

Substance Misuse Services Visit Update

Visits undertaken

A number of visits to treatment service providers have taken place during 2014/15, with tours of the premises followed by discussion on the services provided including consideration of performance information.

Councillors Pam Palmer and Jane Tremlett attended a meeting, at Chooselife's premises in Llanelli, to monitor the service level agreement with them in February 2014. The Chief Executive Officer of the service was present. The discussion included performance management and detailed consideration of the regular comprehensive reports provided on service activity. Cllr Palmer also attended a subsequent monitoring meeting in October with the service's Chief Executive Officer, when again, performance monitoring was a key element of the discussion.

In July 2014, a site visit took place to two service providers who work throughout the county. The visits took place at their Llanelli premises and the members were joined by Councillor David Jenkins. The Parish Hall site was visited initially where Prism, the single point of contact service for alcohol services, is based with other services it provides specifically for offenders which are not funded by the Welsh Government Substance Misuse Action Plan Fund. The Director of Prism, Criminal Justice service team leader and the alcohol service team leader responded to questions on the service. These included engaging effectively with offenders, the treatment provided, close working with police colleagues, work in schools, referrals from different sources including GPs and how it is positive that some clients access the service again in the future when they are ready to seek treatment. The Vaughan Street location was then visited, where Turning Point, the single point of contact tier 2 service is based (with colleagues from the Council's Social Care Team and the University Health Board's Community Drug and Alcohol Team.) The team leader assisted with questions on the service which included the needle exchange service, usage statistics, service user consultation and group work undertaken. A particularly valuable part of the visit was felt to be a discussion with two service users. The councillors heard first from a client, supported by a worker, about the service she receives from Turning Point and then from a member of the family of another service user, again supported by a worker, about the service they have received from the staff there. The members felt that this helped to bring the service to life and it also evidenced how much the staff are valued by the clients.

Further site visits took place in May 2015 with the Tier 3 University Health Board Community Drug and Alcohol Team (CDAT) and Drugaid Choices Service for young people.

At the meeting with CDAT, the two councillors met the team leader and the alcohol and BBV lead nurse and questions included the psychosocial interventions group (recovery) 12 week programme – relapse prevention, motivational interviewing, support provided to Polish clients in Llanelli, opiate substitute prescribing, frequency of appointments, helping alcohol clients to detox safely and the support which will be provided in future for family members. The good signposting to housing services and support provided by the Council department was noted and also joint working with the Council's Social Care team relating to residential rehabilitation.

At Unit 3 in Llanelli – the young person's service base – the Executive Board Members met a representative from Choices (service provided by Drugaid), a Council Social Worker (adults) and a representative from a children and young people's advocacy service (Trysgynnor). Key points discussed included drug of choice for young people, the weekly allocation meetings attended also by YOPS and CAMHS to deal with dual diagnosis issues (substance misuse and mental health), age of referrals, generic work in schools and also specific work to target issues, outreach work, training for professionals, work with concerned others – affected by parent's use or parents worried about their children, planned group work for the summer. Positive collaborative work was noted with foster carers' training being provided jointly by Social Care and Choices and good communication between substance misuse children and adult services with joint allocation meetings and transition arrangements in place. The view was also expressed by the workers that the partnership working locally was considered to be better than in other local areas as staff had experience of working in other counties.

Performance Information

The Councillors considered a range of performance management information provided by the services. Appendix A provides a summary of activity for the services visited for the period 2014/15.

Future visits

There has been a change in the services now commissioned by the Area Planning Board and Drugaid started providing the tier 2 adult drug and alcohol service across the Hywel Dda area in April 2015. This service replaced the ones provided previously by Turning Point and Prism in Carmarthenshire. A visit to the Drugaid service will be arranged shortly and a report provided to a future meeting.

Appendix A

Total activity

Reporting Period: 01-Apr-2014 to 31-Mar-2015

Total Activity	Prism	Drugaids Choices	CDAT	Turning Point
Number of referrals	559	72	212	251
Number of assessments	344	68	193	141
Number of treatment start dates	337	65	176	125
Number of cases closed	501	86	167	286
Number of open cases	162	10	108	5
Number of clients waiting assessment	77	1	6	3
Number of clients waiting treatment	3	1	0	0

Chooselife Day Centre Access

Quarterly comparison

Quarter	Number of visits	Individuals	1st Visit
April – June 2014	1263	115	15
July – Sep 2014	1086	100	6
Oct – Dec 2014	1159	111	15
Jan - 6th Mar 2015	890	104	9

Breakdown of Service User Type in the Day Centre

Support Type	Apr – June 14	July – Sep 14	Oct – Dec 14
Drugs	64	59	56
Drugs & Alcohol	14	11	13
Alcohol	16	11	17
Family support	5	4	6
Unknown	3	2	8
Recovery Champions	13	13	11

(This information does not include activities and training undertaken, the volunteer programme or participation in social enterprises, as these are not funded by the Area Planning Board. Family Centre Usage is mainly activity based.)