

Scottish Families Click & Deliver Naloxone Service - 1 year on

In 2020, Covid-19 restricted drug treatment services ability to supply naloxone to at-risk individuals and those who come into contact with them. The Lord Advocate confirmed that it would not be in the public interest to prosecute any individual working for a service registered with the Scottish Government Population Health Directorate who supplies naloxone to another person for use in an emergency to save a life.

Scottish Families Affected by Alcohol and Drugs (Scottish Families) have always been advocates for naloxone distribution and champion the importance of families having access. We have always been able to educate and train families in the use of naloxone but were unable to supply kits. The responsibility was then with the family to access a supply through drug and alcohol services or a community pharmacy.

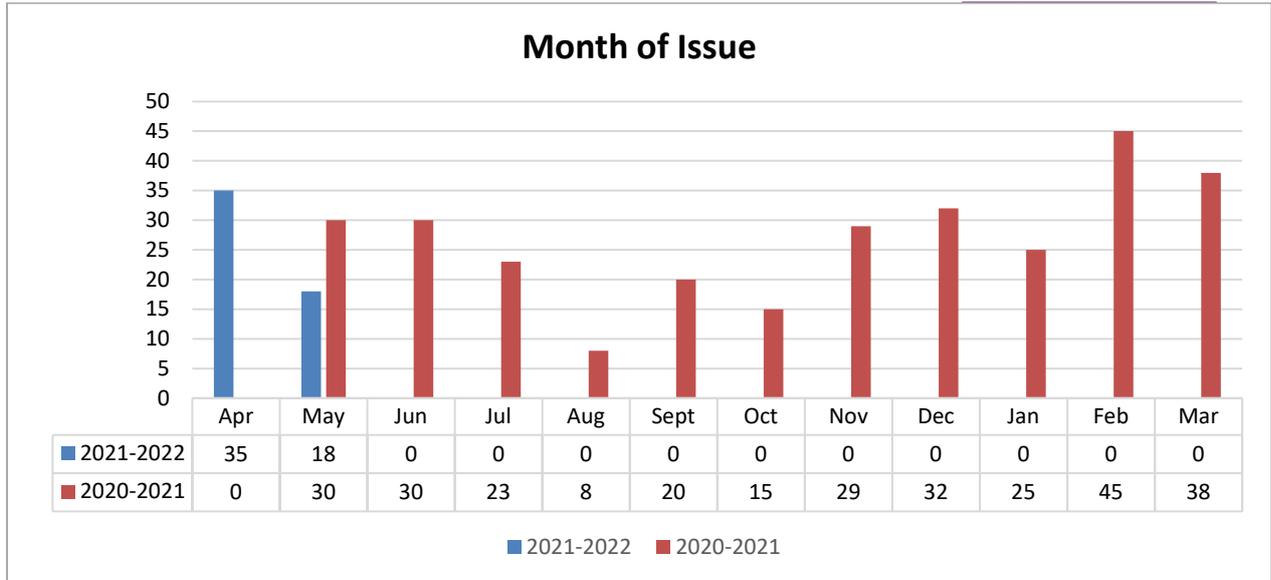
In early May 2020 we were approached by our colleagues at Scottish Drugs Forum (SDF) who asked if we would be interested in running a naloxone service. This was a no brainer for us as it meant we could get naloxone to families easily and if we could support the wider distribution it could only make things better. We believe it is a collective societal responsibility to reduce the number of drug-related deaths and if this provision could support that then we would make it happen.

From initial discussions with Kirsten Horsburgh from SDF our service was up and running within 2 weeks. We created our online web portal for people to apply for a kit online. Kirsten took the responsibility of sourcing our supply of Prenoxad kits (the most important part!). As the Scottish Families team were all home working, the service launched and runs this from the home address of our Helpline Development Officer, Suzie Gallagher. We registered with the Scottish Government Population Health Directorate and are now a recognised organisation with authority to distribute naloxone supplies.

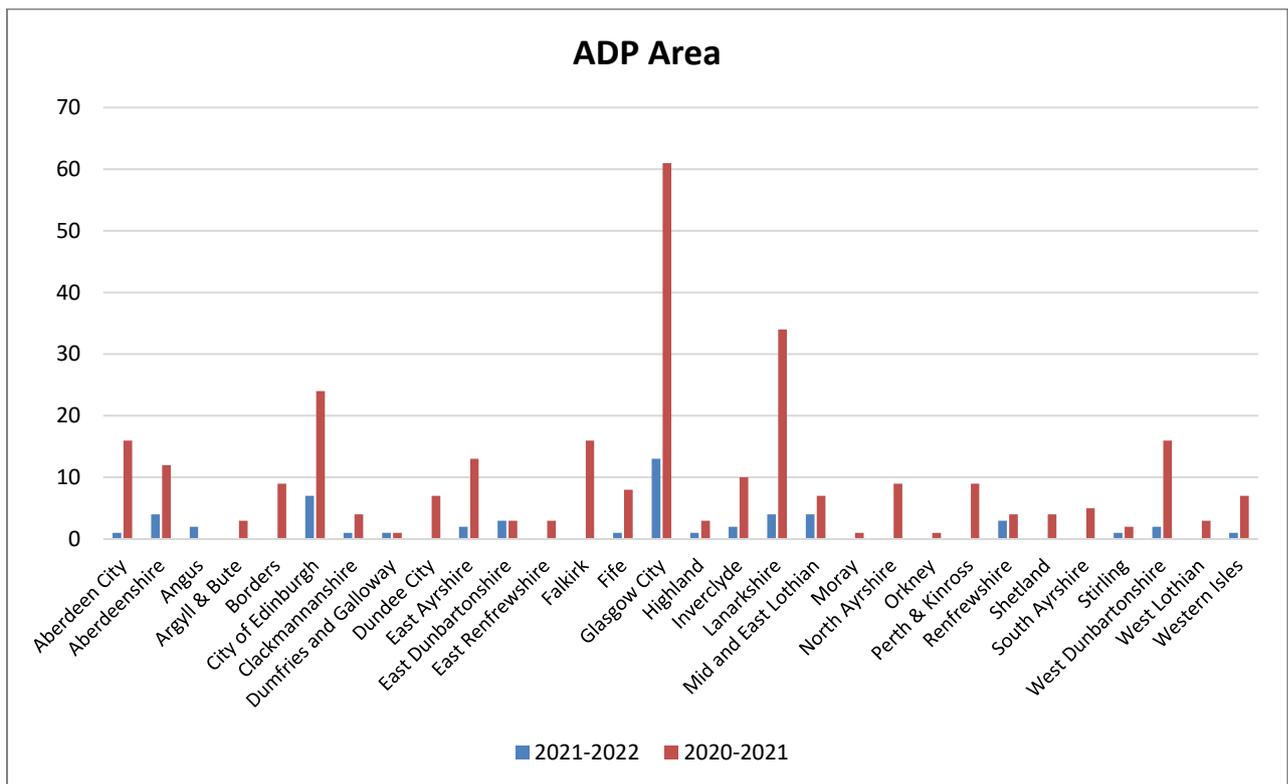
Within the two weeks while we were waiting for our naloxone supplies to arrive, we made enquiries with families and people who use drugs to find out what would be an easy way for them to access a kit. We strongly believe the easier and quicker it is to access a kit the better. From our discussion, the service was welcomed and there was a great appeal around our service being a discreet way to access a supply with no interrogation as to why they want a kit.

Our service went live on 18th May 2020 with no advertising other than a tweet to say we were live and asking followers to spread the message.

In the first year we have issued **348 kits**.



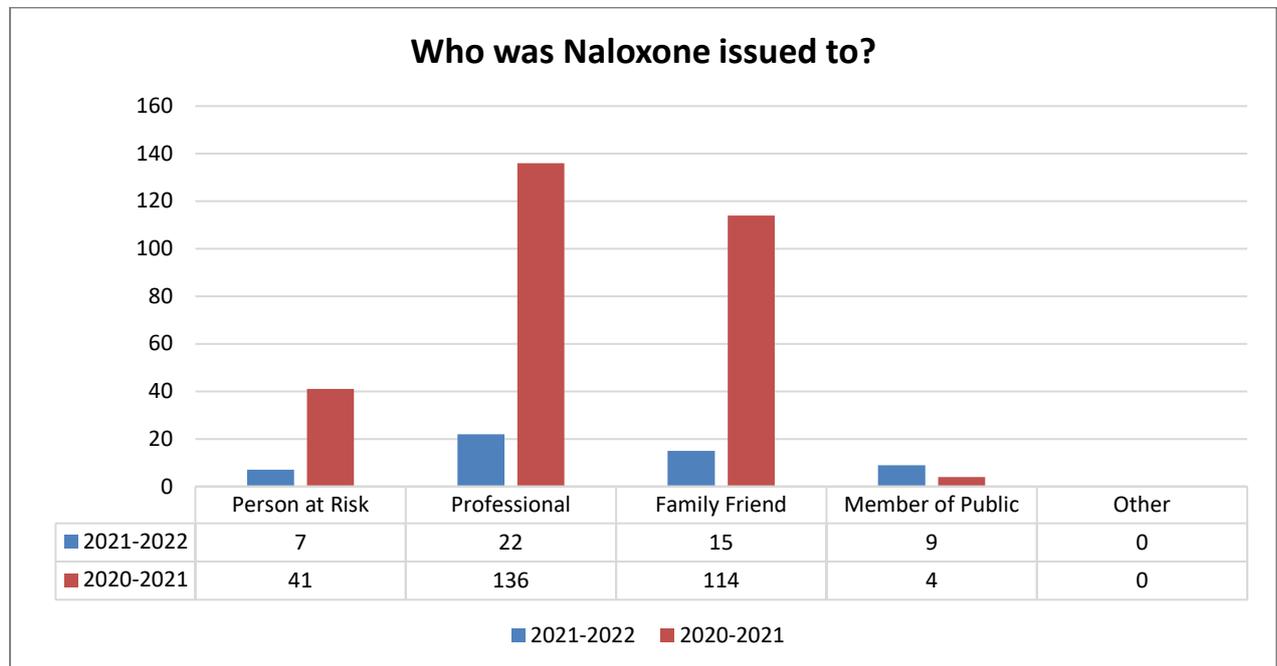
We have reached every Alcohol and Drug Partnership (ADP) area in Scotland



We have received 43 requests for kits from individuals who do not live in Scotland (England, Wales, North Ireland and Eire). These are not included in these stats as we unfortunately cannot provide a kit. In these instances, we will respond to their request via email or phone. We explain that we cannot provide a supply but provide details of where they can access a kit local to where they live. If they have not provided an email or phone number we send the

individual a letter with details of local provision. This can take time to identify suitable services but it is time well spent to save a life.

We have received requests from a wide range of individuals.

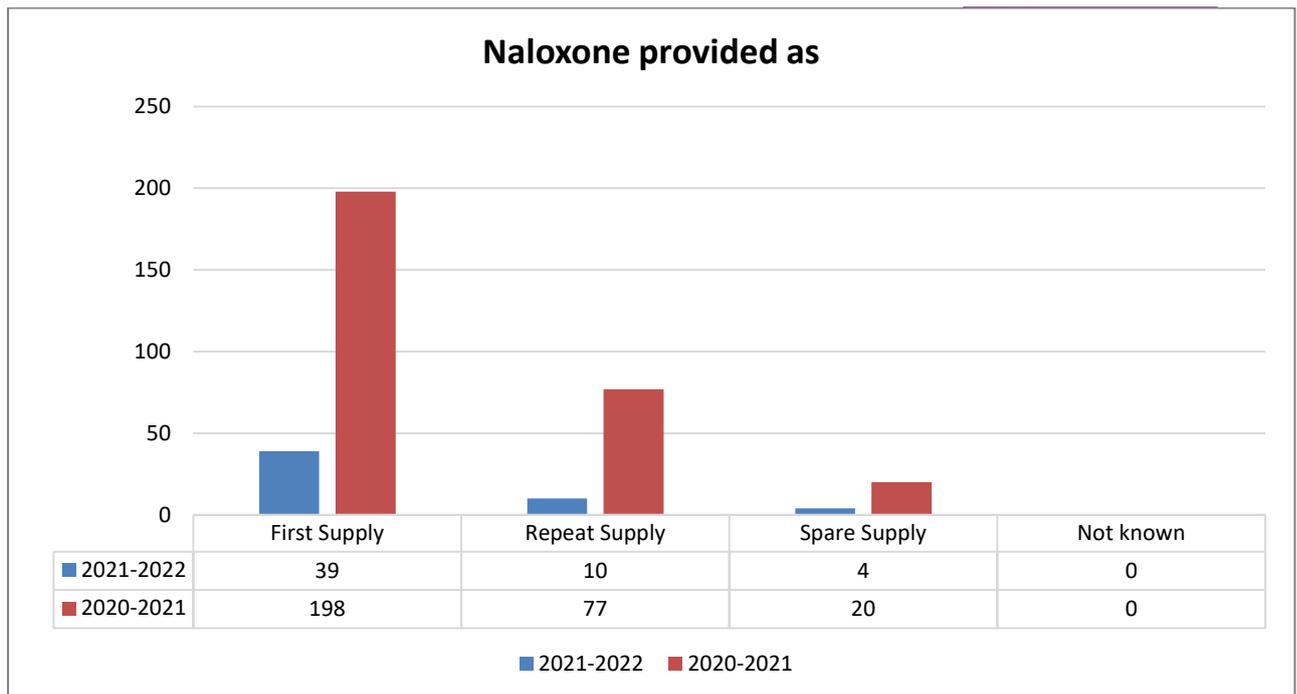


'Professionals' are individuals who want to carry a kit during the execution of their work or volunteer role. Examples of the professions are Security Guard, Taxi Driver, ScotRail Ticket Inspector, Foodbank Volunteers, Covid Community Responders, Homeless Workers or Street Team Volunteers, Faith Leaders, Refuse Collectors, Mental Health Peer Volunteers and Department of Work & Pensions to name a few.

We have members of the public requesting kits who are willing to intervene in their community in the event of an emergency.

- One individual had provided CPR to a person who overdosed in the street the previous week and did not know about naloxone until the ambulance arrived. They researched it online and found our service. They are now more prepared should the need arise to provide lifesaving support to another person.
- A university student experienced a friend overdose on opiates and wanted to make sure they had a naloxone kit just in case.
- One individual who is aware that people inject drugs in the close where they live wanted to have a kit should they need to provide support to someone if they overdose.

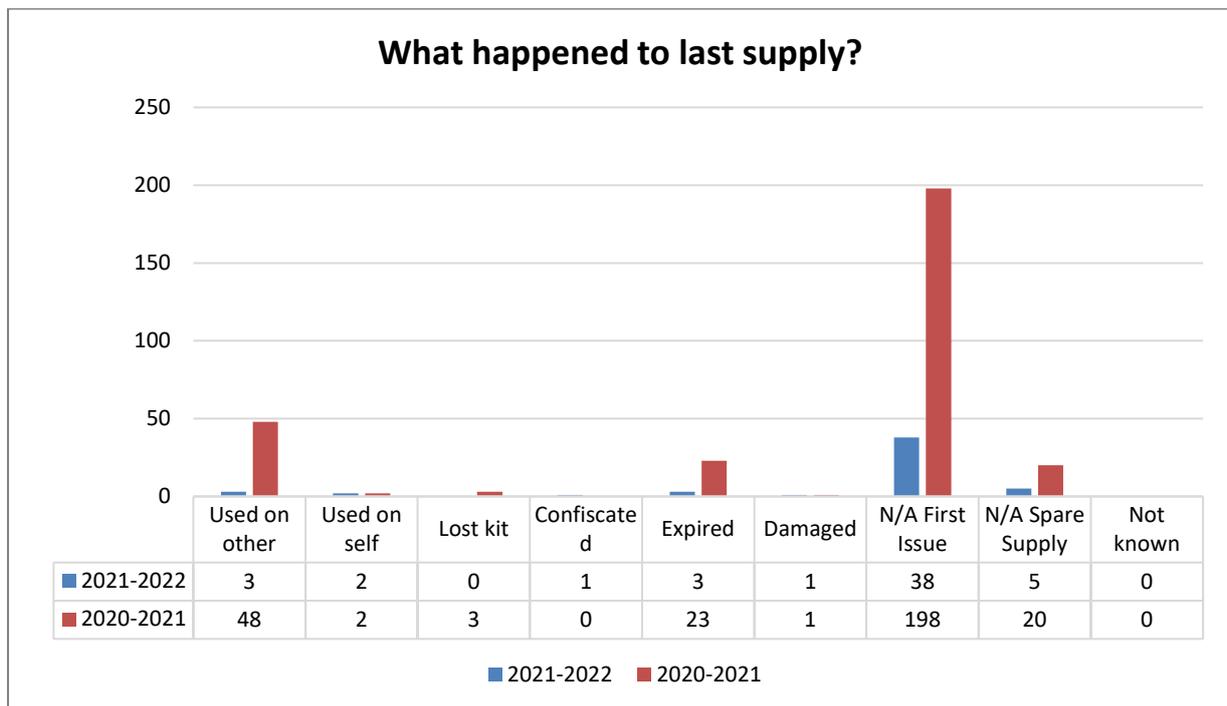
The majority of the kits we have issued are a first supply. This is great as it is getting naloxone into the hands of people who never previously had that opportunity to save a life. We have replenished kits that have been used, damaged or expired.



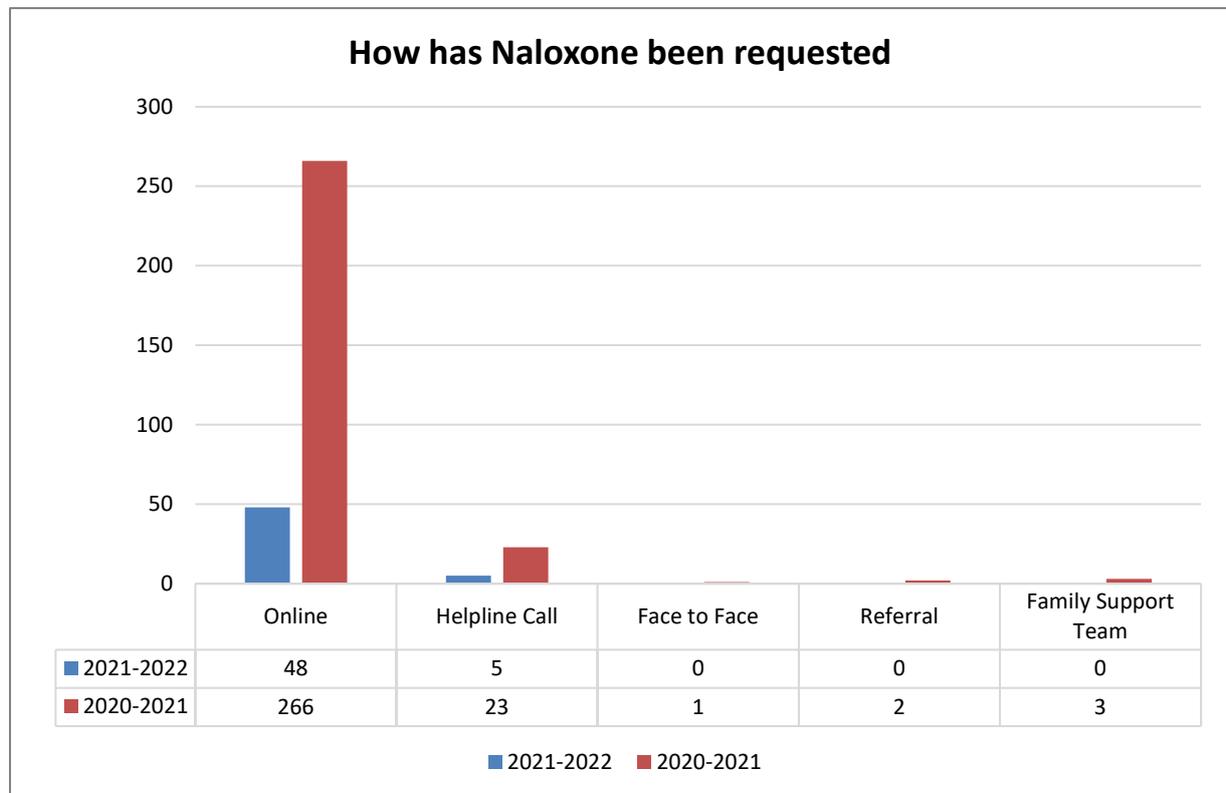
We have had some repeat requesters. Here are some examples:

- **A family member** from Edinburgh has had **2 kits issued**. They requested a kit in November 2020 as they had used their previous kit on their loved one. They have since used that kit and been issued it another in February 2021.
- **A family member** from Midlothian and East Lothian has had **2 kits issued**. They requested their first kit in June 2020 and requested another in July 2020 as the previous kit was used on their loved one.
- **A family member** from Falkirk has had **2 kits issued**. They requested a first kit in December 2020 and requested another in January 2021 as the previous kit was used on their loved one during the festive period.
- **A person who uses drugs** from Midlothian & East Lothian has had **3 kits issued**. They requested a first kit in December 2020 with replacement kits issued in January 2021 and March 2021 as the previous kits were used on another person.
- **A person who uses drugs** from Glasgow has had **2 kits issued**. They requested their first kit in February 2021 and a replacement kit in March 2021 as the previous kit was used on another person.
- **A person who uses drugs** from West Dunbartonshire has had **9 kits issued**. They requested their first kit in November 2020 with a further 3 being issued that month, 2 in December 2020, 1 in February 2021 and 2 in April 2021. The previous kits were used on themselves and another person. This person has had multiple letters of support sent along with his kits to determine if we can support him to access harm reduction services and treatment. They have not engaged with us other than to request kits.
- **A person who uses drugs** from West Dunbartonshire has had **3 kits issued**. They requested their first kit in November 2020 with another being issued that month then a further kit issued in February 2021. This person resides in the same block as the previous person from West Dunbartonshire.
- **A person who uses drugs** from East Ayrshire has had **2 kits issued**. They requested their first kit in September 2020 and a replacement in November 2020 as the previous kit was used on self.

- **A professional who works as a Security Guard** in Falkirk has had **6 kits issued**. They requested their first kit in May 2020 (2 days after service opened) and requested her second kit in the same week. A further replacement kit was issued in June 2020 and 3 in July 2020. All kits have been used on another person.
- **A professional who works in homeless accommodation** from Glasgow has had **2 kits issued**. The first kit was requested in June 2020 and a replacement was requested in January 2021 with the previous kit being used on another person.
- **A professional who volunteers as a Covid community support** from Edinburgh has had 5 kits issued. The first kit was issued in June 2020 with replacements issued in August, September and November 2020, and January 2021 with previous kits used on another person.
- **A professional who works as a Taxi driver** from Glasgow has had 3 kits issued. The first kit was issued in July 2020, with replacements issued in November 2020 and January 2021. The previous kits were used on a passenger and a person found in the street.
- **A professional who works as a Link Worker** from East Ayrshire has had 2 kits issued. Their first kit was issued in May 2020 and a replacement issued in September 2020 as the previous kit was used on another person.
- **A professional who works in a foodbank** from Perth & Kinross has had 2 kits issued. Their first kit was issued in May 2020 and a replacement issued in January 2021. The previous kit was used on another person.



The majority of our kit requests come from our discreet online application form. This was something that families and people who use substances had told us they liked about our service.



The face-to-face supply was to a BBC Reporter who was covering our service at the time the drug-death figures were released in 2020 (you have to capture every opportunity!). We have families referred to us for naloxone training, supply and ongoing family support. These come from the Glasgow Overdose Response Team (GORT). Families who have been referred from this team are amazed the lengths the team have gone to make sure the family and their loved one gets the support they need. It's a great partnership. As Scottish Families staff are working from home, all provision to the families we support in our regional family support services is supplied through our click & deliver service for ease due to kits being in one household. We have had three families we are supporting regionally who have not had a kit previously. Our team have delivered training and ongoing support and we have supplied the kit in the post.

Individuals who request a kit online are required to declare whether they have undertaken training in the use of naloxone. This can be through completing the recommended SDF e-learning [Overdose Prevention, Intervention and Naloxone](#), or they may have previously received training in person. If an individual requesting a kit self-declares they are not trained, we will contact that individual to make sure we deliver a brief training session with them. We follow this up with providing online information from the [Prenoxad website](#) for people to refresh their knowledge using the 'how to' videos.

We don't collate feedback on our service, however we do have conversations with families and people who use drugs around naloxone. Here is some of these conversations:

- A family member who was already accessing family support had been offered naloxone but did not accept it. Her reason for refusing it was she didn't want the

other family members who attend her group to know “how bad her sons drug use was”. She thought only people with really high levels of opiate use would need naloxone. She now has confidence that she has a kit and can intervene if required. Our click and deliver service has removed the stigma of her accessing the kit.

- A person who uses drugs requested a kit as they have never had a kit from drug services. The person didn't want their worker to know that they were using street drugs as they felt this might affect their prescription.
- A family member made an enquiry with us regarding the mental health of their father. He did not have problematic alcohol and/or drug use, however he has attempted suicide twice using opiate painkillers and other prescription medications. This family now have access to naloxone to intervene in the future should their father attempt suicide using opiates.
- A homeless street team volunteer who was trained in naloxone and First Aid did not have a kit. They volunteer on the street three nights per week and regularly have to contact emergency services for individuals who are heavily under the influence or have overdosed. They now has access to a kit should they require to intervene.

Although we champion the carrying of naloxone through our national Helpline and family support services, there is often a reticence from families about carrying naloxone. And even following encouragement and support from us, they do not want a kit. We have explored this in more detail and it seems that the biggest barrier for families in accepting/administering naloxone is the needle. Many feel naloxone is only for people who use intravenous drugs. They are very uncomfortable with injecting drug use and anything else they see as connected to this. This includes a personal reluctance to inject something into their loved one regardless of how many times they are reassured it won't do any harm and may save their lives.

There is a possibility these barriers may be reduced by the provision of intranasal naloxone which they would see more as an act of first aid rather than administering drugs. We believe they are more likely to give it “just in case” and this may increase uptake of naloxone in families.

Within the last year we have supplied 129 kits to families/friends:

- 20 of these requests came as a result of a helpline call
- 3 came from the family support team who requested a kit be issued to one of their family members
- 106 families (82%) requested supply direct through our online portal.

We have supplied 48 kits to people who use drugs:

- 7 of these requests came as a result of a helpline call where they were looking for support for their own substance use
- 41 individuals (85%) requested supply direct through our online portal.

We have supplied 158 kits to professionals:

- 1 of these requests came as a result of a helpline call
- 1 came from a face-to-face interaction
- 156 individuals (98%) requested supply direct through our online portal.

We think this speaks loudly that individuals like the discretion and privacy of being able to access the kit without a wider conversation.

When supplying the naloxone kit we use this as an opportunity to get additional information to the individual. If the request is from a family member or friend, we provide them information on local and national support services available to them. If the kit is for a person who uses drugs, we provide them with information on local harm reduction services, treatment and recovery services, and any other services that may be of use to them such as the overdose response teams.

What is next?

Our click and deliver service will continue as long as Lord Advocate permits.

We have received funding from Scottish Government to increase the naloxone provision for families to make sure that we can get the right kit to the people who need it while breaking down the main barrier we have identified which is the needle. We will be running a test of change around the provision of nasal naloxone (Nyxoid) and this will begin before the end of May 2021. We will also include a feedback survey to identify any service improvements from the people who use our service.

Although this is a service provided by Scottish Families, we would welcome any areas in Scotland to advertise our service as an additional option for people on top of their local provision. If we can make it easier for one person to access a kit, we are doing something right.

It's been a tough year for everybody. When looking at our statistics and the impact our supply has had, we are proud of our one of a kind service for Scotland. Covid has shown everybody that you have to adapt and change to meet the needs of people. Our service has been provided by one staff member on top of their busy day to day job managing our national Helpline. We regularly get told our service is "amazing". We are asked how did we set up such an accessible service. The simple answer we worked in partnership with our colleagues in SDF who provided guidance and sourced naloxone kits for us. With the addition of our online application form, agreed training process and commitment from the team member managing the service, it was seamless. It really is that simple. The more complicated you make it the more barriers you are putting in place for people to access a lifesaving intervention. Even if we have a bit of imposter syndrome, we are very proud of our click and deliver service delivered all across Scotland from the comfort of our staff member's home.