

The Corner:

Dundee City Health and Social Care Partnership

An example how Dundee City Health and Social Care Partnership (HSCP) redesigned vital services by using 'Near Me' and a collaborative approach, to meet the needs of the young people using the service.

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Rose, 18 years old (young person who uses The Corner services)



Challenge

Dundee City HSCP's 'The Corner' provides holistic, person-centred, services to young people, including sexual and emotional health support, counselling and crisis support. It is delivered by a multidisciplinary team comprised of nursing, health promotion, counselling and youth work staff.

Prior to COVID-19, all of The Corner's services were delivered face-to-face through a city centre drop in and city-wide outreach services. Without sexual health service provision, including the provision of condoms, robust contraception and emergency contraception, there were concerns regarding the added impact to already stretched GP and pharmacy services. Further concerns were that vulnerable young people would be unable to afford robust pregnancy testing kits, nor able to afford kite marked condoms, and were therefore more at risk of unwanted pregnancies during this time.

There was concern that vulnerable young people could be at increased risk of adverse outcomes for unintended pregnancies without having access to:

- pregnancy test support
- follow up, and
- support to access terminations.

This could have a long-term detrimental effect on these young people and their babies.

There were also significant concerns about young people's mental health during COVID-19 with heightened anxieties and mental health problems from being isolated and unable to access emotional health support (Youth Link Scotland, 2020).

What was done differently?

The Corner developed new services, pathways and processes to effectively deliver daily virtual drop in's and 1:1 appointments using 'Near Me'. Drop in services are now available by appointment and a self-service area was created to allow self-taken BMI and blood pressure recordings. This limits contact with staff, while still ensuring safe effective practice for contraceptive services.

Existing collaborative cultures were enhanced through alternative working practices. Multi-agency hubs were set up to make pregnancy tests, condoms and contraception available for collection by arrangement by young people in their own communities. These hubs included teams from education, community learning and development youth work, community officers and community health teams. Emotional health support is also offered to young people in these community hubs.

In line with the Faculty of Sexual Reproductive Health COVID-19 guidance, systems were adapted to allow The Corner to issue longer supplies of contraception remotely. This negates the need to see the young person, thereby helping ensure safe effective practice (Faculty of Sexual and Reproductive Health, 2020).

Outreach support is delivered to vulnerable groups through virtual group work in collaboration with partner agencies. Social media used as a platform to disseminate health information and engage with young people and partner agencies.

An example of how Health and Social Care Partnerships are responding to planning and commissioning challenges in the context of COVID-19

Key insights: Deborah Syme, Team Leader, The Corner

"In many ways this has been a refreshing and positive time for The Corner. Departments within NHS Tayside and Dundee HSCP have been solution focused - obstacles to adapting services to meet young people's needs during COVID-19 have been easily overcome.

Some young people have opted out of video consultations, preferring not to be seen face to face. There are also issues around privacy, with parents or carers nearby, so it is important to offer a choice to people wishing a service.

An adaptable and responsive Corner team has helped ensure young people's needs were central and paramount to any service changes. However, very limited face-to-face contact with all young people, including Dundee's most vulnerable, will have undoubtedly further marginalised a small number without the digital capacity to engage in online or telephone services."

Experience of change

"The Corner staff at their core, are kind and they listen non-judgmentally. Empathy and care build the foundation of their work, not to mention the huge breadth of skills, knowledge and expertise that the staff have. Online interviews, one-to-one and counselling have the same warmth and inclusion of face to face and the video platform is easy to understand. Everything comes with a few technical difficulties, however, they are quick to solve and ever improving".

Rose, 18 years old (young person who uses The Corner services)

the corner
young people's health and wellbeing service

Dundee
Health & Social Care
Partnership

Good Practice Framework for Strategic Planning

The Strategic Planning support team in the ihub have developed a [Good Practice Framework for Strategic Planning](#) to enable practical and constructive local conversations on strategic planning.

Build a planning culture → Analyse → Plan → Deliver → Review

This insight demonstrates the following good practice:

- maintains a clear focus on prevention
- displays collaborative leadership and respectful engagement
- identifies the impacts of potential change on service volumes, physical and human resources, and
- creates platforms for a new type of engagement and co-production with people who use services.

Reflections and references

How can HSCP's further reach out and provide vital services for citizens who do not have access or confidence to use digital platforms?

Faculty of Sexual Reproductive Health (2020) FSRH guidance on PPE and the easing of services when delivering SRH care during COVID-19:

www.fsrh.org/documents/fsrh-position-essential-srh-services-during-covid-19-march-2020/

Youthlink Scotland (2020) Lockdown Lowdown - what young people in Scotland are thinking about COVID-19:

www.youthlinkscotland.org/media/4486/lockdown-lowdown-final-report.pdf

The Corner website: www.thecorner.co.uk

If you are interested in exploring something similar in your area or to find out more, please get in touch.

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