



## SCOTTISH DRUGS FORUM & DAPL BRIEFING September 2017

***Management at DAPL have worked in collaboration with National Quality Development Team (NQD) at SDF to evidence the ongoing implementation of the Quality Principles (Scottish Government 2014) within the service.***

100% of staff completed a survey monkey based on the Quality Principles between 8th August 2016 and 5th September 2016.

Following on from this, the service user survey was launched and this remained open for 6 weeks.

Staff were able to support service users complete these either electronically or as paper versions. 107 service users returned surveys between 15th August and 7th November 2016.

This is an exceptional return rate and highlights the commitment from staff to promote service user involvement within the process. NQD also facilitated staff focus groups.

Service users provided positive statements about DAPL throughout the process. One example is highlighted opposite:

*“DAPL has been such a great help to me in my recovery. I’m so grateful for all the help that has and is continually being offered to me. I’ve also heard about other recovery services through DAPL which I attend. I can’t fault their service either as a one to one or group setting. Also, I have met and built trust with DAPL workers and this is huge for me.”*

*Quote from a person attending DAPL*

A 'briefing' was produced in February 2017 to summarise the process to date and this was peer reviewed with service users and staff.

Service users, staff and management at DAPL have demonstrated that the Quality Principles are being embedded and fully embraced within the service, furthermore, management at DAPL are committed to ensuring the comments and suggestions from both service users and staff support future development within the service.

There are high levels of satisfaction and confidence expressed that the service embraces a commitment to quality and ongoing improvement.

The professional, positive, non-judgmental attitudes of all DAPL staff and the person-centred approaches taken are particularly valued by service users.

The staff at DAPL work in partnership with service users in the assessment and recovery planning stages, which provides a strong foundation for enabling engagement with holistic

## **BACKGROUND**

DAPL comprises services for Adults, Young People and also provides Acudetox. DAPL recently concluded a process for rebranding the service from Drug & Alcohol Project Limited, to the new name of: Drugs, Alcohol & Psychotherapies Limited. This process was in full consultation with staff, clients, board members and members of the public.

DAPL's counselling service is accredited by the British Association for Counselling and Psychotherapy (BACP). The organisation is one of only three in Scotland to have this status, and indeed the only service in Fife.

DAPL management consulted with National Quality Development Team (NQD) at Scottish Drugs Forum in 2016 to support the service establish the implementation of the Quality Principles and a key feature of this process was to involve service users throughout.

## The Quality Principles Standard Expectations of Care and Support in Drug and Alcohol Services

1. You should be able to **quickly access** the right drug or alcohol service that keeps you safe and supports you throughout your recovery.
2. You should be offered **high quality, evidence-informed treatment, care and support interventions** which reduce harm and empower you in your recovery.
3. You should be supported by workers who have **the right attitudes, values, training and supervision** throughout your recovery journey.
4. You **should be involved** in a full, strength-based assessment that ensures the choice of recovery model and therapy is based on your needs and aspirations.
5. You should have a **recovery plan that is person-centred and addresses your broader health, care and social needs**, and maintains a focus on your safety throughout your recovery journey.
6. You should be **involved in regular reviews** of your recovery plan to ensure it continues to meet your needs and aspirations.
7. You should have the opportunity to be **involved** in an ongoing evaluation of the delivery of services at each stage of your recovery.
8. Services should be **family inclusive** as part of their practice.

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Scottish Government, 2014

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## Key Findings:

DAPL is well established in Fife and regarded as easily accessible by service users given the volume of self-referral. DAPL is responsive to the needs of service users and self-referral rates ensure rapid access.

The physical environment and culture at DAPL is rated highly by service users and staff.

Staff in DAPL highlighted working in a supportive, progressive service.

Assessment is regarded by service users and staff as collaborative and strengths based.

Effective Recovery planning was identified however, it was identified that this activity could be strengthened in collaboration with service users and staff.

DAPL provides a holistic range of interventions and opportunities to enable wellbeing and recovery with service users, including provision of harm reduction advice and Naloxone.

Partnership working, whilst evidenced, could be strengthened and showcased with all agencies.

Reviews with service users are robust and DAPL has been progressive by implementing ROW.

DAPL has processes in place to support longer term support and follow up with service users.

There is a culture of service user involvement at DAPL and this was evidenced by a large return rate of surveys and responses to the survey. DAPL also host SDF's Addiction Worker Training Project.

Family support and/or involvement could continue to be evaluated, strengthened and promoted.

DAPL staff have embraced new challenges and change in their practice when working with children and young people affected by drugs and alcohol and emotional distress in school environments, which is offering a cohesive early intervention approach.

This Briefing Sheet was written by Janet Hamill and was peer reviewed by staff and a representation of service users at DAPL. Janet thanks everyone for their participation and contributions throughout the process.

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