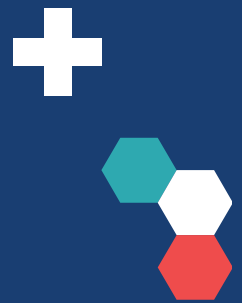


# Integrating care to meet social welfare legal needs in life-limiting illness - qualitative investigation of a multi-agency, complexity- informed intervention



Dr Colette Hawkins

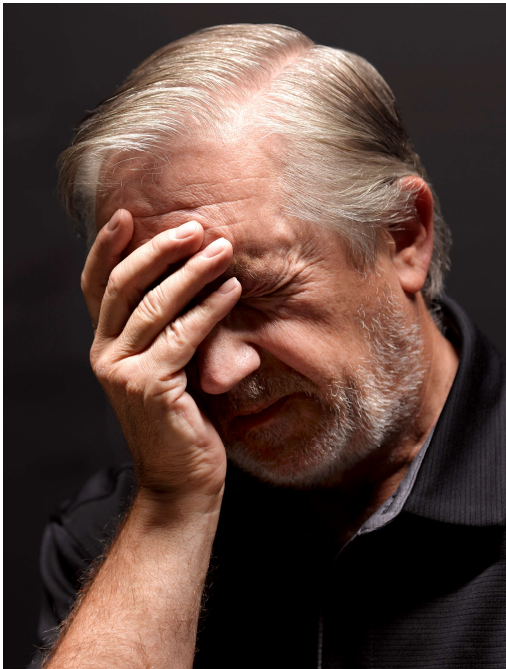
Academic Consultant in Palliative Medicine at South Tees NHS FT

Honorary Senior Lecturer, Newcastle University



# Context

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Social Welfare Law provides range of **rights, entitlements and protections**



INCOME  
SECURITY



HOUSING &  
PROPERTY  
SECURITY



EMPLOYMENT  
EDUCATION  
PROTECTION



FAMILY  
CHILDREN



IMMIGRATION  
STATUS



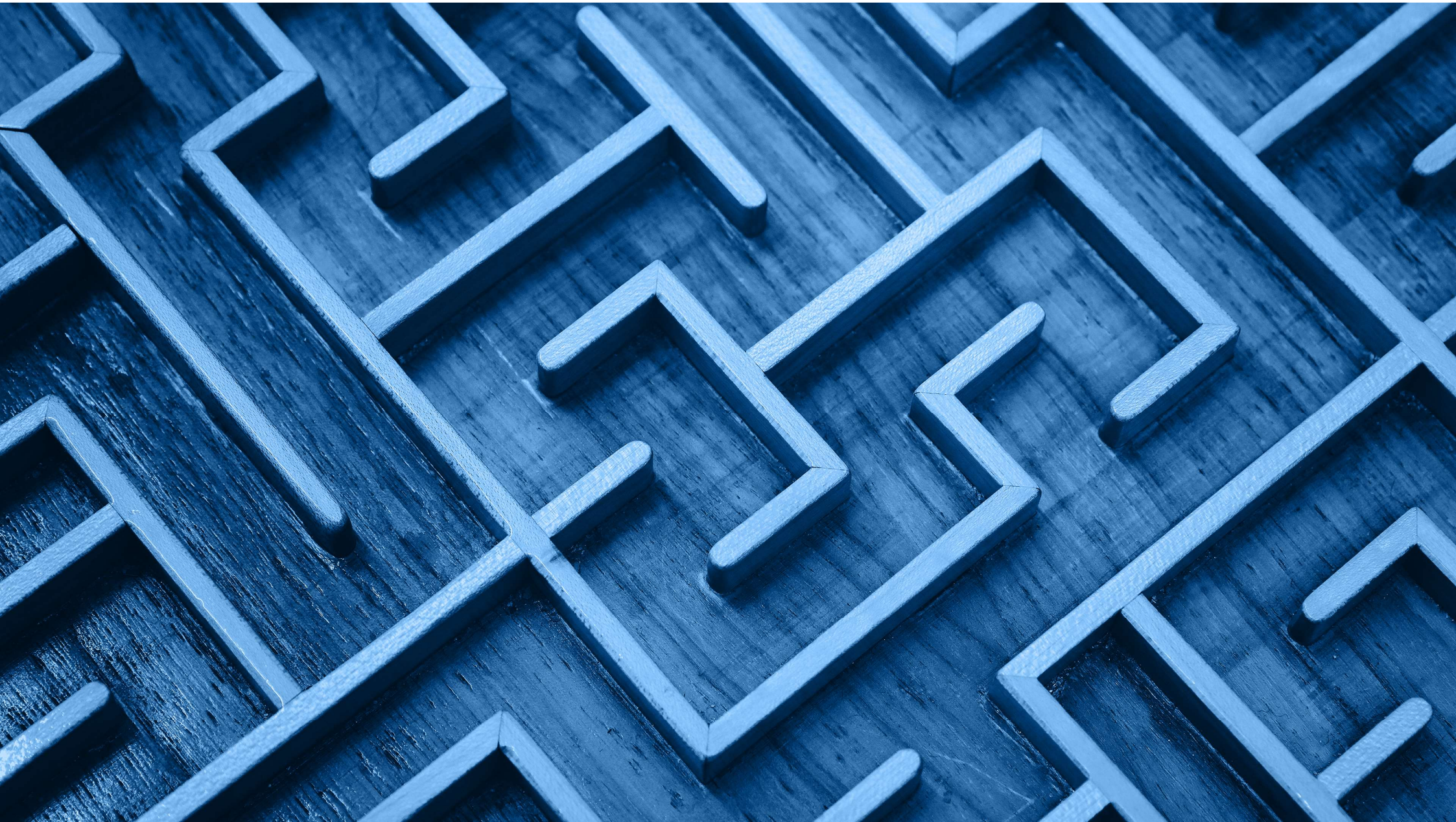
PROTECTON  
FROM  
DISCRIMINATION



PROTECTION  
FROM  
ABUSE/VIOLENCE



RIGHT TO  
COMMUNITY  
CARE





A 3D rendering of a puzzle with one red piece standing out among many grey pieces. The red piece is in the center, and the grey pieces are arranged around it, some of which are slightly raised or recessed, creating a sense of depth. The background is a light grey color.

# ARC NENC Project

- How can we respond more effectively?
- What does a system response look like?
- Can interprofessional learning support a connected system response?



# Activities

- PPI focus groups
- Stakeholder events
- Online interprofessional learning events
- Final workshop





# Public

- Huge challenges
- Empowerment
- Supported navigation
- Timely – early
- Compassionate
- Resource in their own right



# Services

- Common ground; desire to connect
- Limited by:
  - tradition
  - transaction
  - rules
  - governance/accountability
- VCSE critical intermediaries
- Healthcare default



# Healthy system response

- Inclusive
- Person-centred
- Connected
- Geographically defined
- Dynamic
- Transactional and relational



# Interprofessional learning

- Pooling expertise
- Learning through stories
- Barriers:
  - Covid
  - Language
- Relationships built



# Outputs

- NIHR End of Life Partnership
- Cost of Dying Conference
- Routes to Rights website
- Interventions: IPL and peer support network



## Still growing

- Inequalities
- 'End of Life'
- ICS Inequalities Academy
- End of Life Academy



# Managing the opportunity

- Funding: team/time
- Challenging a culture



- Thank you
- Colette.hawkins@nhs.net
- Youtube: Legal Needs in Life-Limiting Illness
- @ColetteYcla