

addaction Herefordshire |

Progress to date

- TOPS sit at 100% completion for start and exits
- Risk and Recovery Plans remain at 100% complete
- Representations remain low across the cohorts
- There are now 2 peer led recovery groups within the community
- Awarded a 'good' rating from CQC

Performance

Have seen a slight dip in opiate and non opiate successful completions as we are now tackling the more complex service users who have been in treatment for an extended period of time. However the alcohol and alcohol and non opiate rates have improved in line with the new group offering becoming fully imbedded.

	Baseline period		D.O.T		Latest period		Top Quartile range	Range to
	(%)	(n)	B	LQ	(%)	(n)	* National average	
Opiate	9.1%	40 / 441	▼	▼	5.9%	25 / 426	7.97% - 12.39%	34 to 52
Non-opiate	38.9%	21 / 54	▼	▲	32.1%	17 / 53	40.00% - 53.13%	22 to 28
Alcohol	34.0%	83 / 244	▲	▲	36.4%	90 / 247	39.43%*	-
Alcohol and non-opiate	29.5%	18 / 61	▲	▼	31.5%	23 / 73	34.64% - 44.21%	26 to 32

CQC

- Inspected 5th December 2018
- Rated 'Good'
- Highlighted:
 - 6 clients spoken with all stated that the service had been life changing for them.
 - Spoke about staff who were kind, caring, considerate, non-judgemental and supportive.
 - Recovery plans were detailed, reflected the assessed needs, were personalised, holistic and recovery-oriented and staff updated them when appropriate.
 - Staff involved clients in recovery planning and risk assessment and actively sought their feedback on the quality of care provided.

Continued Improvement – Community/Recovery focus

- The inspection team examined six sets of care records.
- All records were holistic and recovery focused and showed that discussions about group work and mutual aid had taken place.
- All records included a full history for each client and were completed when the client came for their first appointment and amended in subsequent meetings.
- All records included a risk management plan and discharge plan.
- Medication was prescribed in line with National Institute for Health and Care Excellence including methadone for the management of opioid dependence.
- Client records showed clear care pathways which included other services such as community mental health services and safeguarding at the local authority.
- Clients who had attended a 12-week group programme received a graduation certificate and this was presented to them in a meeting with previous clients who had also successfully completed the programme.

Service Development

- Continue to work out of 3 sites:-
 - Leominster – 1:1 & group provision offered
 - Ross/Ledbury – fortnightly presence with groups accessible at Hereford & Ross
 - Hereford – 1:1 & group provision offered
- Group provision has increased exponentially with groups for:-

➤ Art	Relapse prevention	Breakfast Club
➤ Reading	Maintaining change	Stuck in Treatment
➤ Walking	Quitting substances	Quitting Opiates
➤ Tai Chi	MAP	Motivation to change
- Have received funding for a new veterans lead role
- Have developed the young persons service and are currently working upon a co-production involving partner agencies and young people themselves