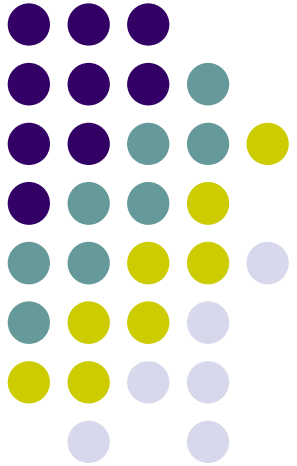
ASSERTIVE OUTREACH

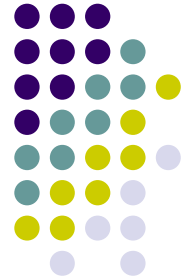
across

Staffordshire and Shropshire



Val Phillips
Carol Molloy

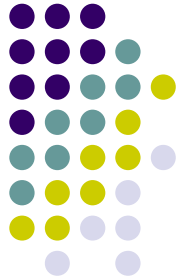
KEYS TO ENGAGEMENT



- THERE IS A SMALL, BUT SIGNIFICANT GROUP OF PEOPLE WITH SEVERE AND ENDURING MENTAL HEALTH PROBLEMS, WHO HAVE MULTIPLE, LONG-TERM NEEDS AND WHO CANNOT OR DO NOT WISH TO ENGAGE WITH SERVICES.

SAINSBURY CENTRE FOR MENTAL HEALTH

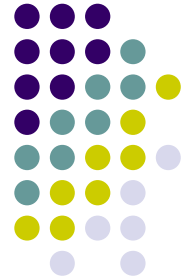
1998



- ASSERTIVE OUTREACH TEAMS ESTABLISHED AS A RESPONSE TO THESE CONCERNS

- *AO REFERRAL CRITERIA:* SERVICE FOR THOSE WITH SEVERE AND ENDURING MENTAL HEALTH PROBLEMS WHO FIND IT DIFFICULT TO MAINTAIN LASTING CONTACT WITH SERVICES

EFFECTS OF NON-ENGAGING



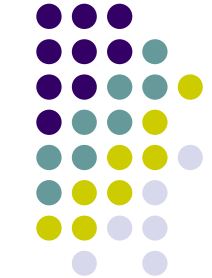
- FREQUENT RELAPSES
- SYMPTOMS POORLY CONTROLLED
- FREQUENT HOSPITAL ADMISSIONS, OFTEN DETAINED UNDER MHA
- POORER LONG TERM PROGNOSIS
- POOR QUALITY OF LIFE
- CHAOTIC LIFE STYLE
- INCREASED RISKS AND VULNERABILITY
- DAMAGED RELATIONSHIPS
- CHANCES OF RECOVERY REDUCED

REASONS FOR NON-ENGAGEMENT

PRIEPE ET AL (2005):
REASONS SERVICE USERS CITED FOR NOT ENGAGING:

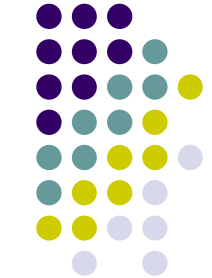
- REPORTED DESIRE TO BE INDEPENDENT
- NOT LISTENED TO
- NO ACTIVE ROLE IN TREATMENT
- THEIR EXPERIENCES NOT ACKNOWLEDGED
- POWER ISSUES
- PATRONISING MENTAL HEALTH WORKERS
- BAD EXPERIENCES OF MH SERVICES
- AFFECTS OF MEDICATION – SIDE EFFECTS
- NOT ACCEPTING ILLNESS
- NOT WANTING TO ACCEPT PATIENT ROLE

HOW DO WE HELP PEOPLE TO ENGAGE?



- TIME INVESTED BY ASSERTIVE OUTREACH WORKERS
- COMMITMENT
- EASY TO CONTACT
- VISITS IN ENVIRONMENT TO SUIT INDIVIDUAL
- NOT FOCUSSED ON MEDICATION
- SOCIAL, PRACTICAL SUPPORT (SHEPHERD ET AL (1994), RELATIVE VALUES)
- GIVEN ACTIVE ROLE
- THEIR EXPERIENCE LISTENED TO
- INVOLVEMENT OF COMMUNITY PHARMACIST RE COMPLEX MEDICATIONS, CONCORDANCE AND SIDE EFFECT ISSUES, SUPPORT WITH NURSE

REPORT ON ASSERTIVE OUTREACH IN ENGLAND STATED



‘ASSERTIVE OUTREACH IS REMARKABLY SUCCESSFUL IN ENGAGING SERVICE USERS AND LOSS OF CLIENTS RARELY OCCURS’

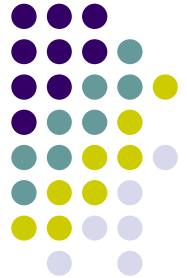
DOH OCTOBER 2005

2011-2012 Q3 Assertive Outreach Broken Engagement Summary

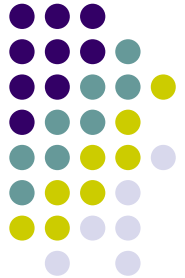
CQUIN

Team	Patient Level	Team Level	Calculated Indicator
South Staffs	There were no episodes of broken engagements as per CQIN schedule definition for this quarter.	0/242	0
Telford & Wrekin	There were no episodes of broken engagements as per CQIN schedule definition for this quarter.	0/62	0
Shropshire	There were no episodes of broken engagements as per CQIN schedule definition for this quarter.	0/100	0

CONCLUSIONS



- TIME INTENSIVE APPROACH
- EXPENSIVE
- INVOLVES SOME THERAPEUTIC RISK TAKING
- CHARACTER, ATTITUDES, VALUES, STYLE OF WORKING, ABILITY TO BE FLEXIBLE AND CREATIVE ESSENTIAL
- NEEDS HIGHLY SKILLED, KNOWLEDGEABLE AND EXPERIENCED STAFF
- FIDELITY TO AO MODEL
- PROMOTES RECOVERY
- PROMOTES SOCIAL INCLUSION
- HIGH CLIENT SATISFACTION



- IN THE PAST PEOPLE WERE EXPECTED TO FIT SERVICES
- THUS SOME PEOPLE WOULD NOT ENGAGE WITH SERVICES, THIS HAVING A DETRIMENTAL EFFECT ON THE COURSE OF THEIR ILLNESS AND THEIR QUALITY OF LIFE
- ASSERTIVE OUTREACH MODEL ALLOWS FOR A SERVICE THAT FITS THE INDIVIDUAL
- ENGAGING PEOPLE IN A CREATIVE MANNER IS THE CORE COMPONENT OF THAT MODEL AND IS CRUCIAL IN THE RECOVERY PROCESS