

## **West Dunbartonshire Local Engagement Networks**

### **Mental Health & Addictions**

**Concord Centre Dumbarton 4<sup>th</sup> October 2018 and**

**Dalmuir CE Centre Clydebank 5<sup>th</sup> October 2018**

At the Concord Centre the Chair of the Dumbarton/Alexandria Local Engagement Network (LEN) welcomed everyone to the session. Along with service users there was representation from Dumbarton Area Council on Alcohol (DACA), Alternatives, Mental Health Network (Greater Glasgow), West Dunbartonshire Community Care Forum, Mental Health Who Cares and Lomond Patients Group.

The session started with a presentation from Jane Burrows (Addiction Nurse Team Leader) based at the Dumbarton Joint Hospital.

There are four different levels of service delivery, these enable clients to be referred to and access appropriate types of support. We work with partners to provide help and support to people affected by addiction:

Tier 1 – Primary Care e.g. GP & Social Work services, Criminal Justice Services.

Tier 2 – Community Drug & Alcohol Services e.g. Alternatives , DACA, FAST-support.

Tier 3 – Community Addiction Teams – Community Treatment & Support.

Tier 4 – Hospital In Patient & Day Unit Services.

Drug Treatment & Testing Orders (DTTO) is an alternative to custody and referral is made via the Court.

Our aim is to

- Reduce the harm associated with substance misuse, regain and sustain a stable lifestyle and/or achieve and maintain abstinence.
- Improve physical and mental health
- Access education, training and employment services

- Participate in meaningful activities as members of the community
- Improve family and other relationships

Jane went on to speak about how to access Addiction Services, the services they provide and when clients are ready to move on.

### **Moving on:**

Clients who have reached their goals, and are continuing with Opioid Replacement Therapy (ORT) prescribing, can be transferred to their G.P. for ongoing prescribing and support.

There are currently 8 Shared Care Clinics based within GP practices in Dumbarton Health Centre & the Vale Centre for Health & Care. 7 of these clinics are supported by staff from the addiction service and are worked jointly with the GP.

Clydebank has 2 shared care clinics which are supported by the team.

Kate Hamill then gave a presentation on the work of the Future Addiction Services Team (FAST).

- The remit of The FAST Team supports service users to promote & strengthen recovery. The FAST Team includes a Recovery Coordinator (with lived experience) and 6 Volunteer Recovery Volunteers.
- This linked support also offers a pathway to mutual aid and self-help groups out with traditional office hours. Additionally the volunteer team offer a first base contact for community members entering programmes, meeting and greeting and supporting through the early stages of introduction to service provision.

FAST also run two weekly Recovery Cafes in Clydebank and Dumbarton;

- Provides lunch and peer support;
- Delivers programme of activities, including Complimentary Therapies, Beauty Therapies Arts and Crafts;
- Welfare Reform drop in service to support people who have trouble accessing benefits;
- Outdoor activities;

Kate went onto talk about service users meetings, quarterly social evenings and supporting and encouraging recovery related local and national initiatives and events.

Margaret Muir then spoke on the work and services provided by Work Connect.

### **Partnership working with Addiction Services**

- Recovery Café Tea in the Park Dalmuir-Every Wednesday 12-4pm
- Work Connect support delivery and provide employability support on site with dedicated Employment Support Worker who will build positive relationships, providing
- Support & Guidance, Access to Work Experience opportunities across 3 sites- Tea in the Park (TITP), Slipway, New Pavilion Café

### **Work Experience/Volunteering Opportunities**

- Work Connect has over 25 opportunities, providing real work experience/ volunteering opportunities internally and with external partners in Catering, Horticulture, Social Care, local Charities.
- Addiction services have been allocated places within the Slipway Catering Facility where service users with an interest in the catering industry can access hands on experience, building confidence and self esteem, developing communication skills , providing customer service and gaining Food Hygiene certification.

The above presentations were also presented at the Clydebank session with Jacqui McGinley (Harm Reduction/BBV Nurse) talking through the Addiction Services presentation.

Along with service users, DACA, Alternatives and Stepping Stones were in attendance. Observing were two inspectors from the Care Inspectorate.

In both sessions we had discussions with service users asking 3 questions;

1. How do you find accessing services?
  2. What are the positives about the services?
  3. What could we do better?
- The amount of time it took to get an appointment (*in Addictions our target is within 21 days, we are accountable, sometimes it is unavoidable, if the target is missed the team want to know why*).
  - Access to Goldenhill Mental Health Services when I'm still using drugs, my mental health illness led to my addiction, now I can't get treatment for my mental health condition. (*Mental Health Services need you to be abstinent before they can treat your mental health condition*).
  - There is a link that some people who have had a lot of trauma in their life go on to have a mental health condition or addiction or both.
  - I've had a lot of trauma in my life, I needed help, GP could not help me, I hope things are getting better because I needed help. I was addicted to cocaine there is no substitute, no replacement.

- Before I went to prison I could not talk to my GP, but with getting involved with services I can start communicating.
- Job centres are starting to understand the issues of Mental Health and Addictions
- Referred to Alternatives Safe as Houses saved my life.
- Went to Mental Health, they thought I was after more money
- I've started getting treated with a bit of dignity
- The peer support at Alternatives and welfare rights have helped me
- I've had positive support from all the services I've used as part of my recovery.
- Part of recovery is social and part is medical, the hard part is starting clean.
- We need better communication between the services
- Directory of services needed
- I was ill with a mental health condition, now I have an addiction I can't access Community Mental Health Services
- They separate people for Mental Health then Addiction, the protocol has to change
- (DACA) sometimes our referrals we spend more time on their mental health condition
- I wouldn't talk about my addiction, but with peer support I have overcome my fear
- Access to Welfare Rights has stopped me committing crime
- I was clean for a year and then I relapsed, but I wanted the life I had in that year back. Partnership working between Addiction Services and Alternatives (Safe as Houses) I'm getting my life back.
- FAST group is helping me tremendously
- Once my script wasn't signed, that should not happen

### **Conclusion:**

It was heartening to hear service users talking positively about services they receive. The Addiction Teams will discuss with their teams the points raised by service users.

The inspectors from the Care Inspectorate thanked us for letting them observe the session, they thought it was a fantastic morning, and they also said it was great to hear how all the services statutory and 3<sup>rd</sup> sector all linked up.