

# APPENDIX 1

## Substance misuse service update

### Background

The substance misuse service delivered by IRIS, had faced a number of challenges which had led to the need for a new service provider. Inclusion (part of Midlands Partnership NHS Trust) is now commissioned by the Local Authority as part of its Public Health responsibilities. The service has been running since 1<sup>st</sup> December 2018.

This was essential for Island residents due to there being problems experienced by the previous provider delivering a clinically safe service. Inclusion have worked well with the existing group of staff and have brought in specialist managers from the mainland to support the service and develop vulnerable service areas.

### Governance

Inclusion have brought in a number of governance processes and measures which were previously lacking including robust processes for informing commissioners and supporting contract reviews.

A staff restructure has been completed ensuring the service is fit for purpose with clearly defined roles.

Inclusion now have a process in place around the printing of prescriptions. This allows for all prescriptions to be printed in a fortnightly batch with the clients that are currently attending on a certain day to collect. This in turn has reduced work for individual workers, allows them to focus on their caseloads and provides routine and stability for clients and staff.

Inclusion have also introduced:

- A weekly Clinical Team Meeting (CTM) where all high risk, dual diagnosis and safe guarding clients are discussed. Inclusion also look at any changes in prescribing, stuck situations and opportunities for recovery to enable sharing of knowledge and team input. Team decisions are recorded on the electronic case management system to ensure they are accessible to audit.
- Monthly Governance meetings that allow the team to look at lessons learned from serious incidents, produce plans to develop the service and to train staff to ensure learning form lessons is implemented. This also allows an opportunity to share best practice.
- Daily allocations meeting- this is where Inclusion discuss referrals, arrange cover for the day and allocate, according to need, recently triaged clients. Previously allocations were weekly and this resulted in delays responding to referrals.

### Safeguarding

The Service is well linked with Children's Social Care and Adult Safeguarding processes, regularly attending and sometimes calling Children's Safeguarding Conferences and Multi-Agency Risk Management processes.

This is an area that needs to develop further. While the Inclusion team have been working well in partnership with Child and Adult Safeguarding services, further work need to progress with regard to

recording by the staff and the tracking and monitoring of safeguarding cases by the service this is underway.

### **Service User Engagement/Feedback**

Service user voice meetings are now happening at Inclusion on a weekly basis and Inclusion have set up a volunteer and service user jointly leading on service user involvement, this includes attending monthly governance meetings, regional meetings and a monthly national service user meetings.

### **Workforce Development**

The inclusion training prospectus has been brought into the Island service. This is an extensive programme of training covering all aspects of the work carried out by Inclusion and available to all staff. The majority of staff have requested attendance on various training and Inclusion have also highlighted gaps in knowledge through their appraisal and professional develop frame work. There is also an expectation that all staff members complete the mandatory online training.

### **Risk Management**

With any service change there is a level of risk as the implementation of effective processes are embedded. Examples of this would be updating Care Plans and Risk Assessments. Inclusion are establishing practise of regular updating of Care Plans and Risk assessments. This is progressing well with intensive support and coaching for the staff.

### **Service updates**

The service now offers a range full of brief interventions, telephone support, on-line self-help and one to one work for people with alcohol and drug problems. The service provides support for family members and partners affected as well as for the person with the alcohol or drug issue.

Since commencing, the service has developed with an extensive group work program now in place and 6 days a week opening including Wednesday evenings and Saturdays. This is to improve ease of access for families and people in full time employment

The recovery and mutual aid community on the Island has responded positively to the change and offer peer support groups both at the service base in Newport and other venues across the Island.

### **Alcohol Service**

Following closure of the alcohol service between March and November 2018, Inclusion reopened the service on 01 December 2018 and received 184 new referrals from December to end of March 2019. Inclusion have managed to accelerate their work to ensure clients receive an appropriate level of interventions as quickly as possible and there is sufficient capacity to prevent the service becoming overwhelmed. This includes adapting their pathway to local needs with relevant tiers of provision. This will ensure that those with low or ill-defined need will be offered a choice of three different pathways into treatment based around risk. The pathway is now fully implemented and operational.

### **Young People**

This service is currently running with an average caseload of 80 clients between the period of December to April. During this period the team have:

- Had 14 successful completions
- Carried out workshops in schools and with voluntary organisations with further workshops planned at Challenge and Adventure.

- Naloxone<sup>1</sup> training has also been delivered to staff at the Foyer.

### **Links to Maternity**

Inclusion have been working closely with a specialist substance misuse midwife at the IOW NHS Trust. These close working arrangements allow for a quick response to any change in needs.

Inclusion and maternity undertake joint reviews either at the service or during joint home visits. This is in addition to the routine community and maternity reviews that are scheduled.

### **Volunteers**

Inclusion have an extensive volunteer training programme with 10 service user volunteers having joined the service since December.

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<sup>1</sup> an opioid antagonist medication used to block or reverse the effects of opioid of drug overdose.