

Complex Needs Service

Launching in March 2022, the Complex Needs Service is a brand new model that will provide a specialist, highly personalised service for individuals presenting with multiple and complex health and social care needs who are not able to engage with mainstream services in Glasgow. The Complex Needs Service will become the interface between Homelessness, Alcohol and Drug Recovery Services, Mental Health, Justice Services and third sector organisations in Glasgow City.

The move to Complex Needs comes after several services quickly adapted to the challenges presented to them due to the COVID-19 pandemic. Throughout the pandemic, it was recognised that the response by the Homeless Health Services and Asylum Health Bridging Team (collectively known as the Homeless and Asylum Health Services) to this high-risk population achieved positive and sustainable outcomes with increased engagement, service retention and a significant decrease in risk.



Stock Photos, posed by models

Complex Needs Service

As a result, the extended review process recommended a move towards a Complex Needs model outlining a staffing skill mix across Health and Social Care.

As such, the Complex Needs Service will replace the Homeless Health Service model, including criteria, which moving forward will focus on complexity and risk rather than homelessness status alone. The new model will be developed taking into account the views and experience from individuals with lived experience. In addition, an HR implementation plan has already been completed which has amalgamated the separate teams into a single Intra-Disciplinary Team, offering improved wrap around care for service users.

The new model does not include the Asylum Health Bridging Team which is a separate service, as further funding and additional staff resource has previously been secured.

The Complex Needs Service will be subject to continuous improvement and review arrangements overseen by the complex needs strategic oversight group, ensuring key partners remain involved in the development and progress of the change.

The Complex Needs Service will launch in March 2022.

To find out more about Complex Needs please email lisa.ross@ggc.scot.nhs.uk

Complex Needs Model: Governance

