

Carl - from a dark place to a brighter future

When we first met Carl, he'd been using drugs for 20 years. He was smoking heroin and crack every day and his mental and physical health were both declining. Carl was living with his Dad and their relationship was at breaking point. In Carl's own words, he was in a "dark place" when he met James, one of our Wakefield-based Multiple Needs Navigators.

Respect and trust

WY-FI Navigators spend time getting to know beneficiaries. We'd been working with Carl for a while when we suggested a referral to Turning Point to help him address his drug use. Carl agreed, and as a result he's been able to stop using heroin. Carl's now being prescribed methadone, which he's managing well. To begin with, he was required to collect his prescriptions daily. With WY-FI's support, Carl's built a trusting relationship with his prescribing team and is now able to collect them once a week.



Turning Point

WY-FI
Navigator
Model

DWP



Building a new future

As Carl's mental health started to improve, he found the confidence to move out of his Dad's house and into his own place. He has a support plan in place to eventually come off methadone completely. He's also found a companion in recovery - rescue dog Diesel - and for the first time in a long time, Carl has hopes for a brighter future.

Setbacks in recovery

Unfortunately recovery isn't always plain sailing though, and Carl's had a couple of setbacks. He was diagnosed with epilepsy, and the risk of seizures knocked his confidence. We've supported Carl to stay on track with his appointments and medication and gradually he's learning to manage his condition.

We also helped Carl resolve an ongoing Personal Independence Payment (PIP) dispute, and as a result Carl received a significant back payment of money from the Department for Work and Pensions (DWP). Unfortunately, large sums of money can be a trigger for relapse, so our Navigator was on hand to help Carl manage his finances and stay on track with his recovery. WY-FI works closely with the DWP to look for ways to provide the best and most appropriate support for people experiencing multiple needs.

About the WY-FI Project

Our vision

By 2020 adults with multiple needs in West Yorkshire should have the opportunity of:

- a settled home
- positive health and wellbeing
- access to education and employment, and
- trust in a positive future

Ethos

Individuals with multiple needs:

- are supported by Navigators who build trusting relationships over time and who are service neutral
- receive person-centred support to achieve their hopes and aspirations, and
- inform future delivery models and innovation

What we do

WY-FI supports people who are not engaging effectively with services and are experiencing entrenched needs in **at least three** of the following four HARM areas:

- Homelessness
- Addiction to drugs and/or alcohol
- Re-offending
- Mental ill-health

Working together

WY-FI does not deliver services but works with existing local services to co-ordinate and work together effectively to fully meet individual needs in a person-centred and co-ordinated way via a Multi-Agency Review Board (MARB)

Carl

Before WY-FI

Carl, a long-term drug user was smoking heroin and crack daily. Poor health, strained family relationships and issues with benefits left Carl in a very dark place - physically, mentally and emotionally.



Homelessness

Carl was struggling with his current living arrangements and didn't have any other housing options.



Addiction

Carl had been using heroin for 20 years and was physically dependent.



Re-offending

No issues in this area.



Mental ill health

Carl was experiencing sleep deprivation and depression.

Chaos Index Score
37

Outcome Star Score
15

Chaos Index Score (also known as NDTA score) is an assessment undertaken by a navigator to establish whether an individual will benefit from WY-FI support against a series of need criteria. This is repeated regularly to measure progress.

The Navigator Team in Wakefield have supported Carl to:

- Stop using heroin and progress into sustained recovery
- Move into his own home
- Manage his epilepsy
- Gain the confidence to start rebuilding his life

Joining WY-FI
September
2017



Homelessness

Carl has made a fresh start in his own home and manages his own tenancy and bills.



Addiction

Carl is abstinent from heroin and stable on methadone, which he hopes to reduce over time.



Re-offending

No issues in this area.



Mental ill health

Carl's mental health has improved. He's re-building his confidence and spending his time more meaningfully.

Chaos Index Score
19

Outcome Star Score
48

Outcome Star Score is a self-assessment tool for beneficiaries to measure their distance travelled.

"To anyone that's gone through addicton - don't give up.
Stick with it, it does get easier."

Carl - Wakefield

After WY-FI