Next Review Date
Allergy / Adverse Reactions	12 Sep 2022	Boulby, Terence	Clinical Alert	Lorem ipsum dolor sit a	12 Sep 2026

- Prison pathway
- GP registration

- Co-Existing Substance Use and Mental Illness training development
- Case coordination and partnership working across city and county

Primary Care

Ongoing responsibilities

- Development of the online information & reporting SMD
- Embedding a SMD training unit internally for primary care for all new starters in practices
- Development and actualisation of the primary care SMD Centre of Excellence steering group.
- Delivering a monthly partnership and core members strategy meeting. (host)
- Delivery of PIE/ TIC for PDU training sessions and primary care
- Planning and development of a protected learning time event

Recent developments

- Evolution of the EP role, starting more strategically with NCGPA for primary care and moving to a more hands-on approach with the primary care network
- Strategic coding, searches linked to system1 and SMD patients
- Carrying a Caseload with a 1-3 touch approach
- Delivery of monthly SMD patient clinics – advice guidance, making effective referrals, etc.
- Primary care SMD web seminar approved for 30th of January through the Centre of Excellence members

Primary Care: Key pieces of work

- Developing a Local Enhanced Service Coding Guide, providing guidance on coding patients and flagging them as experiencing SMD
- Development, pilot, and outcome for the ‘ I need extra help ‘ patient card. To be embedded into system1 for 2025. (national coverage)
- Access to healthcare video recorded through the lens of both Expert Citizens and primary care. Clip approved to be embedded into primary care training unit by Expert Citizens.
- EP writing key sections of the local enhanced service contract guidance including the creation of case studies to support clinical coding for primary care
- Supplementary role delivered as lead social prescriber for the city. Overseen reporting to ICB and winter checks e.g., of flu vaccinations, referrals for warmth, referrals for food, and the number of referrals for generic support.

Probation

- **Practical Advice and Guidance** for Probation Officers when working with complex SMD cases
- **Partnership Working** – developing a network of professionals and organisations (both statutory and voluntary sector) that are best placed to move someone forward
- **System Change** – looking to make sustainable and strategic changes that will improve outcomes for Probation staff and SMD cases
- Probation Position Paper
- SMD Prison Pathway workstream



- Probation Referrals and Enquiries
 - Referrals to Changing Futures Navigators
 - Referrals to Wrap around MDT
- Direct involvement with NFA Prison releases/Local Authority

Probation: Challenges and Successes

Challenges

- Getting everything up and running from a standing start
- Gaining a full understanding of the role of a Probation Officer and how I can complement this when managing some of the most complex SMD cases
- Building a network of people and organisations
- Coordinating services from statutory organisations at short notice
- Trying to set up wrap-around support for complex SMD prison leavers before release

Successes

- Fully established in all Probation teams
- Co-lead on Prison Pathway SMD Workstream with initial focus on Mental Health
 - **Progress made on deregistering/re-registering with GP**
 - **New policy due to roll out Jan 2024 regarding Prison to LMHT referral pathway**
- Roll out of monthly 'Practice Support Group' – drop in for advice on SMD cases
- Developed excellent links with HMP Nottingham, HMP Ranby and HMP Foston Hall
- Word of mouth referrals, positive feedback from Probation and Prison staff and Partnership organisations

Adult Social Care

- Provide Case discussions with colleagues regarding SMD cases and Housing related issues
- Core member of the WAMDT and offer advice to colleagues about referrals to WAMDT during individual case discussion. Liaise with colleagues about who is being discussed
- Monitor referrals into Changing Futures. Hold case discussions regarding potential referrals
- Continue to provide tours of the provisions available to SMD citizens in the city.
- To provide training to ASYE social workers and students around SMD
- Attend team meetings to explain what service I can provide
- Support Changing Futures and other services such as Framework Hostels with referrals into Adult Social Care
- Holding a case load
- Work with PDU and encourage sign up
- Support Social Workers in the voluntary sector who are part of the Trusted Assessor Pathway

NAVIGATING COMPLEX HEALTH AND SOCIAL CARE CHALLENGES

- **Case study: Nathen**

- Referred to Adult Social Care after being discharged from hospital and barred from several hostels due to ASB
- Terminal cancer diagnosis after being barred from hospital

- **MDT** (Multi-disciplinary teams) meeting

- Health teams and Adult Social Care to provide hotels for Nathen and partner
- Coordination between a care home, NRN, Street Outreach, and nurse teams to arrange permanent accommodation for Nathan

→ Positive progress and supportive environment, but ASB towards nurses

→ Move to hospice for end-of-life care

Conclusions

Working towards overcoming barriers

- ✓ Raising Awareness of SMD
- ✓ Recording SMD on patient records
- ✓ Enhancing the support people experiencing SMD receive
- ✓ Supporting staff and services
- ✓ Improving information sharing
- ✓ Providing wrap-around support
- ✓ Training initiatives

Challenges to consider going forward

- Recruiting and retaining embedded practitioners
- Organisational challenges and complexity of services
- Defining objectives and responsibilities
- Inside versus outside position
- Navigating management
- Strategic support
- Lived Experience
- Sustainability

Weblinks and Further Information

- Changing Futures Nottingham: www.changingfuturesnottingham.co.uk
- Practice Development Unit PDU: <https://www.pdunottingham.org/>
- A summary to our findings and our complete report (Embedding SMD Specialist Practitioners as a Vehicle for System Change in Nottingham City) can be found here:

[Embedding_SMD_Specialist_Practitioners_as_a_Vehicle_for_System_Change_in_Nottingham_City.pdf](#)

[Summary_Embedding_SMD_Specialist_as_a_vehicle_for_system_change.pdf](#)

- Further Changing Futures research reports: www.changingfuturesnottingham.co.uk/learning/
- **If you have questions contact Carolin** (carolin.hess@ntu.ac.uk) or **Amelia** (amelia.draper@frameworkha.org)

Q&A Discussion

With the embedded practitioners Hayley Harris (Mental Health Trust), Martin Marcus (Primary Care NCGPA), Matt Hunt (Probation), Aidan Hinton-Huckle (Adult Social Care) and Bobby Lowen (Programme Director – Changing Futures)

THANK YOU FOR ATTENDING



How did we do?

Thank you for attending today's webinar. Please provide feedback for us by scanning the QR code below:



Next Session

The next session in this learning series will be on Thursday 27th February at 3pm-4pm led by Twinkle Choksi, Trainee Clinical Psychologist from Nottingham Recovery Network within Framework

Twinkle will be delivering the outcomes from her research on 'How Do People Who Use Substances Experience Accessing and Living in Homeless Hostels?'