

## The HAZ pilot worked because:

- Clients attend appointments that are convenient for them, they access the service within the place they live and start treatment within a week
  - The clinic is timetabled around the needs of the clients
  - On-site testing allows scripting directly after assessment
  - A good working relationship with the pharmacist enables clients to take methadone scripts in front of the pharmacist
- Clients don't feel that they are being "messed about" or being given conflicting information, they don't experience difficulty accessing staff and information
- The openness and realistic method of the HAZ helps to ensure that prescriptions are adjusted to the individual and their changing needs
  - Clients are encouraged to be honest about their level of drug use so that the correct prescription can be made or adjusted as necessary
- Clients have better access to primary health care

## Conclusions and Recommendations

- Funding for this service continues with mainstream funding
- The necessary work is undertaken and funding secured to provide on-site primary care (hepatitis screening and vaccination should be provided within this)
- Key to the success of the pilot was the commitment to effective partnership and team working between specialists within the HAZ, SCDS and St Mungo's Endell Street Hostel
- We believe that other residential projects with similar client groups would benefit from a similar service. South Camden Drug Services and St Mungo's Substance Use Team would be happy to discuss developing this model in other accommodation sites
- The work required to measure activity and extract meaningful information on street-based and criminal activity is beyond the capacity of the HAZ pilot. We would recommend that funding is provided to carry out the research
- Clients' reluctance to access primary healthcare and concerns about moving into long-term treatment should be addressed early on

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### St Mungo's - Leading London's services for people who are homeless and vulnerable

We are best known for our outreach work and hostels for rough sleepers. But hostels are just a handful of over 60 housing projects we run, and we do much more than simply provide shelter!

Each night over 1000 people sleep in safety under a St Mungo's roof in our care homes & specialist hostels, supported housing or our short-stay hostels. Our 60 specialist workers meet a variety of needs, from help with mental health problems to drug abuse to support in setting up in a new home. We run two day centres, and also provide London's largest directly delivered activity, training and employment programme - giving 2000 homeless people a year a chance to improve their lives.

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## LONDON'S FIRST ON-SITE PRESCRIBING SERVICE

### At a St Mungo's homeless hostel

The pilot of the first Health Action Zone (HAZ) prescribing within a homeless hostel was funded and run jointly by South Camden Drug Services (SCDS) and St Mungo's Endell Street Hostel. It successfully engaged, referred and retained hard to reach drug users. And it won the Care Trust Award for most Innovative New Service.

This is the first time that residents have been prescribed on-site in a hostel where they live. Endell Street Hostel houses 93 men and women, many of whom use and inject a wide variety of substances. Historically this client group has been very difficult to bring into treatment and they have often found it difficult to comply with the demands of treatment. The pilot seeks to make it as easy as possible for the clients to engage and stay in treatment.

### Key Outcomes

This is a complex client group, which can and will engage with treatment services when those services are responsive and compassionate.

During the HAZ pilot, clients demonstrated:

- A high level of retention in treatment
- Excellent compliance
- A significant reduction in heroin use (See Charts 1 and 2)
- The ability to move people into mainstream services, detox and long-term housing.

Chart 1

Frequency of Heroin use over 30 days

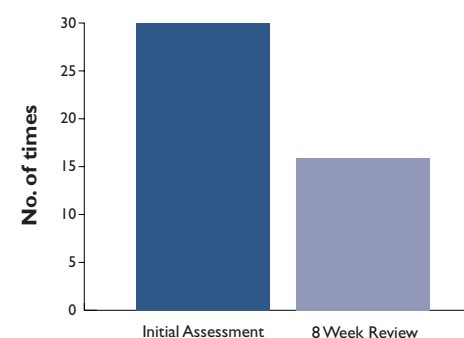
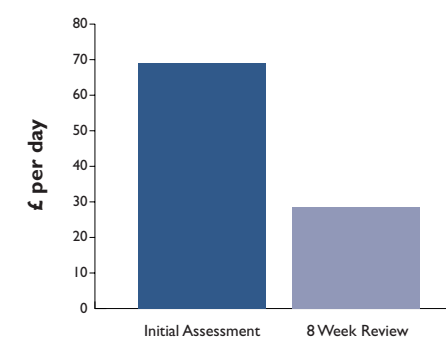


Chart 2

Heroin usage (£) per day



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### The Hostel

Endell Street is located in the West End of London and houses other homeless men and women as well as those with drug, alcohol and mental health support needs. The hostel has a dedicated 15-bed Substance Reduction Unit that provides pre-treatment stabilisation and specialist staff from St Mungo's Substance Use Team. And there are specialist mental health workers, mentoring and resettlement staff, who work with all residents.

### The Client Group

As well as living at Endell Street for 12 months, clients were required to meet at least one of the following criteria:

- Injecting or high-risk drug use
- Poor physical and/or mental health related to their drug use
- A history of poor engagement with treatment services
- A history of street-based nuisance

### The Service

There are two weekly clinics. Two nurses and one doctor staff each clinic. Staff from the Endell Street Substance Use Team are also available during these periods as well as during the rest of their hours to assess, support and offer specialist keyworking to HAZ clients.

### Retention

At the 8-week reviews 31 of 33 (94%) clients were still in treatment. At the 16-week review, 19 of 22 (86%) clients remained in treatment.

All clients remain on Supervised Self-Administration (SSA) of methadone (they must take each dose under the supervision of a pharmacist). This is to prevent the leakage of methadone into the current street scene and allow staff to monitor compliance. SSA attendance has generally been excellent (95%). Other service providers find the average rate is usually between 60%-70%.

There has been a significant reduction in drug use and injecting behaviours. See Charts 3 and 4.

Chart 3

Frequency of injecting over 30 days

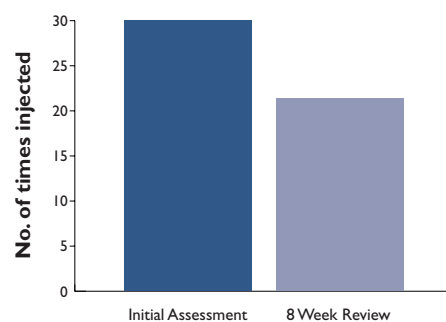
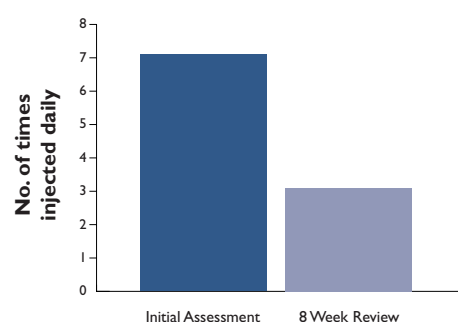


Chart 4

Frequency of injecting per day



### Improved Access

Staff and residents identified problems in accessing local services because of a range of problems, including:

- Long waiting lists
- Over-structured programmes with high demands on clients that increased the risk of them dropping out or being excluded from the programme

Residents were consulted about overcoming these barriers and the HAZ was designed to facilitate access into treatment. The HAZ successfully engaged over 30 clients in treatment in a short period of time.

Clients have also been involved in the monitoring group and in developing clinical governance.

### Primary Health Care

Many clients are reluctant to access primary health care services and emergency medical services, even when it is serious or life-threatening. Many are resistant to the idea of inpatient treatment.

This can generally be attributed to a range of problems including:

- Poor previous treatment experience
- Having had prescribed methadone reduced or stopped on admission
- Fear of losing benefits or accommodation
- Fear of losing contact with their social network

The HAZ was able to address some of the key issues clients have with accessing primary health care and made some improvements.

### Outcomes

In order to demonstrate efficiency the HAZ was set the following targets, and all were exceeded:

Success Indicators	Target	Actual
No. of residents assessed	40	45
No. of residents scripted	30	45
Minimum occupancy of service (%)	80	100
No. of clients in treatment at 16 weeks (%)	50	86

Other outcomes include:

- 29 clients attended A+E or GP surgeries
- 11 referrals to South Camden Drug Services

In-house activity at Endell Street also improved:

- Involvement in non-drug related activities increased. The activities' coordinator reported 26 of the clients have taken part in activities such as drama, art, computers, music and writing
- 11 clients took advantage of the Substance Use drop-in service. They had not previously attended
- 13 clients used the Needle Exchange. They had not previously used.