

Review of Drug & Alcohol Services in the Scottish Borders 2021 – Update on Actions December 2022

Our response to your comments

In November 2021 we asked for your views about Drug & Alcohol Services provided locally so that we could make sure they were meeting your needs.

You told us:

- services had a positive impact on you
- staff in services are supportive, non judgemental and trustworthy
- you were happy with access to services and waiting times
- free bus passes, access to phones, electronic tablets and other financial support

As a result of what people told us, we agreed the following actions earlier this year and we are pleased to provide an update below:

You told us:	We will:	We did:
Services need to be advertised better	<ul style="list-style-type: none"> ➤ Update Alcohol & Drugs Partnership (ADP), Borders Addiction Service (BAS), We Are With You (WAWY), Action For Children Chimes websites so people know what support is available ➤ Provide GPs with updates on drug and alcohol services through their newsletter, digital referral tool and training sessions. ➤ Ensure drug and alcohol services send out information to referrers and other organisations on how to access their service. 	<ul style="list-style-type: none"> ➤ All websites up to date with information on NHS Borders website, Scottish Borders Council, Alcohol & Drugs Partnership (ADP) and We Are With You (WAWY). This includes service information, drop ins and recovery groups. ➤ Chimes information sent to Digital Team to update UK wide Action For Children website. ➤ GPs electronic referral resource has been updated with drug and alcohol services information. Updates to GP newsletter

		<p>have been provided on tackling stigma and training available.</p> <ul style="list-style-type: none"> ➤ Information on how to refer to Chimes is cascaded via Education, NHS, third sector and Social Work staff.
Services should be working together if more than one service involved.	<ul style="list-style-type: none"> ➤ Have regular monthly meetings between the service managers ➤ Chimes staff will attend the weekly drop in with BAS and WAWY ➤ Agree who is the lead service where there is more than one service involved and organise regular meetings for all agencies involved. ➤ BAS & WAWY will work closely together to ensure injecting equipment is available in harder to reach areas in Borders. 	<ul style="list-style-type: none"> ➤ Service Managers have dates in place to meet regularly. ➤ Chimes staff are on a rota to attend at least one drop in every 4 weeks ➤ Staff agree work to be done but the lead worker not agreed as staff felt this has not been needed. ➤ Injecting equipment is available at each of the drop-ins ➤ All BAS staff are able to provide injecting equipment and have acquired stock for nurses to take to clinic appointments. The Engagement Support Team always carry and offer equipment when engaging with people who use drugs. ➤ WAWY are reorganising teams to ensure they have a named locality and will have injecting equipment available.
You were unable to phone BAS before 10am.	<ul style="list-style-type: none"> ➤ Ensure BAS phone line is available 9am – 5pm 	<ul style="list-style-type: none"> ➤ BAS aim to have phones answered from 9am-5pm.
COVID-19 Pandemic did not have a huge effect on you being able to access service but continuing to be able to access mobile phones and tablets helps keep that contact.	<ul style="list-style-type: none"> ➤ Chimes have provided mobile phones and tablets to families during the pandemic ➤ BAS and WAWY can provide mobile phones to help people get support 	<ul style="list-style-type: none"> ➤ Complete ➤ BAS are also able to offer virtual consultant meetings with clients who have access to smart phones/tablets.

		<ul style="list-style-type: none"> ➤ WAWY offer mobile phones, virtual appointments where required and also facilitate virtual mutual aid meetings. are signed up with the Good Things Foundation to support people to access technology support and training.
Staff told us:		
They were not always aware of funding available and what this was being used for	<ul style="list-style-type: none"> ➤ Provide a bulletin with information on new funding available and what this is being spent on ➤ Managers will keep staff up to date about any funding at weekly team meetings 	<p>Information provided in Spring 2022 and Winter 2022 ADP bulletin – available on <u>ADP website</u>.</p> <ul style="list-style-type: none"> ➤ Chimes, BAS and WAWY share funding updates with staff at weekly meetings.
We need to have more staff available in services	<p>New funding has allowed services to:</p> <ul style="list-style-type: none"> ➤ Recruit staff with lived experience into Chimes to increase availability and this will include evening and weekend work. ➤ Increase staff available in WAWY and Engagement Support Team ➤ Increase staff available in BAS and improve mental health and physical health support 	<ul style="list-style-type: none"> ➤ Chimes: Staff with lived experience could not start as PVG could not be approved. Two new staff in post from 21/11/2022 will be flexible and provide out of hours support. ➤ Engagement Support Team: Due to staff vacancies this has not been completed. Plans and funding are in place to increase number of staff available in the team. ➤ BAS: recently recruited to 2 new posts Advanced Nurse Practitioner for Mental Health and an Advanced Nurse Practitioner for Primary Healthcare checks. ➤ WAWY have been going through a re-tender process which means recruiting for temporary vacancies has been difficult. WAWY now have a confirmed contract and can recruit to any vacancies once their staff consultation period has ended in Mid January. One new staff member has started in November and another starts early in the new year.

		<ul style="list-style-type: none"> ➤ Weekly Self Care sessions are held for all staff in services and are facilitated by the Addiction Psychological Therapies Team.
We need to improve support for mental and physical health of people using services	<ul style="list-style-type: none"> ➤ Recruit a staff member to increase mental health support within the drug and alcohol services 	<ul style="list-style-type: none"> ➤ Complete
There should be specific support for people using benzodiazepines and alcohol	<ul style="list-style-type: none"> ➤ All services to ensure the Star Outcome tool is used to help identify and demonstrate the difference the service makes to your journey ➤ Review support available for people who use alcohol and require help to reduce, including hospital setting. 	<ul style="list-style-type: none"> ➤ In most cases Chimes staff are using the My Mind Star outcome tool for assessment but do use the Drug and Alcohol Star where appropriate. ➤ BAS have been seeing more people using benzodiazepines only, due to capacity numbers are being kept to a manageable level. ➤ WAWY complete Outcome Star for people in planned care. ➤ WAWY offer support to people who use all substance types including benzodiazepines. ➤ ADP Support Team met with managers from hospital to discuss patient experiences in Emergency Dept (ED) of BGH and also seek support for a review of support to people who use alcohol and require support in BGH. This work will start February/March 2023. Awareness raising with ED staff is in progress.
COVID-19 had an impact on staff wellbeing and caseload	<ul style="list-style-type: none"> ➤ All services ensure an open-door policy for support as well as regular meetings with managers to review caseloads and offer space to discuss any concerns 	<ul style="list-style-type: none"> ➤ BAS staff offered monthly support and supervision sessions. ➤ CHIMES staff offered 'Wellbeing Helpline/ Electronic Support' and access to

	<p>➤ WAWY offer mindfulness sessions and BAS have a weekly wellbeing group for staff</p>	<p>Addiction Psychological Therapies Team (APTT) staff self-care weekly sessions Available to all staff in services.</p> <p>➤ We Are With You have monthly supervisions, regular wellbeing and reflective practice sessions to support staff. Staff have access to employee assistance support via BUPA.</p> <p>➤ National wellbeing Hub information circulated to all staff.</p>
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If you would like any further information on anything contained within in this leaflet, please contact the Alcohol & Drugs Partnership on 01835 825900 or by email on: bordersadp@borders.scot.nhs.uk