

SWATCHat

April 2007

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Staff:

Jane Berkley
(Manager)

Dawn Holmes

Teresa Lindsay

Lorna Gray

Steven Dunn

(Drug Workers)

Sally Young

(Alcohol Worker)

Carolyn Wood

(Communities

Worker)

Grace Kirk

(Admin)

Charter Mark

Over the last year SWAT has been working to improve the service we provide to clients. This has involved asking your views about what we do and how it could be better.

SWAT is delighted to report that these improvements have been recognised by the achievement of a Charter Mark Award - the quality standard for public services.

Keep telling us what you think and we will keep trying to improve.

SWIA

The Social Work Inspection Agency carried out an inspection of West Lothian Social Services (including SWAT) in November 2006.

A group of SWAT clients met with the Inspectors to give their views of the service SWAT provides. The Inspectors commented positively on the outcomes measured by SWAT showing how clients benefited from the service.

Recent Developments

Communities Development Worker, Carolyn Wood, has been working with the Communities Team in Armadale, Knightsridge & Dedridge seeking views about substance problems and what improvements can be made.

Recent Developments (cont)

Family Support Groups are now meeting in Armadale, Boghall, Knightsridge & Whitburn. The groups are for anyone who's worried about a loved one's drinking or drug use and offers a safe confidential space to talk and to be able to share your experiences without being judged. There is also available information, advice and the chance to relax

For further information please contact Carolyn Wood on 01506 773671 or Patricia Moran, WLDAS on 01506 446654

Alcohol Worker, Sally Young, works in partnership with health workers to provide community care services to improve health and well being of people whose drinking is causing them severe problems. Help is available. This service can be accessed through the Duty Social Worker - Contact (01506) 777777

Residential Services

There have been 13 admissions to Links, Phoenix House and Castle Craig since October. You can find out more about residential services for detox and rehabilitation by contacting SWAT.

A new service, Lothian & Edinburgh Abstinence Programme (LEAP) is being set up in Edinburgh and will be available to West Lothian residents later in the year.

NQS

National Quality Standards for Substance Misuse Services have now been published setting standards to ensure high quality services are provided consistently.

1. You will be provided with all the information you need to help you decide about using the service.
2. You will have all the information you need about arrangements for ending your contact with the service.
3. You will be able to access safe, quality surroundings when engaging with the service.
4. You will be involved in a full assessment which makes sure that decisions about your care and support are based on your needs.
5. You will receive a written personal plan that clearly sets out what the service will provide to meet your needs.
6. The service will work with you to achieve the jointly agreed actions in your personal plan.
7. You will be able to discuss and plan your long-term support with service staff, involving your family, other organisations, services or representatives as appropriate.
8. You will receive quality support and care.
9. The service will work with a wide range of partners, including other services so that your needs are met.
10. The service you receive has been designed with you, your family, and the needs of the local community in mind.
11. Your views will be sought in order to consistently monitor the type, delivery and development of services.

SWAT are working to ensure these standards are met.

If you have any suggestions for items you would like to see in our next newsletter please contact SWAT on 01506 773681 or e-mail us at drugteam@westlothian.gov.uk

Next issue due in October 2007 but meantime go to website for latest info.

The last 6 months

Dawn Holmes went on Maternity Leave at beginning of December 06 and her daughter was born 2 weeks later. Congratulations! We hope to have Dawn back from Maternity Leave towards the end of the year.

Steven Dunn joined the team in October.

Since 1st Oct 06, SWAT has

- had 521 client contacts in the DCP.
- received 60 referrals,
- 45% were self referrals
- offered 80% of referrals an appointment within 7 days
- offered 95% of referrals an appointment within 14 days
- offered 725 appointments with only 15% of appointments missed.

Feedback

You said...the information packs we provide at first contact were useful but didn't always have the information you needed.

We did.....we now include a list of different information we can provide in the information packs which you can select from to make sure you are receiving the information you want.

Complaints

SWAT has had no complaints in the last 6 months but we listen to all comments and suggestions you make.

Your views are important to us. Please tell us what you think about SWAT, what changes you would like to see and how we can improve.

Contact us on:

Telephone 01506 773681
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