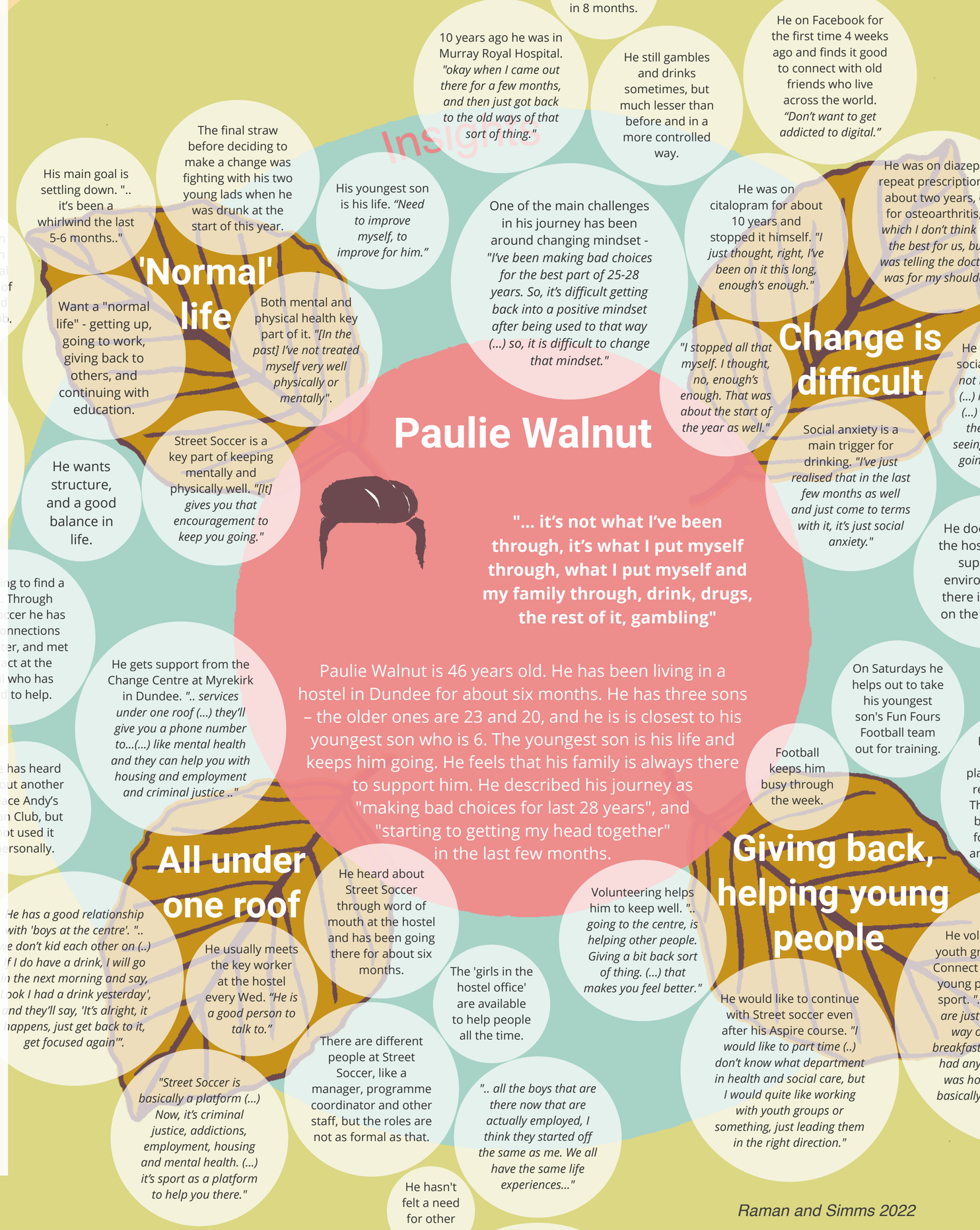
Digital Lifelines

Defining opportunities and a collective vision to reduce risk of harm & support people who use drugs to live well.

The programme is led by Digital Health and Care Directorate at the Scottish Government, with core partners including Drugs Research Network Scotland, Scottish Council for Voluntary Organisations, Turning Point Scotland, Connecting Scotland and Digital Health and Care Innovation Centre. Innovation School researchers employed participatory approaches to integrate a diverse range of perspectives – delivery partners, people who use drugs, organisations delivering services and the wider sector. A bespoke visual tool designed around the metaphor of a 'healing forest' enabled people with lived experience to share their journeys, to support an in-depth understanding of what matters to them.

"Street Soccer (...) it's criminal justice, addictions, employment, housing and mental health (...) it's sport as a platform to help you..."



Raman and Simms 2022

Translating Insights into Concepts

The collective vision emerging is that people who use drugs, particularly those with multiple, complex and enduring needs, will have access to **integrated digitally enabled services to receive support in a way that works for them, which includes a 'no wrong door' approach with joined up services**. For example, by addressing challenges of accessing services for the first time, *"...but once you get through that door, the help's there"*, and enabling access to support *"under one roof"*, as highlighted by participants. The findings and recommendations from the work has informed the strategic plan for the next two years of the national programme, with DHI continuing to facilitate co-design, development and testing of the digitally enabled solutions and services with people who use drugs and those providing care.

"We now have a clear set of requirements for the next phase of work, a means of communicating this clearly and visually and enhanced strategic coherence across numerous delivery partners."

Digital Health & Care Innovation Centre