

Service Statement
Addiction Services

Document Information

Title	Health and Social Care Partnership Addiction Services Service Statement
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Description	This document summarises the Services provided, objectives, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	D Gillespie	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control
1.2	Final	21 st December 2018	D Gillespie	Incorporation of Inverclyde Outcomes Improvement Plan and Corporate Plan Organisational Priorities.

Addiction Services

1. Overview of Service

1.1 Service Management Structure



1.2 Service Description

Inverclyde Addiction Services provide a range of community based care and treatment options with a focus on harm reduction, prevention and recovery for individuals who experience alcohol or drug problems. The Integrated Alcohol and Drug Services have teams from both health and social care and have been established on the basis that services are targeted towards those individuals who are in most need.

Services include:

- Assessment
- Brief Intervention
- Counselling
- Relapse Prevention
- Harm Reduction
- Substitute Prescription Service
- Home detoxification / in patient
- Overdose Awareness and Prevention Training
- Blood Borne Virus Testing/vaccinations
- Assessment for Rehabilitation Services
- Psychological Services

- Education and Health Promotion
- Healthier Inverclyde Project
- Day Service
- Acute Addiction Liaison Nurse
- Family Support Services
- Sign Posting onto Other Services
- Persistent Offenders Partnership

2. Statement of Service Objectives

- To deliver a person-centred, needs-led approach to care and treatment that respects values; choice; dignity and equality; and promotes recovery
- To encourage positive lifestyle changes, promote safety and focus on the development of an individual's responsibility in their care and treatment.
- To work in partnership with service users, carers and multidisciplinary teams and other agencies.
- To support the commitment of the Alcohol and Drug Partnership to work towards achieving better outcomes for individuals with alcohol and drug misuse problems their carers, families and the wider community.

The focus of the Service is to provide specialist addiction treatment services, providing accessible, confidential, person-centred quality interventions to support individuals on their journey of recovery thus helping to deliver the Council's corporate vision of **Getting it Right for Every Child, Citizen and Community**.

A diagram showing how the Service contributes to *Getting it Right for Every Child, Citizen and Community* and how the Service will promote the development of the 'SHANARRI' key

Wellbeing indicators that the Council wishes to 'get right' for all Inverclyde's citizens is contained within Appendix 1.

3. Inverclyde Outcomes Improvement Plan

The service contributes to delivery of the following priorities within Inverclyde's Outcomes Improvement plan and the Inverclyde Council Corporate Plan 2018/22.

Population: Inverclyde's population will be stable and sustainable with an appropriate balance of socio - economic groups that is conducive to local economic prosperity and longer term population growth.

Inequalities: There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

4. Inverclyde Council Corporate Plan Organisational Priorities

Organisational priority 1:

To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them

Organisational priority 2:

To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty

Organisational priority 3:

To safeguard, support and meet the needs of our most vulnerable families and residents

Organisational priority 4:

To improve the health and wellbeing of our residents so that people live well for longer

Organisational priority 5:

To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources

Organisational priority 6:

To develop motivated, trained and qualified employees that deliver quality services that meet current and anticipated service needs

5. Our Commitment to our Customers

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising and building on the strengths of the individual.
- We will promote people's right to choice, confidentiality and protection.
- We will assist people to improve the quality of and increase their control over their own lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate against people or groups on grounds of age, race, religion, sexual orientation, gender or disability.
- We will work in partnership with users, carers and other providers of services to ensure continuous improvement in our performance.

6. What You Can Expect From Us

- We will provide the best care and treatment we can, within the resources available to us.
- We will make sure that everyone involved in your treatment/care has the right training and skills for their job.
- We will provide care and treatment in a safe and private setting.
- We will speak to you about your care plan.
- We will encourage you to take part in making decisions about your care plan and treatment, you have the right to accept or refuse any support, treatment, examination, tests, and screening procedures.
- We have a legal duty to keep information about you confidential and share information only on a need to know basis.
- We will keep accurate and up-to-date records of the care you receive and this is stored securely.

7. Service Standards

7.1 As an HSCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise the unique professional roles and expect staff to adhere to their respective professional bodies standards.

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers can be found on:

<http://www.sssc.uk.com/Codes-of-Practice/sssc-codes-of-practice-for-social-service-workers-and-employers.html>

The General Medical Council (GMC) agreed Good Medical Practice (2013) can be found on:

http://www.gmc-uk.org/guidance/news_consultation/20477.asp

The Nursing & Midwifery Council (NMC) agreed The Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) can be found on:

<http://www.nmc-uk.org/Nurses-and-midwives/Standards-and-guidance1/The-code/>

The Health and Care Professions Council agreed the Standards of Conduct, Performance and Ethics (2008) can be found on:

<http://www.hcpc.org.uk/publications/standards/index.asp?id=38>

8. How You Can Help Us

8.1 In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.
- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. This link provides details on how to contact us <http://www.inverclyde.gov.uk/health-and-social-care>
- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 715365	01475 715365

9. If You Make a Complaint to Us

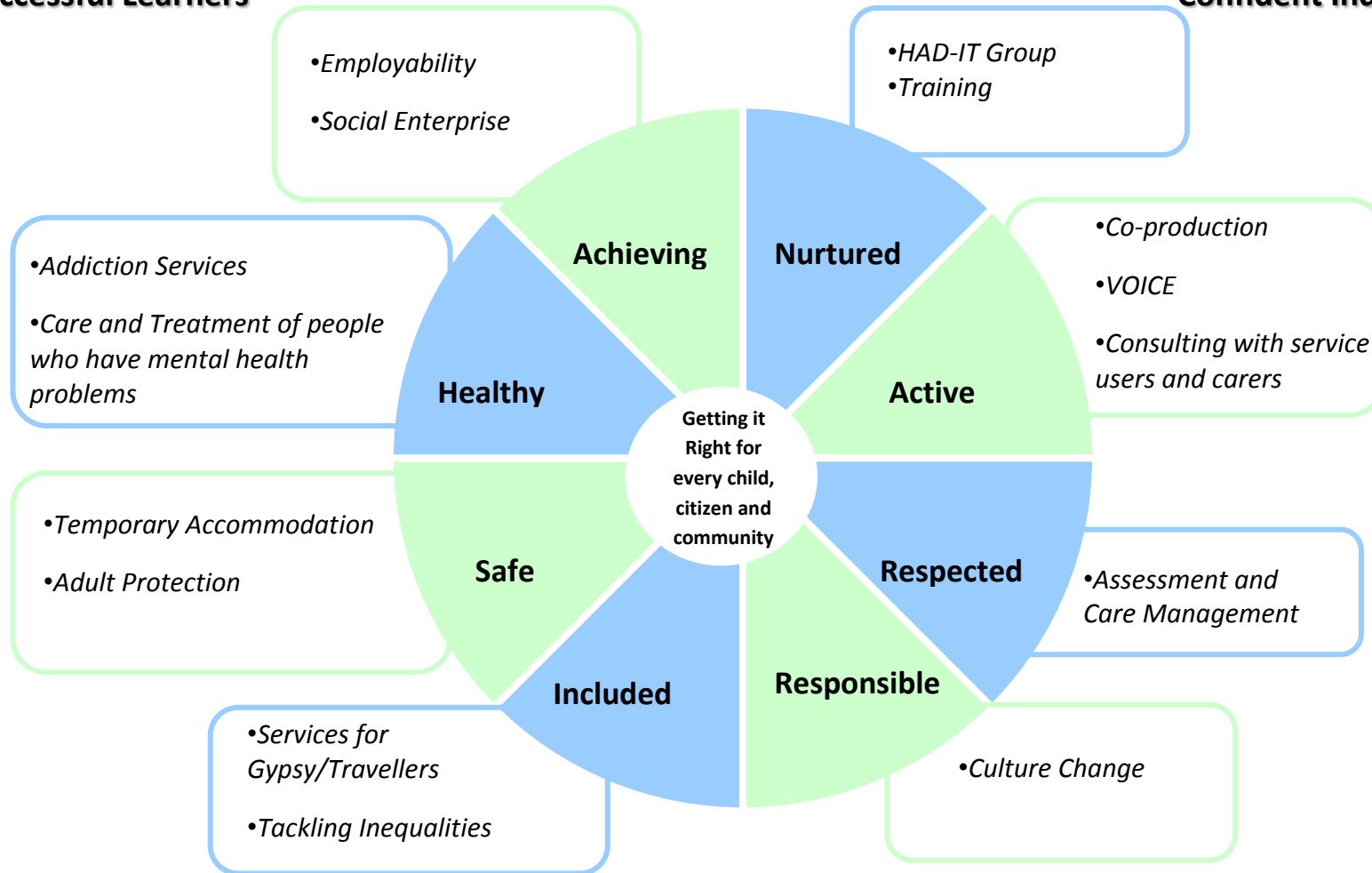
For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
<p>Write to:</p> <p>The Complaints Officer</p> <p>Inverclyde HSCP Hector McNeil House 7-8 Clyde Square Greenock PA15 1NB</p> <p>Phone: 01475 715280</p>	<p>Phone: 0141 201 4500</p> <p>Email: complaints@ggc.scot.nhs.uk</p> <p>See our website at www.nhsggc.org.uk where you can find information under “Get in Touch / Get Involved”.</p>

Alternatively, request a Complaints form in any Inverclyde HSCP premises.

Successful Learners

Confident Individuals



Effective Contributors

Responsible Citizens