



Alcohol & Drugs Action

Service User Feedback Report - June 2016

Always respond when I find myself drinking again. Give me hope when things are bad. Encourage me to think positively.

Excellent, non-judgmental support worker who encourages me to use my time more effectively and supports me in going to any groups ADA offers.

I have found everyone and all my workers at ADA, always informative, friendly and always listened and treated me with empathy.

I did new things with my time (gardening group and SMART) and I have learned to put myself and my recovery first. Before I felt I had to do things for my family and ex-partner but I realised they were demanding on my time and this was not good for my recovery.

I have become more confident in myself everyone I have dealt with in the service has helped me achieve my goals.

I feel that I am greatly supported in my one to one session. My worker is very knowledgeable and supportive while treating me with respect as an individual. Group sessions are also great in meeting other in similar circumstance and working collectively to achieve our goals. Additionally groups e.g. women's activities are highly beneficial.

Introduction

In order to seek views from service users on their satisfaction with Alcohol & Drugs Action (ADA) services, service users of Direct Access and ARC were invited to complete an anonymous paper questionnaire (see Appendix A). The same questions were also asked from a touchscreen facility at the duty drop-in at Hadden Street for 6 weeks in early summer 2016 to gain as many responses as possible.

The questionnaire was compiled using a combination of key quality standards addressing 3 fundamental areas:

1. Core quality standards relating to being treated with dignity and respect which are proven to be key ingredients in effective drug and alcohol service provision.
2. Key indicators of recovery focused, strength based approach to provision in line with the Scottish Government's Quality Principles for alcohol and drug services.
3. Self-reporting of the impact the service has had in relation to behaviour change.

Limitations of findings

Bias was limited by service users choosing themselves whether or not to participate. However, as the questionnaire was anonymous, we are unable to state whether the responses were representative of all service users in terms of age, gender, and other demographics. As a result, whilst these responses therefore cannot be viewed as wholly representative of all service users accessing Alcohol & Drugs Action (ADA) services, the findings can be seen as an overall 'snapshot' of how both services were viewed by a random sample of service users.

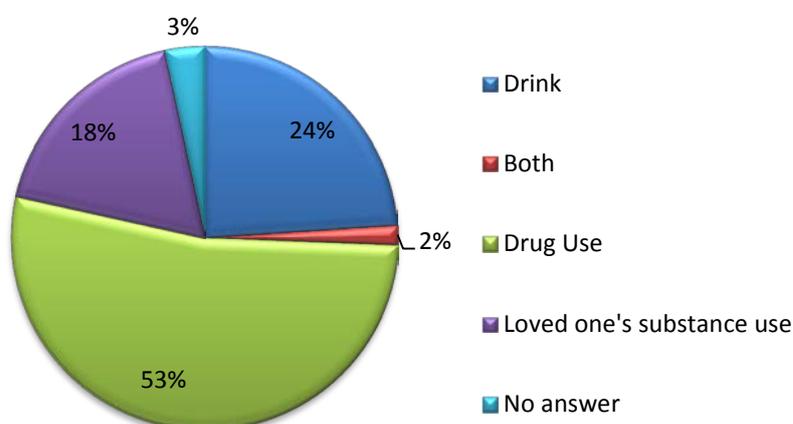
Summary and analysis of findings

I attend Alcohol & Drugs Action to help with my...

There were a total of 122 responses; 49% were responses from a Viewfinder placed in the reception area, 30% were from the Direct Access Service, and 21% were from the ARC service.

Of the 122 total responses, 25% of service users attended Alcohol & Drugs Action to assist with alcohol issues, 2% attended for assistance with alcohol and drug use issues, 52% attended for assistance with drug use issues, 18% attended for assistance with a loved one's substance use issues.

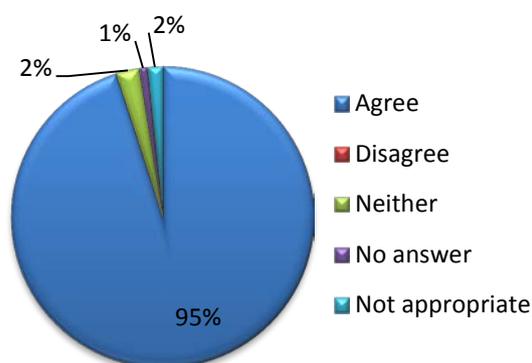
I attend ADA to help with my...



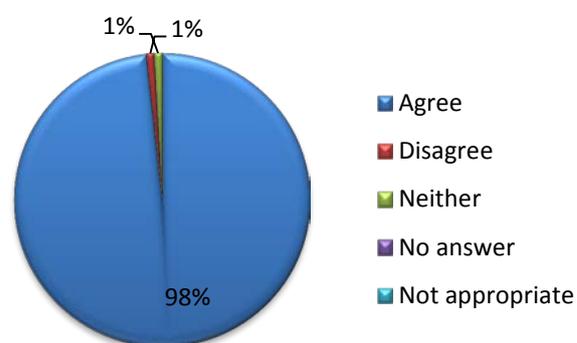
Working with Alcohol & Drugs Action

Overall service users reported positive feedback as they felt respected, valued, and listened to at Alcohol & Drugs Action. Building trust between the worker and client is crucial to the success of our work as these core elements are required to build effective therapeutic relationships. Staff and volunteers are provided with ongoing training and supervision to ensure the focus on these core elements are maintained. In addition, the vast majority also commented that the service is available when needed. This is a reflection on the focus Alcohol & Drugs Action has had on delivering services which are available 7 days a week, including weekends.

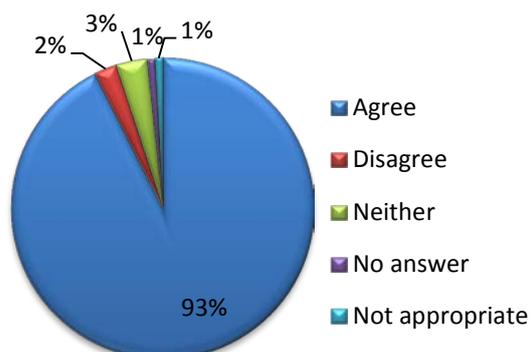
I feel safe using this service



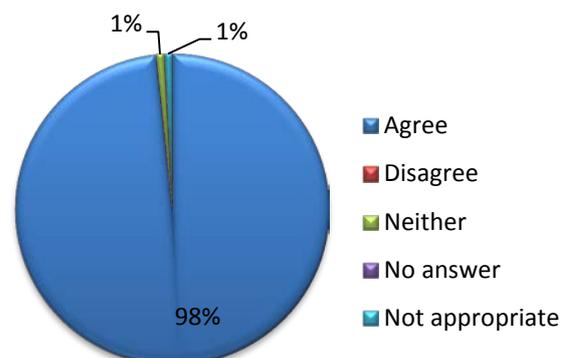
I think the staff treat me with respect and dignity



I think the service is available when I need it most



I feel listened to when talking about my needs

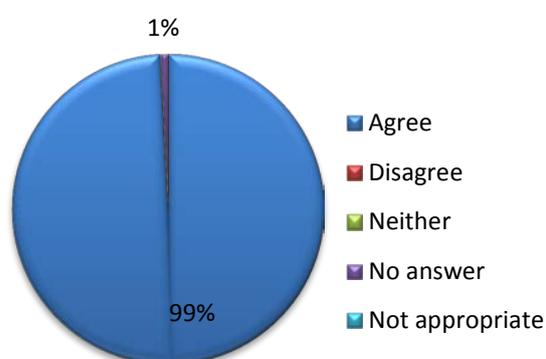


Recovery focused and client led services

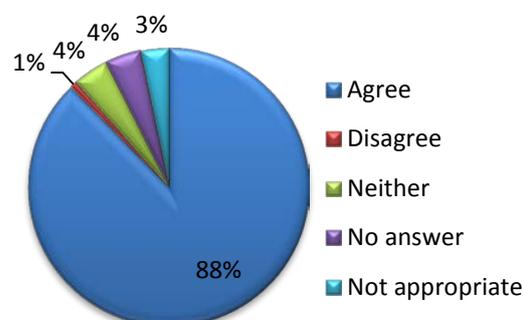
The majority of responses in relation to Alcohol & Drugs Action's strengths based and service user led approach taking a broad view of support requirements, suggests this is a consistent approach experience through services. It is interesting to note that 100% of people in ARC who attend for structured support, report that the service did help identify their strengths. In comparison, a lower number reported this within Direct Access. Perhaps this reflects the focus on addressing immediate risks and harms which is a key feature of IEP and other Direct Access drop-in services.

Overall these responses are encouraging and highlights the focus Alcohol & Drugs Action puts on ensuring a client led approach to provision in line with the evidence base and national quality principles.

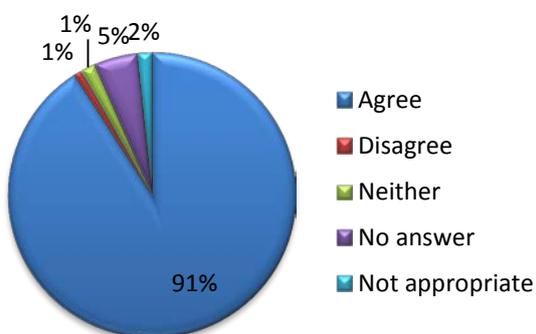
I feel supported in this service



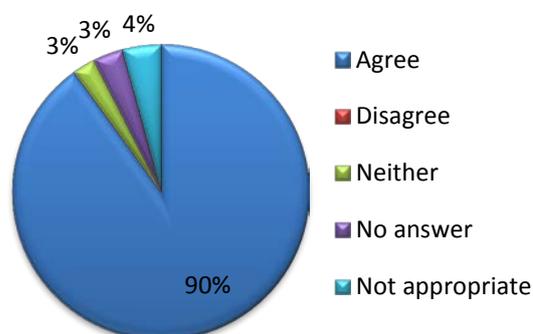
The service helps me identify my strengths



The service helps me progress at my own pace



I feel this service supports me to access other services/sources of support

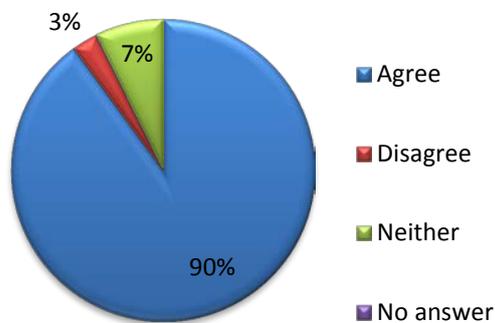


The impact on behaviour change since working with Alcohol & Drugs Action (self-reported)

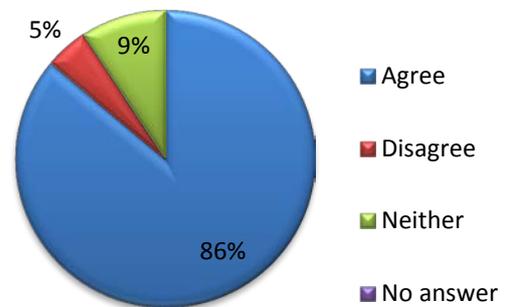
Responses from the majority of service users who took part responded that they felt safer, healthier, and more positive following their engagement with Alcohol & Drugs Action.

Additionally, responses in relation to use of drugs illustrate that Alcohol & Drugs Action works with people at all stages, in most cases demonstrating improvements in relation to reducing substance use related risk, improving stability whilst supporting many who are further on their recovery journey.

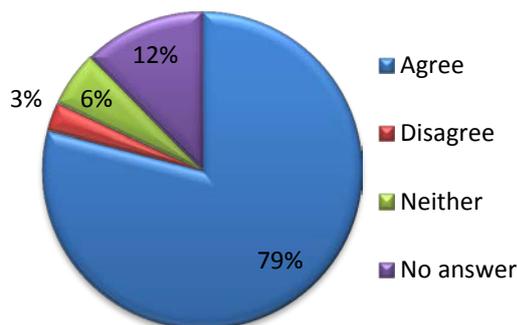
I am safer and healthier



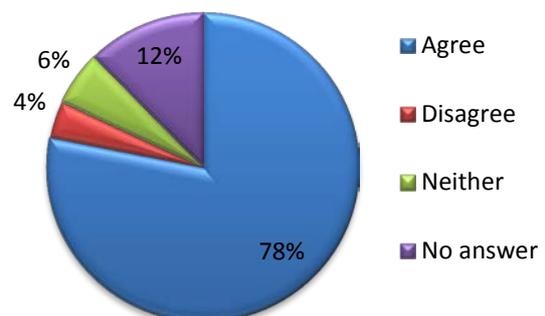
My thoughts and feelings are more positive



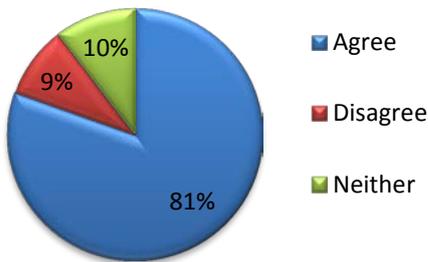
My drug/alcohol use is less risky



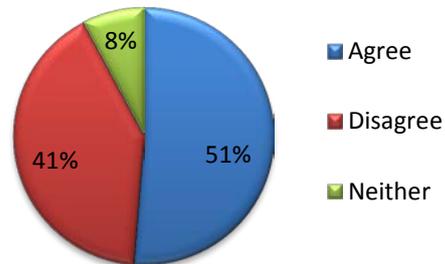
My drug/alcohol use is more stable



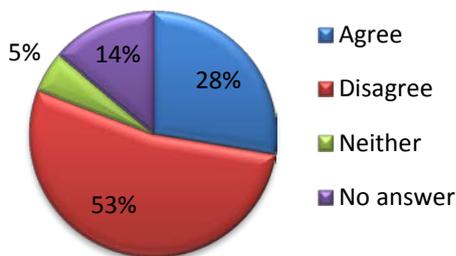
My drug/alcohol use has reduced



I am no longer using any illegal drugs



I am no longer using any drugs

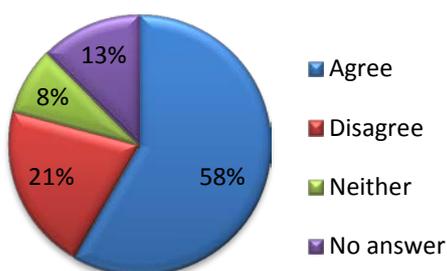


I no longer drink

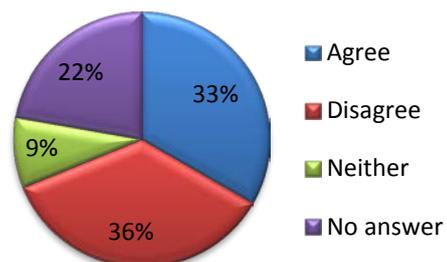
This particular question did not include those from the ARC service, as service users from this service are drug users and primarily use this service to tackle dependent drug use.

There were a total of 96 responses were received in regards to this question, 37 of which were service users from the Direct Access service, and 59 of those were from service users who responded using the Viewfinder.

Direct Access: I no longer drink



Viewfinder responses: I no longer drink

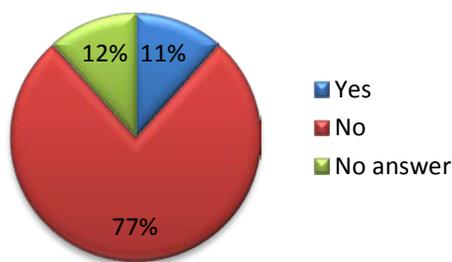


As shown above, the responses show that over a third of recipients who were involved with Direct Access no longer drink alcohol, demonstrating the role of Direct Access as not only a harm reduction but also a recovery focused service. A quarter of those who responded through the Viewfinder stated that they no longer drink alcohol. These results show the importance of services such as Direct Access as they are clearly helping people to make huge lifestyle changes to their everyday lives.

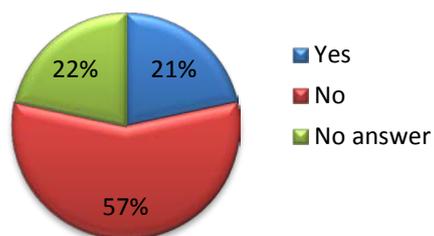
Do you wish to volunteer with ADA?

Those respondents from the ARC and Direct Access services are asked whether they wish to volunteer with Alcohol & Drugs Action as we have a range of volunteer and recovery groups which are supported by volunteers. The responses demonstrate that whilst there were a significant number of people interested in volunteering, the majority reported that they are not interested in this. This may reflect the early stage in their recovery journey that some of the respondents are at.

ARC: Are you interested in volunteering with ADA



Direct Access: Are you interested in volunteering with ADA



What is good about Alcohol & Drugs Action /What could be improved?

This Service User feedback highlights that Alcohol & Drugs Action staff across the organisation treat service users with respect and dignity. Service users feel safe using Alcohol & Drugs Action which is an important indicator of engagement and retention within services.

In addition, the client led focus of Alcohol & Drugs Action is reflected in the diverse benefits reported from attending Alcohol & Drugs Action from reducing harms through to achieving abstinence.

The written feedback from service users was overwhelmingly positive, with no negative feedback.

When asked what Alcohol & Drugs Action could do in order to help achieve more goals, the majority of service users stated that there is **“nothing to change”** as Alcohol & Drugs Action should **“continue as they are doing.”**

A number of service users stated that more staff would help as they would like more time with their workers. Some mentioned that opening more evenings could help to reach more people in need. Finally, some service users noted feeling isolated and would like more group interaction as a way of making friends.

The following are a representative sample of the type of comments received in this service user feedback exercise:

I have found everyone and all my workers at ADA, always informative, friendly and always listened and treated me with empathy, I have nothing but good things say about ADA and have enjoyed being a client and participating in many of the group activities and I know I would not be where I am today in the frame of mind and feeling better than I have for years.

Excellent, non-judgmental support worker who encourages me to use my time more effectively and supports me in going to any groups ADA offers.

I feel that I am greatly supported in my one to one session. My worker is very knowledgeable and supportive while treating me with respect as an individual. Group sessions are also great in meeting other in similar circumstance and working collectively to achieve our goals. Additionally groups e.g. women's activities are highly beneficial.

I have only been here twice but both times I have been here I have felt very comfortable with who I have spoken to. I'm always made to feel very welcome and know I can always come back whenever I want.

I have only had 3 appointments so far but the support I have received so far has been welcomed and much appreciated.

Since coming to ADA they have been a great help with my recovery, I no longer use and feel a lot better health wise, and I am able to think better thanks to ADA.

I am always looked after when I go and see my worker I always get something out of it. Nothing could really help anymore than it always does.

I have become more confident in myself everyone I have dealt with in the service has helped me achieve my goals.

Staff approachable, friendly and always ask how I am and seem interested.

Always respond when I find myself drinking again. Give me hope when things are bad. Encourage me to think positively.

I'd like to give constructive criticism but cannot think of anything that could have done better.

ADA are very supportive, and individually focused.

Support through the Family Support Group has been invaluable.

They are always there to listen and have a discreet manner.

ADA has been there for me when I've been slipping back.

Got a Recovery Star Award and now I am doing a City & Guilds qualification.

I did new things with my time (gardening group and SMART) and I have learned to put myself and my recovery first. Before I felt I had to do things for my family and ex-partner but I realised they were demanding on my time and this was not good for my recovery.

ADA have saved my life and my sanity!

Nothing there to change, they do a great job. Helps me no end

Since coming to ADA Family Support Service, I have learned more about why my sister drinks. I am not so worried about her lapsing because I know it is normal and not the end of the world. I know it does no good if my sister phones me up and shouts at me while she is drunk. I feel much happier about ending the call; my sister probably would not remember it anyway! My sister is doing well at the moment and I feel hopeful for her future. I feel reassured that I can call your service again should I need to.

Everything had been good what I have been doing with ADA they are there to chat and listen to my stories too etc.

I think my experience with ADA has helped me a lot with positive thinking and getting me out this house.

I would be completely lost if it wasn't for the help I have been receiving and appreciate it greatly as I don't know how I would have got anywhere near as better now than when I first needed to use this service. I get listened too which is as important as other services wouldn't take what's happening, the staff have and are helping me greatly with my problems.

My worker is there when needed.

Conclusions and future actions

Based on the very positive feedback received, it can be concluded that the Alcohol & Drugs Action Supervision, Appraisal and Training systems are working well in terms of ensuring staff are skilled and delivering interventions in line with good practice. The following conclusions are made:

Alcohol & Drugs Action will continue with its in-house programme of staff and volunteer induction, training, supervision and appraisal to ensure that the key values of treating people with dignity and respect which are essential requirements for effective working are maintained.

As the organisation has grown in recent years and is delivered across many sites, it is important Alcohol & Drugs Action ensures that this focus on quality delivery is maintained. To support this, a quality assurance framework has been implemented providing core competency training across the organisation to ensure that there remains a consistent focus on high quality service delivery across all areas of service. Staff feedback will be sought on this during 2016 and we will amend/refine the programme taking into account staff experiences.

In relation to increasing groups and provision of additional worker time, we plan to develop volunteer roles within ADA with remits to lead groups, promote services and activities within local communities and also plan to have a small number of Volunteer Recovery Coaches in operation over the next 12 months. We hope that this will assist with capacity, ensuring we are responding to our service user feedback.

As stated in the introduction, this is a limited sample and cannot be viewed as representing all service users. In order to improve service user's opportunity to give feedback, Alcohol & Drugs Action will seek to embed service user feedback into all areas of service delivery. This will include using a variety of media and technology to capture more views, as well as the development of a Service User Forum to engage service users further and help guide development of services.

Summary copies of this report and our key actions taken as a result will be displayed in the ADA waiting areas and circulated to service users.