



Westminster Blue Light Project Achievements 2022

Introduction

In every area there are a group of change resistant, alcohol dependent drinkers who place a huge burden on public services with negative interactions including A&E, ambulances, police and council services. There is no strategic ownership of this group and there is a common belief that this is a 'lifestyle choice' and "*there's nothing you can do if someone doesn't want to change*".

We have partnered with Alcohol Change UK to adopt their Blue Light Protocol initiative ([The-Blue-Light-Manual.pdf](#)) to develop alternative approaches and care pathways for this group. The central message is that change is possible and the manual details positive strategies from health screening (understanding the range of physical conditions that can create a perfect storm of barriers to change from: fatigue due to liver disease, cognitive impairment and confusion due to infections), harm reduction advice, nutritional approaches and legal frameworks.

Any worker can use the manual but Alcohol Change UK have identified a number of elements to achieve local transformation in adopting Blue Light and we believe we are well on the way to achieving this.

Strategic ownership has been secured on the need to tackle this group – this work has been sponsored by the Safeguarding Adults Executive Board in Westminster, with widescale reach across agencies.

Training has taken place across specialist and non-alcohol specialists on the Blue Light approach including sessions on cognitive impairment, safeguarding and legal powers in relation to this group.

A **small test and learn cohort** - supported with an assertive outreach approach delivering person centred, trauma informed support, has been created to create live understanding of issues and learning loops

Through a simple **monthly workshop** formula we have delivered a wide range of small scale 'quick win' initiatives and work has begun on three larger scale systems change areas (around cognitive impairment, pabrinex and communication needs). It is clear that creating a space to bring organisations together, with direct feedback loops, that build bridges between key partners to use resources effectively, is paying dividends. This briefing describes the achievements over 2022.

Achievements for the 'test and learn' cohort of 10 Blue Light profile individuals

- 60% of clients now successfully accessing recovery services where 10% were at point of referral
- Of clients referred to ASC for care act assessments, 100% were successful, reducing risk of cuckooing and ASB
- Clients accessing primary health care more appropriately
- Recognition regarding the need for a different substance misuse treatment approach needed for clients experiencing cognition deficits - being explored with Turning Point
- Support for trauma informed approaches developed with Housing colleagues, reducing ASB
- Need for more trauma informed approaches identified for those experiencing MD accessing primary health care. Training video being created with Groundswell
- Clients supported accessing easy meals to reduce risk of malnourishment.
- Pabrinex offered to all, slow uptake initially, 10% of clients successfully receiving Pabrinex on a regular basis.
- Clients being assessed promptly by Speech and Language Therapist identifying essential communication/ cognition needs to support on-going support.
- Strong relationships formed with Met Police , London Ambulance Service, Turning Point

Reductions of negative costs on the public purse

Five clients had been on the Blue Light project for at least 6 months by December 2022. Their police call and deployments data from the six months before joining the Blue Light programme (December 2021 to May 2022) has been compared with the first six months while part of the programme (June to November 2022).

Figure 2. Police phone calls and deployments before and after joining the Blue Light/ Changing Futures programme – five clients

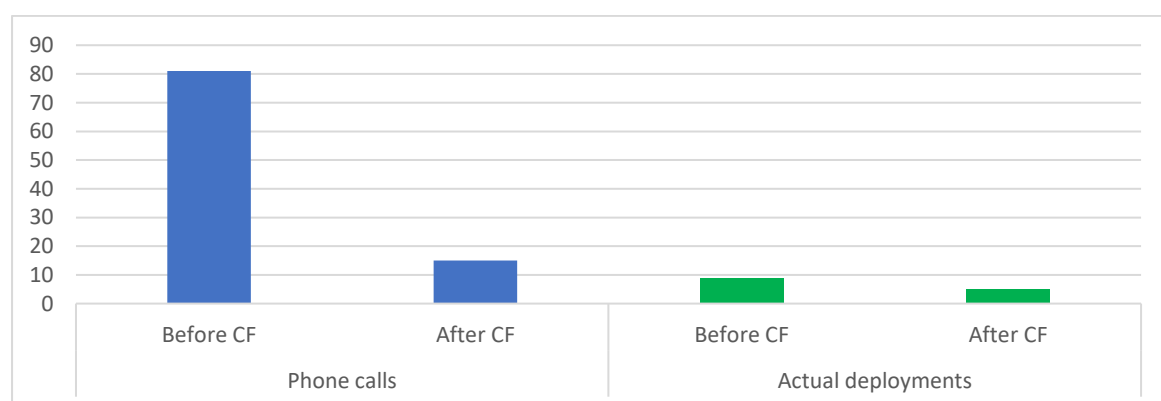




Figure 2 shows an 81% decrease in the number of police calls made between the two periods and a 44% decrease in the number of deployments.

Training delivered and numbers attended

| Course | Numbers | Services attended |
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| Blue Light - Working with resistant drinkers 5 January 2022 | 5 | CLCH (2), Westminster Floating Support (1), Housing First at Solace Women's Aid (1), CSTM (1) |
| Identifying & Addressing Cognitive Impairment in Dependent Drinkers 28 January 2022 | 15 | Met Police (2), SLAM (1), The Passage/ Marylebone Project (1), Floating Support, SOS (1), Compass Team (1), HHS (2), Passage HSS (1), Westminster Safe Space (1) CSTM (1), King Georges (1), DAWs (1) |
| Safeguarding vulnerable and dependent drinkers 22 February | 20 | PiH project (3), Compass (2), MORs (1), CSTM (2) THA (3), Housing First (1), SHP Floating Support (1), Bruce House Mayday (2), Routes Home (1), St Mungo's SOS (1), WWSS (1), Berwick Street (1), Metropolitan Police (1) |
| Blue Light - Working with resistant drinkers 18 March 2022 | 6 | Berwick Street (1), CLCH HHS (1), HSS (1), CSTM SET (1), Passage HSS (1), CSTM (1) |
| Blue Light - Working with resistant drinkers 10 May | 18 | CSTM (6), Westminster Social services (1), CLCH (2), Westbourne House (1), Metropolitan Police (2), The Passage (2), Hopkinson House (1), Compass team (1), Harrow Road (1) |
| Safeguarding vulnerable drinkers Tuesday 14 June 2022 | 25 | CNWL NHS Trust (9) [SPA, CMHTs, HHS (2), Social Care (2), Safeguarding (2), CSTM (2), Harrow Road (2), Passage (2), Imperial Trust (1), SHP Changing Futures (1), Octavia House (1)] |
| Blue Light - Working with resistant drinkers 6 July 2022 | 7 | Safeguarding (2), CNWL (2), Imperial NHS Trust (2), St Mungo's Westminster Outreach (1) |
| Safeguarding vulnerable drinkers Friday 15 July 2022 | 16 | SPA (2), Imperial Hospital (1), SHP Changing Futures (1), Homeless Health Service (3), King Georges (1), Bruce House RS (1), LBHF Safeguarding Team (2), The Passage (1), CMHT (1), LBHF Social services (1), Kean Street (1) |
| Safeguarding Vulnerable Dependent Drinkers 13 September | 15 | Hopkinson House (1), CSTM (1), SOS (2), Air Network (2), Westminster Reablement (1), Westminster social care (5), RBKC social care (3) |
| Safeguarding vulnerable drinkers 22 November | 10 | Groundswell (1), NHS (2), DAWs plus (1), Harrow Road (2), Great Chapel Street (1), The Lodge (1), London Navigators (1), The Passage (1) |
| Total | 137 | |



Blue Light Workshops & Themes

| Month | Theme |
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| January | Link up with Hospitals for Blue Light Clients |
| February | NRPF Blue Light clients |
| March | Brain Injury and Blue Light clients |
| April | Working with peers workers, family and friends |
| May | Safeguarding |
| June | Pabrinex/ Managed Alcohol Projects (MAPs) |
| July | Pabrinex/ MAPs in Westminster |
| August | Criminal justice link up |
| September | Reflections and learning from the test and learn cohort |
| October | Working with BAME individuals and communities impacted by dependent drinking – issues, approaches and reflections |
| November | Dual Diagnosis Team presentation and End of life care for substance users |
| December | Hospital special – St Marys Out of Hospital Care, High Intensity User and St Thomas Detox |

Project Work Achievements

| Gap/ issue identified | Actions delivered |
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| <ul style="list-style-type: none"> Access to treatment clarification needed | <ul style="list-style-type: none"> Publicizing widely that clients with pre-settled status (and those with a certificate of application) are eligible for detox. SLaM created and delivered training on understanding routes into detox and rehab working with friends and family. Tri-borough substance use team delivered a training course on understanding the route to detox and rehab. The Memory clinic triage are now aware not to routinely divert referrals for those drinking with memory issues to CGL alcohol service. |
| <ul style="list-style-type: none"> Barriers & blockages for diagnosis for people with cognitive impairment who continue to drink | <ul style="list-style-type: none"> New guidance created by Mike Ward and Leigh Andrews – link to document. New strategic problem solving space created – bringing together key health services and the ICB with a quarterly MDT to escalate cases falling between services. |



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| <ul style="list-style-type: none"> • Pabrinex (identified as a preventative strategy to reduce cognitive impairment) has only been available at certain venues making it hard for clients to access • Link up needed across sectors/ communication • Best practice / clarification of support & how to access • Reflecting on the needs of BAME communities | <ul style="list-style-type: none"> • Delivered specialist training on screening tools to key NHS teams. • Supported successful bids for extra neuro psychology and Speech and Language Therapy through the Rough Sleepers Initiative. • Work taking place to develop tools for front line workers. • Clarified pabrinex pathway with key local homeless GP surgery and key hostel working with older drinkers • Easy read Pabrinex leaflet under development • Pabrinex training for staff in development • Promoted join up with the police for this client group • Arranged CHAIN access for CGL Alcohol Liaison Nurses to improve communication. • <u>Created and circulated directory of key contacts in key hospitals (High Intensity User Teams, Homeless Discharge and Alcohol liaison teams)</u> • Created a Blue Light Project Webpage on HHCP website to store resources: <u>https://groundswell.org.uk/westminster-hhcp/blue-light-resources/</u>. • Shared examples of how a psychological formulation improved care planning for Blue Light clients. • <u>Created a directory of accessible MDT forums.</u> • <u>Reviewed and collated best practice examples of reaching BAME communities for alcohol support and treatment.</u> |
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| <ul style="list-style-type: none">• The need to address the communication needs of those with cognitive impairment with practical adjustments.• Staff said they needed training on how to reconnect clients with family members.• Gaps in end-of-life care needs for dependent drinkers | <ul style="list-style-type: none">• Organised an anti-racism and homelessness services workshop to create space for further discussion.• Training on communication needs delivered by SLT specialist organisation Change Communication lead by Leigh Andrews• Guidance for staff provided in SLT training. Range of practical adjustments (shorter meetings, practical support, creating quiet spaces, simplified languages).• SLaM created and delivered a training course on helping workers feel more confident to open the door on supporting workers to make contact with friends / family.• End of life and substance misuse best practice raised at ICB as part of their review.• Palliative Care Community of Practice organised starting in 2023 and running bimonthly. |
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