

addaction Herefordshire |

Performance to Date:

Total number in treatment: 756

Opiate 453

Alcohol 239


Non-OCU 64

Representations :

- ❖ Increase in Representation rate due to the following factors:
- ❖ Changes in approach to treatment, Recovery Focused with side, supported intervention of medical model.
- ❖ Increased Engagement and Contact from Individuals
- ❖ Clear Identification of Goals
- ❖ Promotion of Independence and consecutiveness to Community

Data

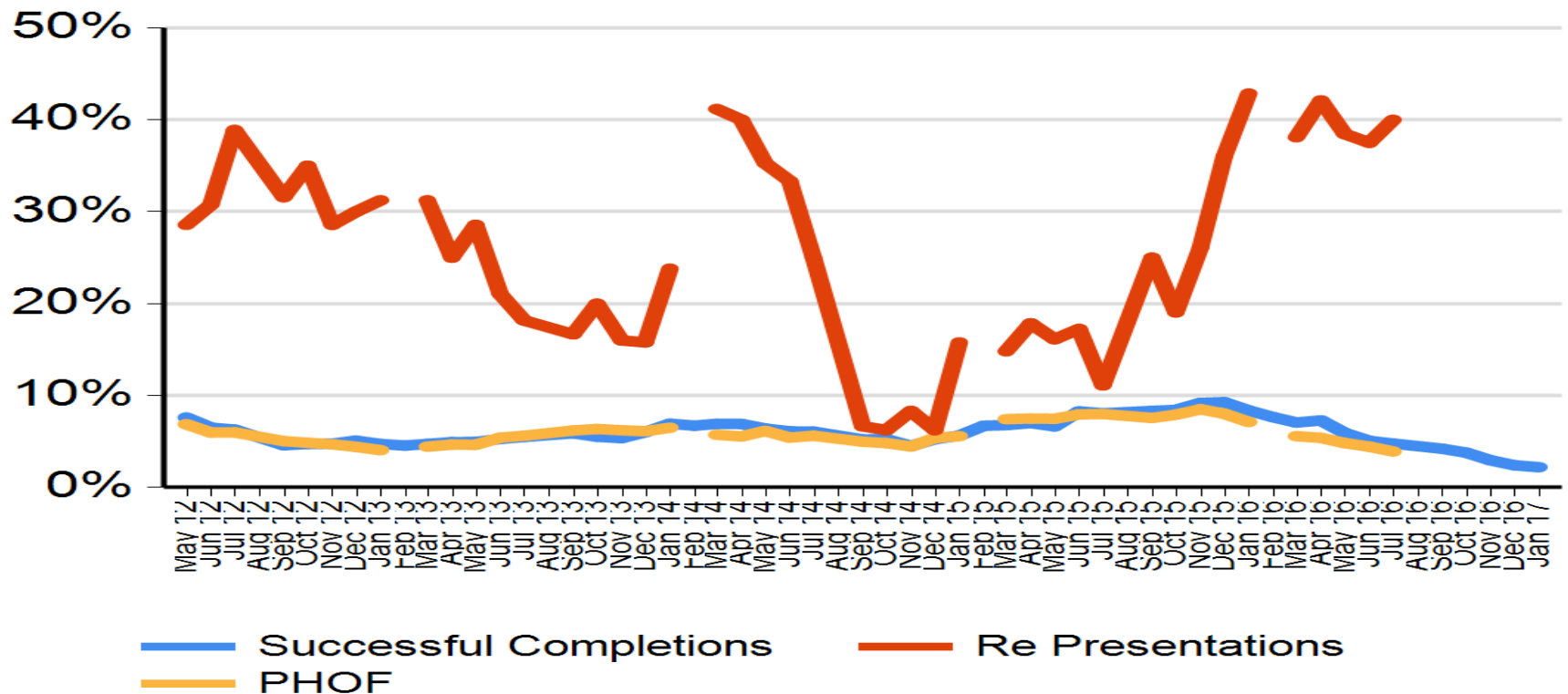
- Q1 successful completions
 - ❖ Opiates = 7.2%
 - ❖ Non opiates = 22.7%
 - ❖ Alcohol = 34.4%
- Q2 successful completions
 - ❖ Opiates = 5.4%
 - ❖ Non opiates = 21.9%
 - ❖ Alcohol = 28.9%
- Q3 successful completions
 - ❖ Opiates = 3.9%
 - ❖ Non opiates = 24.8%
 - ❖ Alcohol = 30%



Target =
Opiates = 8%
Non Opiates = 52.5%
Alcohol = 38.5%

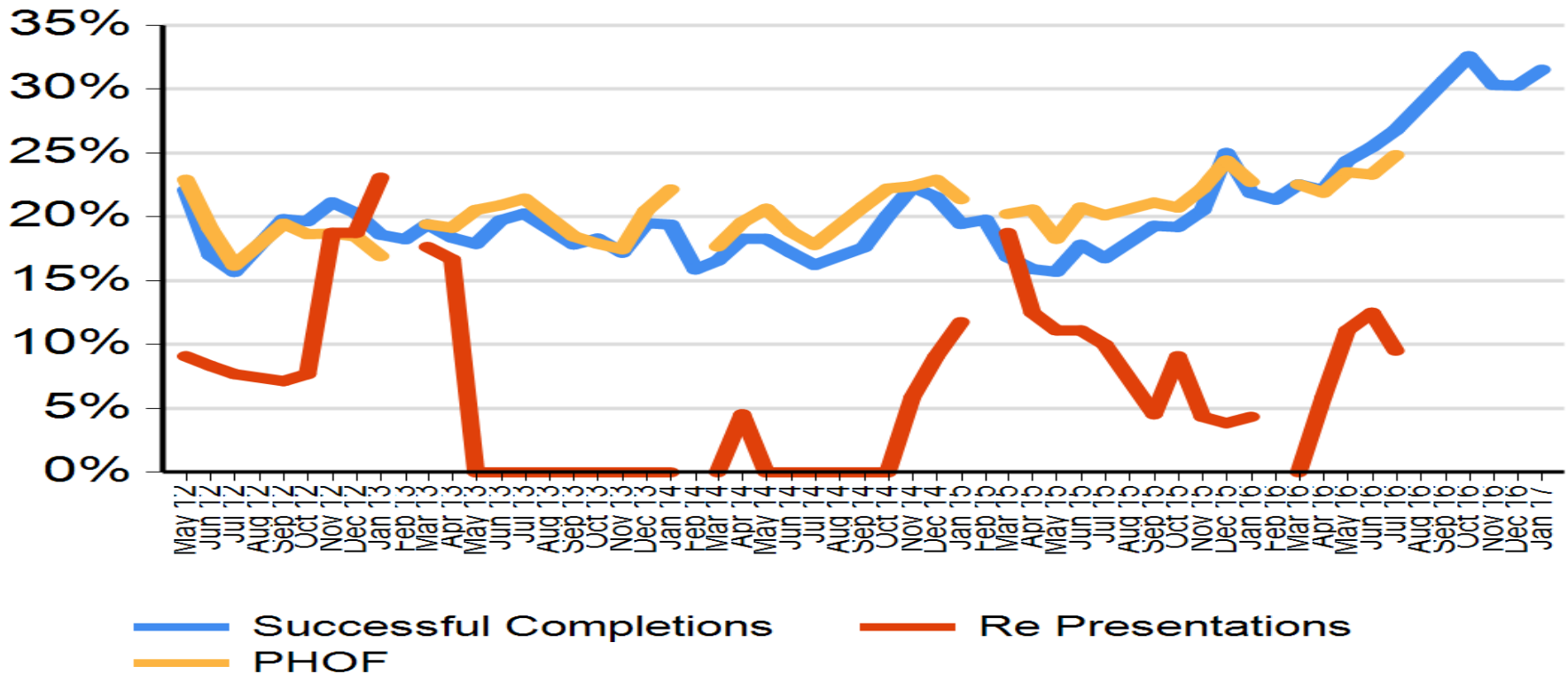
Data

Opiate PHOF, Successful Completion and Re-Presentation performance since April 2012



Data

Non-opiate PHOF, Successful Completion and Re-Presentation performance since April 2012



Data

- Expected upturn at beginning of contract in successful completion due to previous provider closing clients
- Leads to expected upturn in representations
- Expected decline in successful completions as staff and SU's accept a new culture of recovery as opposed to maintenance
- Beginning to see improvements in all data ie: TOPS, recovery plans, risk assessments and successful completions across non-opiates and alcohol
- Expected to see improvements in opiates as processes tighten and staff and SU's accept a new way of working

Strengthened Partnership working across Herefordshire:

- ❖ Key members of Herefordshire Safeguarding Board and assurance report on Addaction's processes and procedures to identify at risk and vulnerable individuals.
- ❖ Partnership working with Health Watch- targeted work in relation to young people and mental health.
- ❖ Naloxone Launch and Community Approach to education and distribution.
- ❖ Working in Partnership across West Midlands for specific Veterans Programme.

Service development update

- X1 FTE Service Manager
- X3 FTE Team Leaders
- X1 0.8 Consultant Psychiatrist
- X1 FTE Community Engagement Co-ordinator
- X1 FTE NMP (x2 part time workers)
- X 14.6 FTE Recovery Workers Adult
- X2 FTE Recovery Worker YP
- X2 FTE Recovery Workers Criminal Justice
- X1 0.6 Data Officer
- X 2.1 Project Administrators
- Total 31 members of staff.

Service development update

- Staffing vacancies:
- 2 HCA's – will be looking at these also supporting in a hospital liaison capacity
- 1 CEC
- 2 Admin
- 2 new recovery workers due to start this month

Service development update

- Leominster is now open Tuesday 9am-5pm, Wed 9am-7.30pm, thurs 9am-5pm and Friday 9am-5pm and we provide a prescribing presence on Wednesdays and Thursdays.
- Continue to build and grow Ross and Ledbury and currently working out of both St Marys Church and Alton Surgery.

Care Quality Commission (CQC)

- ❖ CQC Inspected Addaction Herefordshire In October 2016 over a two day period with an inspection team of five.

- ❖ CQC inspection on the following principles:
 - Is the service :
 - Safe
 - Effective
 - Caring
 - Responsive
 - Well Lead

Findings: Addaction was found to demonstrate all five of the above principles.

❖ *‘Staff treated clients kindly, were warm in their interactions and treated them with respect. Staff supported clients to give feedback. Carers and families were offered support and the service ran a regular carers group’.*

❖ *‘Staff were confident in managing safeguarding issues, they had support from managers who also monitored safeguarding. All staff completed safeguarding training’.*

CQC areas for improvement

Actions

- Update all risk assessments & risk management plans
- Update all recovery plans
- All required CQC notifications to be sent
- Clinical equipment to be routinely checked
- Client confidentiality to be maintained at all times
- Baseline physical health examinations for all clients
- Staff to be familiar with lone working policy
- Update all consent and review every 3 months
- Ensure no unnecessary delays for YP service
- Information to be provided in different languages
- All clients to have a thorough assessment
- Team discussions and actions points to be accurately recorded
- Room availability to be managed effectively

CQC areas for improvement plan

- To have worked through CMT by end of Feb – completed and are seeing vast improvements
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- To ensure incident reporting policy is followed and registered CQC manager to report to CQC
- Nurse lead to complete monthly checks on all equipment
- No conversations or handing out of scripts to take place in communal areas
- Clients to be booked in for health examinations with nurses
- All staff read and become familiar with lone working policy
- All consent to be updated by end of Feb And CMT to be used to ensure consent reviewed every 3 months
- YP no longer has a waiting list due to recent recruitment
- Information in different languages to be sourced
- All new clients to be thoroughly assessed
- All MDTs to be minuted and relevant notes added to Nebula, all relevant conversations to be added to Nebula
- Office move has provided maximum space to see clients

DRRs and ATRs

- ❖ Successful implementation of ATRs as new orders in Herefordshire.
- ❖ Addaction weekly attendance at court to support NPS and magistrates to assess and offer interventions.
- ❖ Effective and seamless partnership and co-location with CRC to support those on orders.
- ❖ Monthly progress reports on each offender for engagement in treatment.

Increased Group Work Programme:

- ❖ Access to Recovery Choices following initial contact to promote treatment options, Peer Support and Recovery Capital.
- ❖ Structured group programmes, Alcohol Awareness and Relapse Prevention.
- ❖ 'POD' Groups. Pop up groups facilitated by Recovery Workers, both treatment and recreational topic focused i.e. walking group, photography , barriers to change, sustaining change and gaining independence.