

HIGH INTENSITY USER PROJECT: ESSEX



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WHAT IS THE HIGH INTENSITY USER PROJECT?

Following a successful pilot in 2021 our High Intensity User Project works across the Mid / South of the County of Essex including Southend and Thurrock. Funded by the Mid and South Essex Integrated Care Board, it works with people who have multiple needs & who use alcohol that are presenting to emergency services on a regular basis.

A dedicated specialist Senior Practitioner works with around 10-15 people across Mid/South Essex Hospitals - Broomfield, Basildon & Southend.

Client Profile:

- 18+
- Alcohol use; often dependent
- At least 2 other needs such as mental health, homelessness, physical health etc
- Presented at A&E over 15 times in the last 12 months
- Had a number of hospital admissions in the last 12 months
- Not engaged with and/or finds engagement with services difficult

HOW WE WORK:

Person Centred

- Non-prescriptive approach – support led by individual need
- Flexibility to respond to changing needs
- Take support to each person
- Visits in hospital prior to discharge to aid engagement
- Visibility across key hospital wards/ departments
- Extensive knowledge of holistic support available to signpost / handhold into.

In Partnership

- Simple referral process avoiding lengthy processes
- Collaboration with many community partners
- Attendance and meaningful contribution to case meetings
- Focus on building relationships with various teams/ departments in each hospital

Provision of Wrap Around Support

- Lead on co-ordinating care and support
- Recognising transitional times and ensuring adequate support in place i.e. upon discharge
- Ability to step up and step down support as required
- Ability to accompany individuals and support people into other hospital support services



MARTYN & BRIAN IN BASILDON HOSPITAL



Senior Practitioner, Martyn

Martyn (HIU Specialist Senior Practitioner) first met Brian in Basildon Hospital on the detox ward. He had presented to A&E 22 times in the last year due to his alcohol use.

With the support in hospital from the HIU service he completed his detox. Upon discharge he continued to engage and is now 7 months free from alcohol. The HIU worker would call Brian, up to 3/4 calls a week in his early recovery, along with meeting him face to face for regular appointments. Brian was encouraged to attend his alcohol groups every week.

He said that he previously had been “very good” at disengaging quickly from services, but this time round Martyn really encouraged him to stay engaged. Brian said that working with someone with lived experience of alcohol addiction made a huge difference as they really understood him and his thinking. On the weekly calls they would plan the week and set small tasks to be completed.

He is now preparing to return to work and is engaging with work coaches to achieve this. He has not re-presented to A+E. He has also seen his son for the first time in 5 years.

BEST PRACTICE SUCCESS – COMMUNITY REHAB PATHWAY

The HIU has also been instrumental in developing a pathway into the local community rehab programme, with the pathway now live and 3 individuals successfully accepted onto the programme.

1 has successfully graduated and is maintaining his abstinence. The other 2 are working towards completion. Given the multiple needs the individuals under the project are initially presenting with, for them to be successfully accessing the intensive and on-going support a community rehab can offer illustrates the success of this model.

Spotlight on Outcomes



A quarter of the clients on the programme reduced their A & E admissions by 90%.

2 months after referral A&E presentations were reduced by 84%.

FEEDBACK

Currently the service has one specialist Senior Practitioner; Martyn whose work on the project has been commended by the people he has supported:

“ Thank you so much Martyn for contacting me so quickly and getting me engaged to help my mental health. ”

“ Martyn you have been amazing, and I could not have got where I have without you. Thank you so much. ”

“ Working with Martyn on the HIU programme has saved my life. I would probably be dead or in hospital for the rest of my life. The regular home visits and calls, and him not giving up on me has saved me. Introducing me to Sophie at the Mental Health Wellbeing Team has been a massive help for me too, by having regular contact with her.

Going to SHARP (community rehab) is the best thing I have ever done in my life. I'm now going through the 12 steps with a sponsor. I can't believe how many opportunities I have, now I am sober continuing working with Phoenix. ”



HIU IN PRACTISE – PROVIDING CRITICAL SUPPORT WHILST SAVING MONEY AND RELIVING PRESSURE ON THE NHS

Tommy had a long history of problematic drinking and associated mental health needs. HIU service worked with him for 8 months following 27 presentations to A&E. 427 interventions were provided totalling over 156 hours of support – around 5 hours per week. Tommy's presentations at A&E in this period reduced by 96%.

NHS Data indicates a A&E presentation costs around £297 (National Cost Collection: National Schedule of NHS costs - Year 2020-21 - NHS trust and NHS foundation trusts) so the estimated cost of Tommy's attendance prior to the involvement/engagement with HIU would be around £8,000. Based on the approximate costs of the specialist senior practitioners time this indicates an approximate saving of £6,000 to the NHS notwithstanding any further costs that would have been incurred for longer admissions/treatment etc.

Tommy continues to engage well in alcohol services and with HIU, and importantly has a good support system of where to go when he is struggling, without reliance on emergency services.

FIND OUT MORE:

To find out more about the project or how we can support you to deliver this support in your area please contact Head of Operations for Essex, Melanie Pellicci - melanie.pellicci@phoenixfutures.org.uk