

“EIS gave us the wake-up call”

Southwark Enhanced Intervention Service (EIS) 2019-2020 Outcomes.

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1. Service context

- Southwark EIS is a community intensive service in the context of the Transforming Care agenda and is the tier above existing local community LD services.
- The service is recognized as one of the good practice examples in the *Model Service Specifications* (NHSE, 2017).
- EIS has been running since 2014 and since 2015 has been funded yearly out of the Better Care Fund.

2. Aims of the service

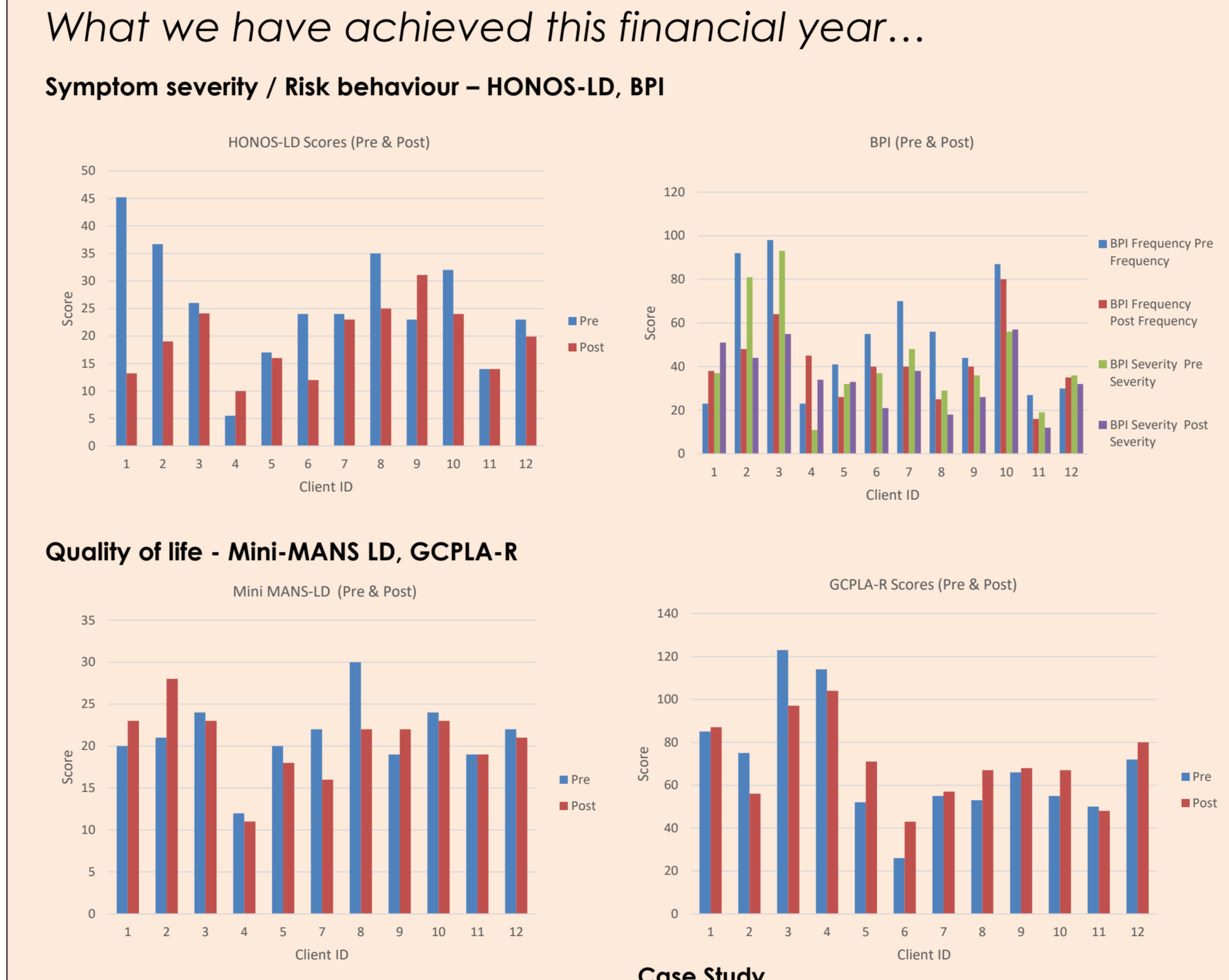
- Crisis Support:** Rapid, flexible, intensive assessments and interventions to prevent potential service/family breakdown/hospital admission.
- Clinical leadership with Service Design & Transition Planning:** to support the step-down to less restrictive local community placements.
- Strengthening Services:** Working preventatively with local services to increase their capacity to create capable environments.

3. Service Model

- Multi-agency service across SLaM, GSTT and Southwark LA
- Positive Behaviour Support
- Systemic approaches
- CPA care coordination & risk management
- Speech & Language Therapy
- Specialist LD Nursing
- Bespoke training and consultation
- Benchmarking service quality

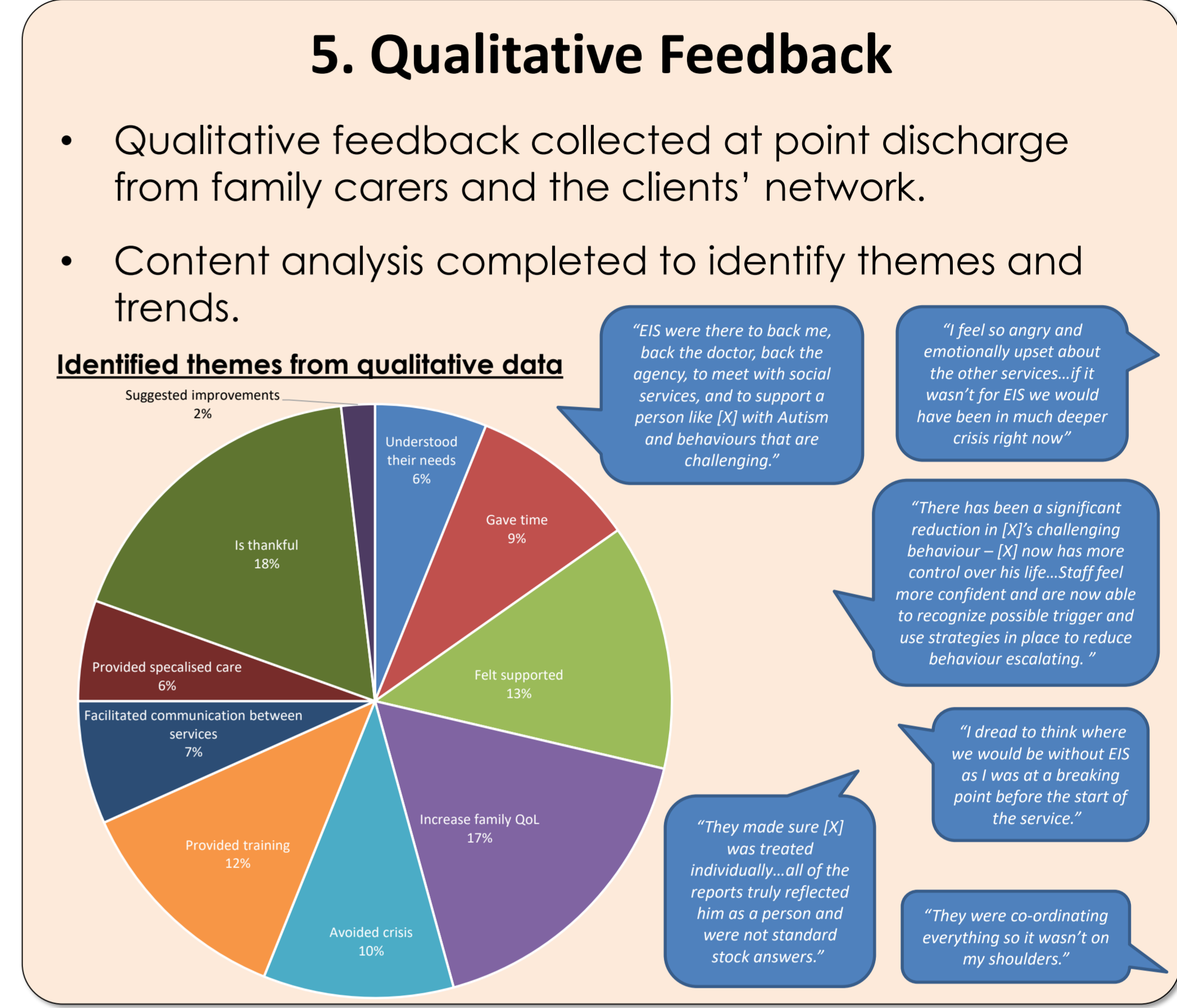
4. Outcomes: Apr '19 – March '20

- 16 adults with LD supported at point of crisis to stay locally, preventing a move out of area, or to a restrictive environment or hospital admissions (4 consultation only).
- 1 adult with LD successfully supported to return to the borough in a community placement.



Family Distress – BFDS

Case Study
Background: 28yrs old male, moderate LD, ASD, complex needs & behaviours that challenge. History of multiple placement breakdowns, restrictions & abuse practice.
Referral: Crisis referral following transition to new supported living services, escalating risk behaviours. Risk of placement breakdown.
Intervention: Reviewed & updated formulation, behaviour support and health documentation; Observations, modelling and provided bespoke staff training sessions; reducing restrictive practices; provided service feedback to LA.
Clinical Outcomes: reduction in frequency and severity of risk behaviours; improvements in quality of life and well-being, more positive relationship with staff.
Service Outcomes: strengthened provider documentation & processes (monitoring data, risk assessments); positive monitoring within a practise leadership framework, improved staff confidence and relationship with client; improved service relationships with mainstream health services.



6. Themes

- EIS input results in positive change and risk reduction; meeting the transforming care agenda priorities.
- Negative outcomes can be attributed to: (i) educational placement breakdown, (ii) difficulties with service providers, and (iii) uncertainty in long term planning; informing future service developments.
- Systemic and multi-agency work enables change at several levels.

Acknowledgements & Contacts

- South London & Maudsley Trust
- London Borough of Southwark
- Guys & St Thomas's NHS Trust (SaLT)

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