

Appendix 2: Case studies of service user journeys enhanced by ADDER and associated funding.

Please see below for three case studies demonstrating the added value of increased funding in the drug treatment system. These show how, amongst other elements, improved connections between police and the treatment system, improved outreach, increased residential detox provision and employment and training can support people in their recovery journeys.

All case studies have been shared with the consent of the Service User, and then further anonymised.

JOINED-UP SYSTEMS OF SUPPORT

Background

- Harley had a 40 year addiction to opiates, benzodiazepines and crack cocaine, alongside alcohol.
- Harley was very vulnerable, and had periods sleeping rough and residing in Hostels.
- Following a pension pay-out, there were concerns about financial exploitation. Community Police made a referral into Wirral Ways to Recovery.

Initial Action

- Discovered Harley was sleeping in a local park. Referral to Rough Sleepers Initiative (RSI) team led to a YMCA triage bed and then a permanent hostel bed.
- Initial Care Planning sessions reviewed the ADDER programme offer. Harley requested support for addiction, mental health, and physical health.
- Agreed 2 weekly face-to-face appointments, alongside help to access other assessments and appointments to meet other needs (e.g. housing and benefit maximisation).

Response

- Joined-up support service across different settings and providers informed by Harley's need.
- Harley received 2 residential detoxes and a rehab placement, which enabled 3 months drug free.
- Joint Complex Care meetings held involving multiple services to address Housing Provision requirements.

Outcome

- Sheltered accommodation with appropriate adaptations for independent living secured for Harley. Harley was also helped to get correct welfare payments.
- Harley's drug use has ceased: they are now stable on medication and will be starting on a new programme of medication (Buvidal) in early 2023.
- Physical and mental health have also improved via GP. Improved confidence and self-esteem have improved Harley's family relationships. They have also joined a number of community groups.
- Their risk of exploitation and harm has been reduced.

"I have felt fully included in my treatment programme. The intensive nature of the support I have received from my keyworker has made a real difference in managing my addiction and all the challenges that come my way. My physical, mental, and housing situation have all improved for the better with continued support. I now have some belief in myself and some realistic and achievable goals for the future."

– Direct quote from a Service User in 2023 about support augmented by the ADDER Programme

COMMUNITY OF RECOVERY SERVICES

Background

- Frankie was referred into Wirral Ways to Recovery (WWtR) following their arrest for drug possession.
- At their first appointment, they made it clear they wouldn't engage with recovery.
- Frankie considered cannabis as "essential" for their mental wellbeing.

Initial Action

- Support Worker and Frankie discussed their poor mental health and the link to substance use.
- Following motivational interviewing techniques, Frankie concluded, with guidance, that abstinence may improve their mental health, and help with access to mental health support.
- Frankie began to engage with appointments with support worker and began to explore their fears around moving on from substance use. This included building back their faith in, and engagement with, support services.

Response

- Frankie made the decision to go drug free.
- Frankie engaged with Wirral Mind, and has built a strong network of peers in recovery.
- Frankie has taken back up a hobby that lapsed during their addiction, and has commented on the improvement in their mental health and quality of life.

Outcome

- Frankie is 16 weeks illicit substance free.
- Frankie is working through Post-Traumatic Stress Disorder (PTSD) with mental health services.
- Frankie continues to access linked services for further physical health improvement.

EMPLOYMENT & TRAINING

Background

- Alex had a long-term history of heroin use, and low mental health had led to suicide attempts.
- They lacked digital and internet access. During the COVID-19 lockdown they had felt cut-off.
- They had been long-term unemployed.

Initial Action

- Alex was referred into Recovery Works by WWtR.
- Alex wanted to obtain employment, having worked in retail previously. They were keen to explore training alongside treatment and recovery.
- Adviser scheduled weekly guidance sessions to develop employability, vocational training, and wrap-around mental health support, as well as enabling online access.

Response

- Alex worked with Recovery Works over 10 months.
- Alex was able to access relevant training opportunities, develop a CV, assistance with job searching, support with applications, and practice interview sessions to support preparation for work.
- Network partners offered internet access and a digital device, mental health support, clothing grant, benefit entitlement support, and local qualifications.

Outcome

- Alex achieved qualifications in Maths and English Functional Skills, as well as BTEC Level 2 in Adult Social Care, Mental Health Awareness, and Mentoring.
- Alex secured a job as a Trainee Manager in Birkenhead.
- They have improved their mental wellbeing, and are continuing their recovery journey.
- Alex credits the experience as giving them the drive to engage fully with recovery.