

West Kent Drug and Alcohol Service Review Summary

August 2020



**Change
Grow
Live**

Vicky Tovey, Public Health Lead Commissioner
Provided by Change Grow Live (CGL) Services Limited

Purpose of the review

- Change Grow Live (CGL) has delivered the contract since April 2016 and there is an optional 36-month extension included within the original term
- The review was to determine if this extension should be enacted for April 2021 onwards
- The review included background, analysis of performance, quality, user views, financial analysis, market analysis, COVID response and wider content (PESTLE analysis)

Wellbeing Services
Dartford, Gravesend, Maidstone,
Sevenoaks, Tonbridge,
Tunbridge Wells

We offer specialist drug and alcohol support services for adults in West Kent.

Anybody can be affected by drug and/or alcohol use, regardless of their ethnicity, religion, beliefs, class, age, sexuality, disability or lifestyle. If you have concerns about drugs and/or alcohol we can help.

We provide confidential information, advice and treatment options for service users, their families and the wider community within the districts of Dartford, Gravesend, Maidstone, Sevenoaks, Tonbridge & Malling and Tunbridge Wells.

Change, grow, live is a health and social care charity that works with individuals who want to change their lives for the better and achieve positive and life-affirming goals.

...venues and outreach settings across West Kent.
Please contact us on the number below for more information, or visit our website at:
www.westkentrecovery.org.uk

Opening Hours
Monday to Friday:
9am - 5pm
Open access:
Times vary by location - please contact us for details
Late opening:
Evening sessions are available by appointment

Contact us
T: 0844 225 0652
E: westkentinfo@cgl.org.uk

Service Content and Outcomes

- Previous presentation shared wider context e.g. Drug deaths increasing, increasing demand.
- The West Kent Drug and Alcohol Service contributes towards Public Health Outcome Framework (PHOF) Indicators:
 - ***Successful completion of treatment C19 (formerly 2.15)***
 - ***Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison within 3 weeks C20 (formerly 2.16)***
- Drug and Alcohol Treatment Services also contribute towards several national agendas such as The Health and Social Care Act (2012) and The National Drug Strategy (2017)

Performance and quality

Performance:

- Performance indicators are based on criteria set by PHE and the National Drug Treatment Monitoring System (NDTMS)
- KPIs have generally improved or remained the same
- Every indicator shows performance either above target or above default target
- Performance is similar or better than national and regional averages, with the exception of conversion rates (referral to treatment) of alcohol and non-opiate users

Quality:

- CQC rating of Good (October 2019)
- Quality metrics show improved quality of life post-treatment
- Complaints within expected levels and high satisfaction reported

CGL Annual Service User Survey - 2019

Summary findings

- 95% of respondents said their service was accessible.
- 96% said the service provided them with what they wanted.
- 89% said they had trust and confidence in the team member supporting them.
- 68% said they had been asked for their views on the service they had received.
- 62% said they would like to be involved in improving their own or others' experience of the service.
- 96% said they had been treated with fairness, dignity and respect.
- 94% said they would feel confident in recommending the services to someone they cared about.
- 67% rated the service as very good, 28% rated it as good, 6% as adequate, **0% rated it as poor and 0% as very poor.**

Case Study

Who : Amanda, homeless, 32 years old from the past 4 years and recently started injecting abscess present due to poor injecting technique shoplifting offences in local town with outstanding

Treatment: Full medical assessment and care for Amanda. It was critical to address the injecting Amanda had any Blood Borne Virus (BBV). Support made available and referrals made to the GP for specialist housing support.

Outcome: Amanda has remained in treatment living in secure accommodation; she is abstinent and stable on her methadone medication. She was Hep C positive, so she has started seeing the Hep C nurse that is co-located at CGL service.



Case Study (2)

Who: Elaine, 48 years old, from Maidstone. Problematic alcohol use for over 20 years. Increasing alcohol use led to severe dependency, with abnormal liver function and other physical health problems including significant weight loss and osteoporosis. There was also significant childhood trauma and depression with alcohol use.

Treatment: The care plan developed and referral for inpatient detoxification to prepare and was admitted to Bridport for 14 days to safely detox. Aftercare included a support group at CGL alongside peer support, Alcoholics Anonymous (AA) and referral for specialist services.

Outcome: Elaine graduated from CGL after her inpatient detox. She has been a member of AA and has started a volunteering placement, a baking course and plans to pursue a degree.



Finance and value

- The total contract value is £17,208,722 (April 2016- March 2021) with a further estimated value of minimum £10,382,469 for three years
- KCC and CGL operate open book accounting to ensure Kent achieves value for money
- There is strong evidence around the benefits of investing in these critical lifechanging service that can make rapid changes to short/long term life expectancy
- Kent's spends less than the national average but achieves good outcomes, which are often better than the national picture, representing good value for money (PHE Spend and Outcome Tool)

<u>SPOT Tool</u>	<u>Alcohol (£ RO)</u>	<u>Drug (£ RO)</u>	<u>Outcome</u>
Kent	£2.67	£5.16	Low Spend Better Outcome
National	£3.71	£7.99	

Market Analysis

- CGL is one of a number of providers who deliver Drug and Alcohol Treatment Services across the UK
- Forward - East Kent Adults
- We are with you - Kent CYP
- Turning point - Medway



Covid-19

- As a result of the COVID-19 outbreak, CGL acted quickly and safely to ensure the service continued to provide support for clients
- CGL had to use innovative approaches in order to ensure continuity of care

No Client Closures	Relapse Prevention planning for recently closed clients	Remote Delivery for needle exchange	Multi Disciplinary Team for Home Detox
Medical Assessment and care planning via phone/skype	Opiate Substitute Therapy Action plan	Hand delivery of prescriptions	Additional hours to offer support on bank holiday

CGL Pulse Survey Findings- July 2020

- Nationally CGL have collaborated with the University of Manchester to gather Service User insights into the changes to service delivery since Covid-19 (68 surveys were completed for West Kent)
- Findings have been summarised in a paper called *“The perspectives of those who receive support from Change Grow Live on COVID-related changes to service provision: Pulse Survey – First Stage Summary”*.

Theme	Key themes from responses
Likes: <i>“what changes do you like?”</i>	<ul style="list-style-type: none"> Convenience of COVID changes Keeping in touch Substitute care – changes to Medically Assisted Treatment and sessions
Dislikes: <i>“what changes don’t you like?”</i>	<ul style="list-style-type: none"> Limits of substitute care – changes to sessions Loneliness/ Isolation Not enough support
Do Differently: <i>“what could we do differently?”</i>	<ul style="list-style-type: none"> Improve communication Increase support New models of treatment post-COVID Keep it as it is

Key findings

- The service operates in a complex environment but has considerable drive to improve outcomes for service users and their families
- CGL and Commissioners continually work together to improve the service quality and outcomes – this has included service re-design, performance improvement plans, and undertaking pilot initiatives.
- Demand for treatment has increased, including for alcohol treatment which is against the national trend. Complexity has also increased.
- CGL cannot continue to increase the number accessing treatment without impacting on quality
- There is a need to align the service with existing care pathways and it is acknowledged that pathways could be improved between ICS and Drug and Alcohol Services, to improve outcomes for substance misusing parents and their children.
- More work is needed to support recovery through commissioned services such as OneYou Kent and Live Well Kent and ensure coordinated support to patients with co-occurring conditions.

Conclusion and recommendations

- Given the good performance of the current contract and the potential for disruption to vulnerable individuals - the recommendation is to extend the contract for an initial 12 months+
- **The committee is asked to note and comment on the findings from the review and associated recommendation.**
- The provider and commissioners will action recommendations to drive continuous improvement and improve outcomes for local residents.