

Substance Misuse in Brief

Updating Service Users, Carers, Professionals, and the Public across Cardiff and the Vale of Glamorgan



INSIDE THIS ISSUE:

| | |
|---|---|
| The Watson & Crick Paradox: Eliminating our DNA | 2 |
| Resources - Capital funds: "Bricks & Mortar" | 2 |
| TOP - How well is everyone doing | 2 |
| Working with the Wales Ambulance Service Trust | 3 |
| Focus on services - Family Support Service | 3 |
| Users & carers: Tearing Your Hair Out | 3 |
| Looking to the future - "You have a text...." | 4 |
| Notice Board | 4 |

A reminder of who we are...

The APB is a partnership that includes the Health Board, Cardiff and the Vale of Glamorgan Local Authorities, South Wales Police, the Probation Service, the Prison Service, and representation from the voluntary sector. The board is responsible for overseeing all aspects of public service delivery in relation to substance misuse in Cardiff and the Vale.

This includes identifying the needs of the population, commissioning and managing services, and measuring how successful we are at delivering outcomes for service users, and for our population as a whole.

Substance Misuse in Brief provides a regular update on a range of issues, emerging from the APB work programme.

New Services: New Start!

The APB has completed a procurement exercise to set up two new key services that will enhance the treatment and support available across Cardiff and the Vale.

The **Open Access Service** will provide initial support that may be more comfortable as an initial route into service than some of the more structured treatment options. Service users, carers and family members will be able to access advice and information, brief interventions, harm reduction services such as needle exchange, counselling, and can be supported through to the EDAS assessment service if that is felt to be the best course of action.

The Open Access Service will also deliver outreach services across the communities of Cardiff and the Vale.

The second service will provide **Aftercare**, and has been designed for people coming through treatment who want to

move away from clinical support, and start looking at a long-term plan for reintegrating back into their communities. The aftercare service will focus on developing social skills, work experience and placements, volunteering opportunities, and the chance to start on a long-term recovery journey whilst providing ongoing relapse prevention and counselling support.

Whilst the competition



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



was of an exceptionally high standard, the APB ensured that service users were involved in the decision making process, as well as in the original design of the new services.

As a result, the APB is confident that the successful organisations will be offering the best value, and best quality of service for people living in Cardiff and the Vale.

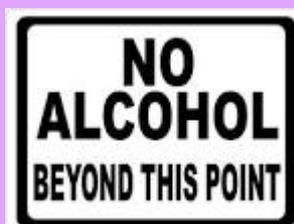
The formal announcement of which service providers have won these contracts is expected imminently, and we all look forward to seeing the new services take shape in 2014.

DRY JANUARY

The APB would encourage anyone contemplating abstinence from alcohol after the festive season to sign up to the Dry January campaign run by Alcohol Concern.

Reduce your calorie intake,

give your body a rest, save some money, and join an ever-growing community who prove each year that a 31-day



break is achievable.

So join Conrad Eydmann, Head of Substance Misuse, and other members of the APB, and its staff and sign up to Dry January for 2014

Further information and details of how to sign up can be found at:

www.dryjanuary.org.uk



The Watson & Crick Paradox: *Eliminating our DNA*

Of course it's just a play on words... While for many people DNA is the material of genetic code - the blueprint for all life, discovered by the scientists James Watson and Francis Crick in 1953 - in substance misuse, as well as many other health and social care services, DNA stands for Did Not Attend, and is used when either an appointment goes unattended, or when someone is discharged from services because of non-attendance.

The number of people who drop out of treatment and support services and are discharged due to DNA is a good indicator of the quality of the services provided. It is generally



considered that the better the quality and appropriateness of services provided, the more people will maintain their involvement, until reaching the goal of a planned discharge that represents the completion of that particular element of treatment and support.

The Welsh Government have targeted reducing DNA rates as one of their key indicators of performance.

Case closure rates due to DNA have been as high as 40% across Cardiff and the Vale. The APB has implemented a programme of work to reduce this, including commissioning new aftercare services to enable more supported discharge from treatment; using the new single assessment service EDAS to ensure that service users are directed to the most appropriate support services for their needs; and introducing a new SMS appointment reminder text service. So far in 2013/14 our DNA rate has reduced to under 20% and appears to be as low as 14% at the time of writing.

Resources: "Bricks and Mortar" *How the APB is using capital funding*

Cardiff and Vale APB receives an annual capital funding allocation of just under £900,000 each year.

Capital money is for items that have a single cost, an identifiable lifespan, and are not an ongoing (revenue) cost. This can include building works, IT equipment, and items such as vehicles for service user transport.

The APB has supported a number of capital projects including:

- *New premises in Harlech Court and Neville Street
- *IT equipment for staff working on an outreach basis
- *Repairs and improvements to existing buildings.

The board is now looking to develop a new addiction cen-

tre as a hub for the provision of a wide range of services. This may take some time to achieve, but will result in state-of-the-art facilities for addiction services for Cardiff and the Vale.

The board is hoping to house the new facilities as part of the broader development of Cardiff Royal Infirmary. Future editions of *SMiB* will outline the plans and progress for these new facilities as they emerge

To contact Entry to Drug and Alcohol Services (EDAS), call

0300 300 7000

or visit the website at

<http://www.e-das.wales.nhs.uk/home>

NOTICE

Service providers are advised that from January 2014, the APB will be establishing a new 6-weekly Contract Monitoring Forum. Some forum meetings will include service user and carer representatives, and others will provide an opportunity to account for quarterly performance and expenditure reports.

Further information and meeting dates will be issued by the APB support team in the near future

In the next edition of SMiB

Substance Misuse Education and Advice Services

The role of GPs in Substance Misuse Services

Spotlight on the Vale - why the geography of the Vale presents a different set of challenges

Recovery:

What does it mean to us?

What does it mean to you?

Frontline: The Treatment Outcome Profile *How well are you doing? How well are we doing?*

The Treatment Outcome Profile or TOP is a tool that measures how well service users are progressing with their treatment and support plans. The TOP considers 10 different areas or **Domains** such as level of substance use, improved quality of life, and whether levels of risky behaviour such as sharing injecting equipment is reduc-

ing.

Service users have an initial TOP completed when they start treatment, and this is repeated every three months, so that improvements can be measured over time.

The Welsh Government measure some of these TOP Domains as performance indi-

cators for the Area Planning Board.

At the moment, around 63% of service users are showing a decrease in the level of substance use, and between 60% and 70% of users show an improved quality of life.

So we are not doing too badly, but is still room for improvement



Working with the Wales Ambulance Services Trust

How Substance Misuse impacts on an emergency service

Wales Ambulance Services Trust or WAST is one of the key founding partners of the partnership that has developed and delivered Cardiff's Alcohol Treatment Centre.

The problems that alcohol consumption can cause ambulance crews and the service as a whole is well documented; particularly at this time of year. Cardiff and Vale Health Board often had to manage saturation of the emergency unit, with ambulances backed up, and unable to transfer their patients to hospital care due to the numbers, and limitations on space.

The Alcohol Treatment Centre funds a dedicated ambulance and paramedic crew on the nights when the cen-



tre is open. This vehicle stays located within the city centre, and is able to take a large number of alcohol related emergencies to the centre, rather than up to the

University Hospital. As a result, the transfer times for the ambulance service on these nights have noticeably reduced.

Over the holiday season, the Alcohol Treatment Centre project team are planning to put a second ambulance and crew into the city centre in order to cope with the higher levels of demand that are usually experienced at this time of year.

The success of the centre would not have been achieved without the support of WAST and the dedication of the paramedics involved.

Arrivals

Sian Walker joins the APB in her role as the newly appointed Director of Health and Wellbeing for Cardiff Council

Rachel Evans joins the APB in her new role as head of Children and Family Services for The Vale of Glamorgan Council

Hayley Evans from the Welsh Government substance misuse regional advisory team is now the assistant regional advisor for Cardiff and Vale as the Team reconfiguration extends to cover Dyfed Powys, Bridgend, Neath Port Talbot, Swansea and Cardiff and Vale.

Sophie Howe joins the APB in her role as deputy Police and Crime Commissioner for South Wales

We are here to listen: please email the APB any feedback, complaints and comments: cvapb.feedback@gmail.com



0808 808 2234

The Wales Drug and Alcohol Helpline

FOCUS ON SERVICES: Family Support Service

Based within Social Services, the Family Support Service for Cardiff and the Vale is a specialist support service for the families, carers and friends of substance users that provides advice, information and techniques to assist in the management of someone else's use of alcohol or drugs.

The programme offered to

family members and significant others includes a range of techniques to enhance the support that their loved one may be receiving from local treatment services.

The programme enables loved ones to tackle difficult situations and conversations, and enables them to foster behaviours that strengthen and reinforce treatment



and recovery rather than the use of substances.

Family and loved ones can be a huge resource helping people overcome difficulties with alcohol or drugs, and this service aims to maximise the positive impact that they can bring to someone's recovery journey.

Contact the service on 02920 873567

FOCUS ON USERS AND CARERS: Tearing Your Hair Out—Carers Support Group

Tearing Your Hair Out (TYHO) is a substance misuse support group created and run by Carers, for Carers.

Realising that you are not the only person in your situation, and having the opportunity to share your experiences in a supportive environment is crucial for many people affected by someone else's sub-

stance use.

TYHO provides Carers with an opportunity to receive support, and advice and to compare their own personal experiences with those of other people in similar situations in confidence.

TYHO also helps the service commissioners in shaping our substance misuse services and making sure that they will meet the needs of carers as well as

substance users.

Meetings are held between 7.30pm - 9.00pm on the first Tuesday of each month at South Riverside Community Centre, Brunel Street, Cardiff, CF11 6ES.

For more information, visit the group's website:

http://www.tearingyourhairout.co.uk

You can contact us with feedback, complaints, compliments, or comments using the email address at the bottom of the page, or in writing to:

Conrad Eydmann
Cardiff and Vale APB
c/o Cardiff and Vale Public Health Team
Whitchurch Hospital
Park Rd
Cardiff
CF14 7XB

We are going online!

Watch this space for details of the forthcoming APB Website in 2014

APB Training

The APB Training Bursaries Scheme will continue to run to the end of March 2014

For further details contact Ben Davies on

02920 537196

bendavies@cardiff.gov.uk



"Breaking Free Online" is a resource available across Cardiff and Vale Substance Misuse Services where service users can receive therapeutic support by working through an online programme independently, and at their own pace

Ask your key worker, or contact EDAS for further information

NOTICE BOARD



Future meeting dates

APB: 26th February 2014 at 09:30

APB Delivery Group: 29th January 2014 at 14:00

Publications and Consultations

Welsh Government Substance Misuse Health and Wellbeing Compendium:

<http://wales.gov.uk/docs/dhss/publications/130705substanceen.pdf>

Welsh Government Recovery Framework: <http://wales.gov.uk/docs/dhss/publications/131023substanceframeworken.pdf>

Events:

UP2U Launch: *The launch of Cardiff and Vale's newest substance misuse service for children, young people and their families will take place on 19th December in Barry Memorial Hall from 10:00—12:00 followed with lunch and a networking opportunity. To book a place call 02920 480601 or email:*

Up2U@barnardos.org.uk

Looking to the future: "You have a Text"

APB Appointment Reminder Service Project



Since October of this year, the new EDAS single assessment service has used a system of SMS appointment reminders to try and reduce the number of people failing to turn up for their assessment.

As mentioned earlier in this edition, reducing non-attendance rates is a key priority for the APB. It becomes a significant waste of resources if highly skilled and qualified staff are left with no-one to see, and with no notice given that would have allowed the appointment to be given to someone else.

The APB has developed and implemented a project that uses an SMS/Text appointment reminder system to service users' mobile phones in order to try and reduce the number of appointments with non-attendance.

In cases where service users can't make the pre-agreed date or time - the new system should increase the number of appointments that are cancelled with enough notice to be re-allocated to someone else, rather than simply having nobody turn up.

Many service users have told us that on many occasions they simply forgot that they had an appointment - the new system will provide a reminder both a week before an appointment, and again a day or two beforehand.

For service users who don't have access to a mobile phone, we are still equipped to send reminders by phone call to a landline, by email, or by letter, so nobody should be excluded.

The first month of the new system resulted in much better attendance rates at appointments. One challenge that we are working to resolve is a high number of cancellations that come through very near the time of the appointment - unfortunately this does not give enough time for the staff to re-allocate the session. We are hoping to have a solution to this in the near future.

Keep reading future editions of *SMiB* for progress on how our attendance rates are improving.